

GoToMyPC[®]

GoToMyPC Pro
Management Center Guide

Version 7.2

Contents

Getting Started	2
System Requirements	2
Notes on Installation and Feature Access	4
Useful GoToMyPC Pro Terms	5
Plans and Features Overview	7
Log in to the GoToMyPC Pro Administration Center	9
Administration Center Overview	10
Manage Users	11
The Manage Users Page	11
Sign Up Users	12
Change a User's Account Status	13
Viewing an Individual User's Account	14
Deleting a User's Computer(s)	15
Generate Reports	16
Generate Reports with Windows 7 or Vista and Internet Explorer 7	17
Activity Detail Report	18
Manage Account	19
Change Your Administration Center Account Information	20
View or Change Your Billing Information	20
Add licenses or Change Your Plan Selection	20
View Your Account History	22
View Your Account Settings	22
The Send Ctrl-Alt-Del feature on Windows 7 and Vista	23
Configure the Domain Group Policy or the Local Group Policy	24
Change the Group Policy for Software SAS	26
Tips for Success	27
Support	28

Getting Started

Congratulations on choosing GoToMyPC Pro, the market-leading remote-access service that delivers the easiest, most reliable and most cost-effective secure access to a desktop PC. As your company's GoToMyPC Pro administrator, you are responsible for setting up and managing your GoToMyPC Pro users. The Administration Center is efficient and easy to use, and it will help you set up users, manage user accounts, report user activity and maintain your company's GoToMyPC Pro account.

System Requirements

For Mac hosts (the Mac that you want to access), the following are required:

- Mac® OS X v10.5 (Leopard®) or newer

Note: For users with Mac OS 10.7 (Lion) please see our [FAQs](#) for more information.

- Firefox® 3.0, Safari® 3.0 Chrome 5.0 or the latest version of each web browser
- JavaScript™ and Java™ enabled-web browser
- "Always on" Internet connection with cable modem, ISDN, DSL or better

For PC hosts (the PC that you want to access), the following are required:

- Windows® 2000, Windows XP or newer recommended
- Internet Explorer® 6.0, Firefox® 3.0, Chrome 2.0 or the latest version of each web browser
- JavaScript and Java-enabled web browser recommended
- "Always on" Internet connection with cable modem, ISDN, DSL or better

To access a remote computer using a Mac, the following are required:

- Mac OS X v10.4 (Tiger®) or newer
- Firefox® 3.0, Safari® 3.0, Chrome 5.0 or the latest version of each web browser
- JavaScript and Java-enabled web browser
- Broadband Internet connection with cable modem, ISDN, DSL or better recommended

To access a remote computer using a PC, the following are required:

- Windows 2000 or newer, Windows XP or newer recommended
- Internet Explorer® 6.0, Firefox® 3.0, Chrome 2.0 or the latest version of each web browser
- JavaScript and Java-enabled web browser recommended
- Broadband Internet connection with cable modem, ISDN, DSL or better recommended

To access a remote computer using a thin client, one of the following is required:

- iPad®, iPhone® or iPod Touch® running iOS 4.2 or newer with a host running GoToMyPC 7.0, build 533 or newer
- Microsoft Windows phones running Windows Mobile 6 Classic or Pro or Windows Mobile 5 for
- Pocket PC or Pocket PC Phone Edition
- Microsoft Windows CE device running Windows CE 5.0 and newer with a touch screen or mouse (including thin clients and handhelds)

GoToMyPC App for iPad/iPhone/iPod Touch:

- Free GoToMyPC app from the App Store
- **Device** - iPad 1 or newer, iPhone 3GS or newer or iPod Touch 3rd Generation or newer
- **Operating System** - iOS 4.2 or newer
- **Remote Computer:**
 - “Always on” Internet connection (cable, ISDN, DSL or better). Wi-fi connection recommended.
 - PCs: Windows® 2000 or newer
 - Macs: Mac OS® X v10.5 (Leopard®) or newer

