

# GoToMyPC – User Guide

Uncontrolled copy. Do not print. Passwords and access links subject to change. Please check with your account manager for latest version.

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## Introduction

GoToMyPC allows you to connect to your PC from anywhere there is an Internet connection. You go to a Web page, enter an Email address and password. Once connected, you control the other PC with your mouse and keyboard.

Please note: There is no Linux or Unix client available for GoToMyPC. Windows is the preferred option. There is a MAC client available but some key stroke combinations will be different if using the MAC client.

## Connectivity to QA Remote Labs

Connection to QA remote lab is facilitated via the online GoToMyPC service. During the initial lab logon process a browser plugin will be installed in the background. Admin access to the local machines may need to be granted in order to allow this or specific access for the browser plugin and GoToMyPC domain.

There is more comprehensive help available via the online GoToMyPC webpages here:

[https://support.logmeininc.com/gotomypc?c\\_name=prodselect](https://support.logmeininc.com/gotomypc?c_name=prodselect)

The relevant sections are:

- Troubleshoot/Connection
- Troubleshoot/Firewalls

Here is an excerpt from the help pages that will cover most of the requirements for a majority of cases.

“Our GoTo products are configured to work through outbound TCP ports 8200, 443, and 80, as well as UDP ports 8200 and 1853. Our products do not require any inbound connections. Outbound TCP port 443 is required in all cases. Connections via outbound TCP port 8200 are optimal for in-session communication, although TCP ports 443 and 80 can also be used. Optimal audio and video require that the UDP ports also be open.”

In addition, allowing access to the following domain will also help with access.

\*.gotomypc.com

If in doubt and before confirming an onsite event, please contact your QA Account Manager so that a connectivity test can be arranged.

In the event of a connectivity test failure, your own IT/Systems team may need to review any local security or firewall restrictions that may be restricting access.

## Customer Self Test Instructions

Open a web page on the PC that you will use for your training and go to

<https://www.gotomypc.com/members/login.tmp>

Sign in as [connectiontest@qa.com](mailto:connectiontest@qa.com) with a password as **&uR3L~aj** (check credentials with your account manager as they may be subject to change).

**Note:** if you get the password wrong and the account shows as being locked, please do not keep retrying. You do need to wait 5 mins as requested otherwise the lock out will be extended.

Please do **not** try and rename any of the links in the session.

Please do **not** select the "ADD This Computer" button.

Please do **not** try and change any of the GoToMyPC account settings.

You will see 12 test links shown as Self Test 01 – 12

Please select any of the links that does not show as being "In Session"

Click CONNECT

Once the window opens, sign in with an access code as **connectiontest99** -

You will now see a Windows Desktop which confirms you have successfully tested your connection. Please right click the Windows Start button, select Shut Down/Sign Out and then sign out.

Close any remaining GoToMYPC windows.

## Connecting at the start of your course

Your instructor will provide you with your connection details at the start of your course.

- Click on the lab access URL.
- Enter the email address and password and click the Log In button.
- Click on the Connect button. Example below:



- Enter the access code for the remote PC and then click OK.
- Your lab PC's desktop will appear in a window.

Please do not change any of the passwords or access codes that you have been given for the course.

