

GoToMyPC Getting Started: Administrator Guide

Welcome to GoToMyPC!

Read through this Administrator Guide to quickly deploy GoToMyPC to your users.

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 that host computer from anywhere.

Step 1 - Sign Up Users: To grant your users access, send your users an invitation to GoToMyPC via the Administration Center.

1. Sign into the **Administration Center** on GoToMyPC.com using your admin credentials.
2. Click the **Manage Users** link in the left navigation menu.
3. Click the **Sign-Up Users** link in the left navigation menu.
4. Enter the email addresses of the new users to invite.
Note: GoToMyPC does not support bulk imports of user lists. User lists must be copied and pasted into the invite box.
5. Select the group to which you want to add the users and click **Continue**.
6. Personalize the subject and the message.
7. Click **Notify Users** to send the invite.
8. In the email, users 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 on the computer 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 and Option B allows Users to install the software.

Option A - Push the GoToMyPC Software to the Employees Host Computers: GoToMyPC can be silently installed remotely to your employee's host computers using a login script or a remote monitoring and management tool.

Note: The GoToMyPC host installer is only available for PCs.

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. Login 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 on the command line.
– Silent Install / Upgrade: `goSetup.exe -s -a -s`

Additional Questions? Visit our [support article](#).

Option B: Users Install the Software: Users can install the GoToMyPC software onto their own Host Computer.

Note: Users must have admin privileges that allow them to download software directly onto their workstations.

1. Log in to GoToMyPC.com on your host computer.
2. Click the **Add this Computer** at the bottom of the screen.
3. Click the **Install GoToMyPC** button to install GoToMyPC on your computer.
4. Follow the Step-by-Step installation process.
5. After the installation concludes, you will be immediately prompted to register the computer (step 3).

Additional Questions? Visit our [PC](#) and [Mac](#) support guides.

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 this 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.

Your Host Computer is now ready to be remotely accessed from a Client Computer, from anywhere! Remember that your Host Computer must be turned on and connected to the Internet to successfully connect.

Key Definitions:

Administrator:

Manages the set-up and deployment of GoToMyPC for users.

User:

Employees who need to remotely access their work computers.

Host Computer:

The host is the Mac or PC you will want to access from a remote location. You will install the GoToMyPC software on the host Mac or PC.

Client Computer:

The computer that you will use to access the host Mac or PC. It can be any Internet-connected desktop, laptop, tablet, or mobile device with a Windows or Java-enabled browser, located anywhere in the world (airport kiosk, Internet cafe, hotel, library, etc.). GoToMyPC software does not need to be installed on the client computer.