For Android Devices:

- Android Honeycomb Tablets 3.0 or higher
- 1 Ghz CPU or higher recommended
- Internet connection (WiFi or cellular 4G/3G connection)
- Free GoToMyPC App for Android (v1.0 or higher)
- Host computer must be running the GoToMyPC Host software 7.0 or higher
- **Devices** - The following Android tablet devices are QA certified:
 - **Ice Cream Sandwich Tablets (Android 4.0)**
 - Motorola Xoom
 - **10 Inch tablets**
 - Motorola Xoom
 - Samsung Galaxy Tab
 - Acer Iconia A500
 - Asus Eee Pad Transformer
 - **Other tablets**
 - Samsung Galaxy Tab 7.0 Plus
 - Samsung Galaxy Tab 8.9
 - Acer Iconia A100

Note: GoToMyPC app for Android on 7 inch tablets are only supported if they are running Android 3.2 and higher

Note: Because of various operating system restrictions and hardware requirements, some features of GoToMyPC may not function on some computers. For Server 2003 as a host PC, the www.gotomypc.com website must first be added as a trusted site.

Note: Thin client support is not available for BlackBerry®, Windows® Phone 7 or Windows Mobile versions that lack a touch screen.

Notes on Installation and Feature Access

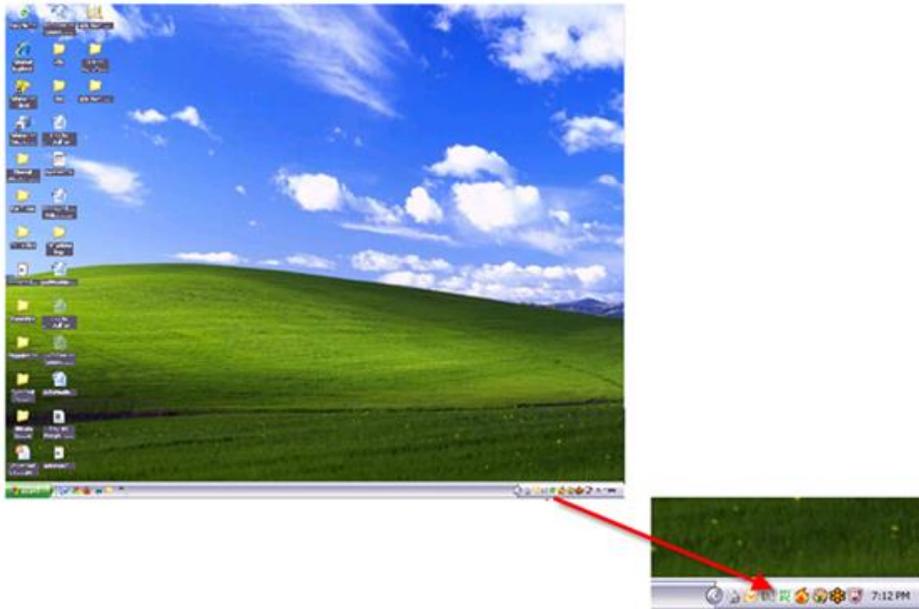
Please consider the following when deploying and managing GoToMyPC:

- Due to operating system restrictions, GoToMyPC Pro requires the service to be installed on the Host PC with administrator rights. Pro users are asked to see their administrator for assistance.
- Due to various operating system restrictions and hardware requirements, certain GoToMyPC features may not function on some computers. Please see feature notes in the user guide to determine the features that may or may not work on your users' Host PCs.
- As the GoToMyPC administrator, you have the ability to suspend, delete and unsuspend users. Users are asked to contact you if they have questions about feature access and use.