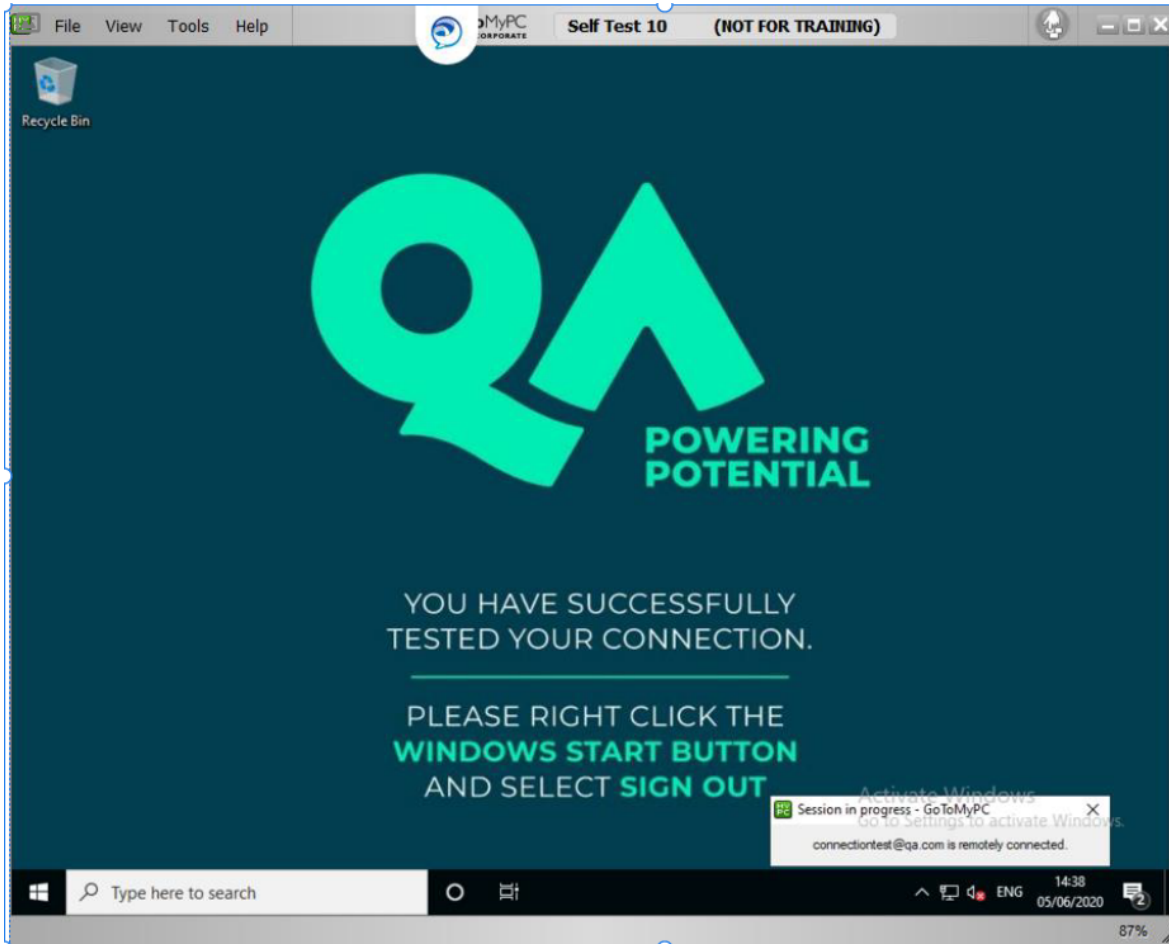
## Troubleshooting

If you are seeing a "user disabled" message when you enter the log in details this is because there have been 3 unsuccessful attempts to login into the course account. For security reasons the account will be locked for 5 minutes. It is important that a reconnect is not attempted during this period otherwise the time out will be extended.

If the prompt for the access code does not appear immediately you may need to wait for a few seconds for the connection to be established. Alternatively, you may need to use ALT+TAB (or CMD+TAB on MacOS) to bring the connection window to the front of your screen.

## Controlling your Lab PC

Once connected you will see the desktop of your lab PC:



You can open and work with other programs. Switch between them using the icons on the Taskbar of the other PC.

## Using GoToMyPC Tools

The Tools menu allows you to transfer files from the other PC to your PC.

**Note:** This may be disabled for some courses.

Use the Help menu for more information on these tools.

## Disconnecting GoToMyPC

GoToMyPC will disconnect automatically after displaying a warning prompt if you have not done anything for a set time. You can change this setting in Tools | Preferences.

To disconnect, click the X button in the upper right corner or click File | Disconnect.

Troubleshoot/Firewalls



Click **Yes** in the confirmation window.

## MAC users

The URL below (subject to change) contains some of the MAC specific key combinations

<https://support.logmeininc.com/gotomypc/help/what-are-mac-and-windows-equivalent-keys-1108454551>



[QA.com](https://qa.com)