Welcome to GoToMyPC

GoToMyPC enables mass deployment remotely, but after the software is deployed, the administrator or user must have physical access to the host computer to complete the registration process. Once registration is complete, the user can access host computers from anywhere.

Key Definitions:
- **Administrator:** Manages the set-up and deployment of GoToMyPC for users.
- **User:** Employee who needs to remotely access their work machines.
- **Host Computer:** The hardware that runs GoToMyPC, you will send an invitation to from your location. You will install GoToMyPC software on the host Mac or PC.
- **Client Computer:** The computer that you will use to remotely access the host computer. It can be any Internet-connected desktop, laptop, tablet, or mobile device with a browser (Windows or Java-enabled), and management tool.

GoToMyPC Getting Started: Administrator Guide

Step 1 - Sign Up Users:

1. Log in to GoToMyPC.com using your admin credentials.
2. Click the Manage Users link in the left navigation menu.
3. Click the Add User link in the left navigation menu.
4. Enter the email address of the new users to invite.
   Note: GoToMyPC does not support bulk imports of user lists.
5. The user will be directed to create a password for GoToMyPC.

Additional Questions? Visit our support article.

Step 2 - Add GoToMyPC to Host Computers:

GoToMyPC software will need to be downloaded onto computer(s) that you would like your employees to remotely access. There are two options for downloading the software – Option A allows Administrators to silently install the software directly onto their workstations.

Option A - Push the GoToMyPC Software to the Employees Host Computers:

**Note:** GoToMyPC can be silently installed remotely to your employee’s host computers using a login script or a remote monitoring and management tool.

1. Inform your users that GoToMyPC will be installed for them. This can be done by personalizing the message when signing up the user in Step 1.
2. Click www.gotomypc.com/managers/hostInstaller.tmpl to download the Host Installer.
3. Log in to GoToMyPC after clicking the host installer link.
4. Open a Command Prompt window.
5. Execute the Host Installer by entering its name by the parameters — Silent Install / Upgrade: goSetup.exe -s -a -s
6. Complete the Step-by-Step installation process.
7. The computer that you will use to remotely access the host computer.
8. Your Host Computer is now ready to be remotely accessed from a Client Computer. 
   - Inform your users that GoToMyPC will be installed for them.
   - The computer that you will use to access your Host Computer.
   - The User must have admin privileges that allow them to download the GoToMyPC software onto their own Host Computer.
   - GoToMyPC software does not need to be installed on the user’s device. It can be any Internet-connected desktop, laptop, tablet, or mobile device with a browser (Windows or Java-enabled), and management tool.
   - Additional Questions? Visit our support article.

Step 3 - Register the Computer:

Once GoToMyPC software is downloaded onto a host machine, the User needs to finalize the set-up by registering the computer and creating an access code. The User must be sitting in front of the Host Computer to finalize the set-up.

1. Open GoToMyPC on your Host Computer
2. Enter your GoToMyPC username and password.
3. Choose a Computer Nickname. This is the name that will appear in GoToMyPC.
4. Create an Access Code for the Host Computer. The Access Code must be at least 8 characters long and include letters and numbers.
   Note: Remember your Access Code! This will be required to remotely access your host computer.

Additional Questions? Visit our Mac support guides.

Option B: Users Install the Software:

Users can install the GoToMyPC software on their own Host Computer.

**Note:** GoToMyPC does not support bulk imports of user lists.

1. Click the Sign-Up Users link in the left navigation menu.
2. Click the Notify Users to send the invite.
3. Enter the email addresses of the new users to invite.
4. Click Continue.
5. Personalize the subject and the message.
6. Click the **Send** button to install GoToMyPC on your host computer.
7. If the installation concludes, you will be immediately prompted to register the computer (step 3).

Additional Questions? Visit our support article.

Visit our support article for more information.