Useful GoToMyPC Pro Terms

- **Access Code** - Your access code is a unique password that you determine when you set up each host Mac or PC. You will use the access code every time you remotely log in to a host computer.
- **Account Password** - Your account password is what you use to log in to the GoToMyPC website.
- **Client Computer** - The client computer is the computer that you will use to access the host Mac or PC. It can be any Internet-connected computer with a Windows or Java-enabled browser, located anywhere in the world (airport kiosk, Internet cafe, hotel, library, etc.). The client is sometimes called the **local** computer.
- **Computer Nickname** - The computer nickname is the name you assign to a host during installation of GoToMyPC software. Using nicknames helps you identify your computers if you set up more than one for remote access. It can be any name you choose: Office, Home, Laptop, Rover - you decide.
- **Host** - 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. The host computer is a unique and specific computer. The host is sometimes called the **remote** computer.
- **Host Image** - The host image is the picture of the host Mac or PC desktop that appears in the Viewer window.
- **One-Time Passwords** - One-Time Passwords offer an additional level of security for users. This feature will help defeat keyboard-sniffer or keystroke logger software.
- **Session** - A session refers to the time you are remotely connected to your host computer.
- **System Tray Icon** - The system tray is located at the bottom right of Windows PCs next to the clock. The system tray icon represents the status of the GoToMyPC service on PCs and is used to access GoToMyPC preference and setting options. To access system preferences, right click the system tray icon and select Preferences.
- **Viewer** - The Viewer is the window displayed on your client computer in which the host's desktop will appear. The Viewer window has its own title and menu bar.

Note: The system tray icon may be hidden. In order to access it, click the arrow to the left of the system tray. The arrow points left in Windows Vista and earlier (pictured) and up in Windows 7.



Status state representations

Icon	Status
	GoToMyPC host PC is running and ready for use
	GoToMyPC host PC requires authorization before use may begin
	GoToMyPC host PC is running but connection is interrupted
	GoToMyPC host PC is being accessed in a session
	GoToMyPC host PC has screen-blanking enabled while in a session

Plans and Features Overview

Feature	Description	GoToMyPC Pro	GoToMyPC Corporate
User-Management and Control			
Web-Based Administration Center	Quickly deploy and manage remote access through an SSL-secured Administration Center.	X	X
Domain Hierarchy	Create a second tier of group managers to facilitate management of large-scale deployments by empowering multiple administrators to manage specific end-users.		X
User Management	Easily add and remove user accounts within your organization.	X	X
Online Account Management	Centralize and manage billing online.	X	
Real-Time User Control	View end-user connections in real time and end sessions immediately if necessary.		X
Feature-Access Control	Set up users and groups according to the features for which you want to enable or deny access to specific features (such as file transfer, remote printing and ability to set desktop shortcuts) for each group.		X
User PC Limit	Set a maximum number of host PCs per user to simplify license management.		X
Group PC Limit	Set the limit of host PCs per group and/or subgroup for an additional level of license management.		X
Status Change Notification	When suspending or deleting a user, select the option to notify the user of the status change.		X
Administrator API	Use the Administration API to create, invite, modify and delete users through your support environment.		X
Security Settings			
Password Change Enforcement	Match existing corporate password policies by preventing reuse of previous passwords and scheduling password and access code expiration at specified time intervals.		X
Host Security Settings Enforcement	Enforce the use of end-user security settings such as host screen blanking, keyboard and mouse locking, and security time-outs.		X
Failed Log-In Lockout	Configure lockout periods and hard lockouts for cumulative failed Web-site log-in and access code authentication attempts.		X
Hours of Access	Define the days and times users can access corporate resources through GoToMyPC.		X
One-Time Password Enforcement	Require the use of One-Time Passwords throughout the organization.		X
Shared Access	For strong audit control, define access rights for users who share host PC management, including the requirement of specific access codes for each user.		X
Signature Protocol	Enables you to terminate unapproved GoToMyPC Corporate connections at your firewall, extending security and control to the perimeter of your network.		X
RADIUS Integration	Integrate the GoToMyPC service with your existing RADIUS infrastructure.		X
Authorization Management Service (AMS) Exceptions	Enables you to create feature exceptions to a range of blocked IPs for a specific duration.		X
End-point Management and Control			
Host Installer	Allows you to silently install, upgrade or remove GoToMyPC Corporate for one or all users, facilitating large-scale deployments to PCs not equipped with administration capabilities and not easily serviced in person.		X
In-Session Reboot	Reboot your host PC while in session.		X
Host Computer Authorization	Administrator can authorize the setup of the host computers via an approval process		X

Feature	Description	GoToMyPC Pro	GoToMyPC Corporate
	that associates a unique identifier with the host computer—effectively maintaining control of all machines within the organization.		
Client Computer Authorization	Administrator can authorize the setup of the client computers via an approval process that associates a unique identifier with the client computer. Users can then access their host computers from only authorized client computers.		X
Monitoring and Reporting			
Activity Detail Report	Details of a specific user's connections during a selected date range.	X	X
Activity Snapshot Report	Summary of connections and users during a selected date range.		X
Authentication Events History Report	Summary of failed account password and access code changes, log-in attempts and lockouts for all users.		X
Connections Report	Provides connection details by host PC during a selected date range.		X
Enable Host Computers Report	Summary of the host PC information (Windows name, nickname, IP addresses, and corresponding MAC addresses or serial numbers)		X
Feature Configuration Report	Provides a real-time summary of the feature settings for all users.		X
Host History Report	Create a report that provides details on the host PCs for a selected group, including the host PC active date and the host PC's GoToMyPC Corporate version and build number.		X
Hours of Access Report	Create a report that provides details on the host PCs for a selected group, including the host PC active date and the host PC's GoToMyPC Corporate version and build number.		X
Last Logins Report	Shows the last login and duration of use for all users, allowing you to monitor adoption and use of the service.		X
Manager Activity Report	Provides details on users added, deleted, modified or moved to another group.		X
Shared Access Report	Create a report showing information on host PCs with shared access, including connection times and the users who have shared access.		X
User Activity Report	Provides a detail of a specific user's connections and guest invitations during the selected date range.		X
User Changes Report	Allows administrators to audit changes that occur in specific groups or for specific managers.		X
User Inventory Report	Provides a summary of each user account including account status, maximum number of PCs per user and number of PCs set up. It also lists invited date, activation date and last connection for tracking license usage.		X
Access Activity Log	Integrate reporting into your existing logging infrastructure by recording connections to a Windows event log.		X
Reporting API	Use the Reporting API to integrate GoToMyPC Corporate reports and session data with your support environment.		X

Log in to the GoToMyPC Pro Administration Center

To access the Administration Center, you first need to log in to the site.

To log in to the GoToMyPC Pro Administration Center

1. Open an Internet browser and go to: www.gotomypc.com
2. Enter your email address, password and click **Log In**.
3. On the *Account Selection* page, in the *Company Manager Accounts* section, select your administrator account and click **Go**.

Note: The availability, number and naming of accounts will vary depending on your specific related accounts.

Account Selection

Choose an Account

End User Accounts
Select one of these accounts to remotely access your PC.

Personal

Company Manager Accounts
Select a company account where you can administer your end users, invite new users, monitor activity and more.

Val K Co.

Go

Note: To access the Administration Center, you must have received an activation email from your GoToMyPC Pro Account Manager containing your personalized Administration Center activation link, and you must have already created your Administration Center password. If you have not done so, use the activation email you received to create your Administration Center password. For easy access to the site, you may want to create a bookmark or shortcut.

Administration Center Overview

The Administration Center is divided into four components:

- **Manage Users:** This section enables you to search for users and manage their access. You can also view user information such as status and number of enabled PCs.
- **Sign Up Users:** Sign up or search for users and control access.
- **Generate Reports:** View a GoToMyPC Pro user detail report for any specified period. Reports can be generated in either HTML, or Excel, or Comma Delimited Text format.
- **Manage Account:** View your company's plan information or change your Administration Center password.

Note: The Administration Center is only intended to help you manage your company's GoToMyPC Pro account. You will not be able to view or control users' computers.

Manage Users

The Manage Users area of the Administration Center allows you to sign up new users; view a user's account status and the number of enabled PCs; suspend or delete a user's account; and access a user's account record.

The Manage Users Page

The Manage Users page gives you the ability to view user information for all your user accounts, change user status, move users between groups and access a user's account.

To view the Manage Users page

- Click the **Manage Users** link in the left navigation menu.

	Name	Email	PCs	Status
<input type="checkbox"/>	(Invited User)	ricv@Jedix.com	0	Invited
<input type="checkbox"/>	Jason	Jason-Pro@Jedix.com	1	Active
<input type="checkbox"/>	(Invited User)	Pro@Jedix.com	0	Invited

Manage Users field definitions

page

Name:	Name of the user
Email:	The registered email address for the user's account
PCs:	Number of PCs the user has enabled
Status:	Shows the status of the user's account

Manage Users page status field definitions

Active:	The user has activated the account and is enabled to use GoToMyPC Pro. An active status does not necessarily indicate that the software is installed on the user's computer
Invited:	You have invited the user to use GoToMyPC Pro but the user has not activated the account. You can re-invite or suspend the user at any time
Suspended:	You have temporarily suspended a user's account

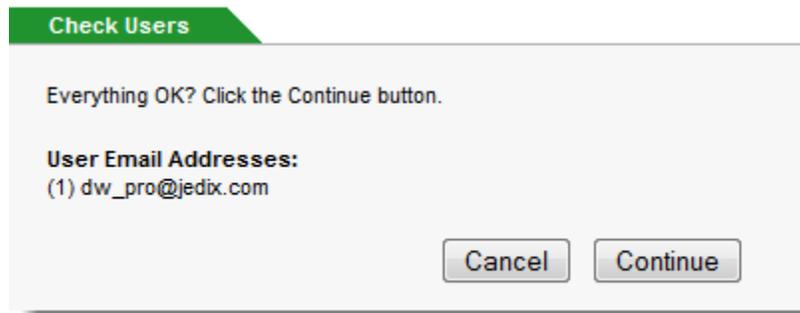
Sign Up Users

To sign up new users

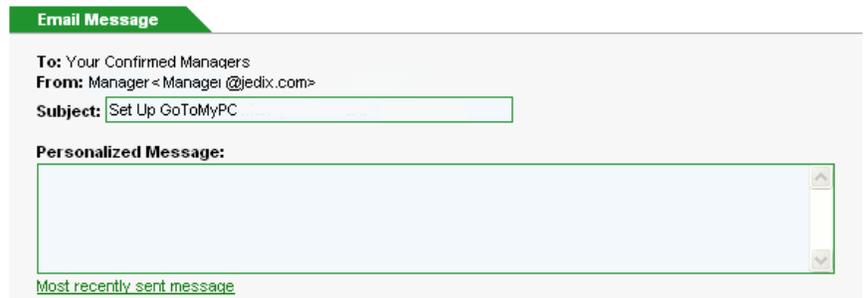
1. Click the **Manage Users** link in the left navigation menu.
2. Click the **Sign Up Users** link in the left navigation menu.
3. Enter the email addresses of the new users to invite (include your email address if you want a user account).

Enter as many addresses as you like, subject to the maximum number of computers included in your company's plan. If an invited user is already signed up, you will be notified. The user will not be signed up a second time. Click **Continue**.

4. Click **Continue** to confirm the email addresses.



5. In the "Subject:" field, you can modify the default subject line: "Set Up GoToMyPC Pro".
6. Add an optional personalized message to the invitation email. You may want to include the following useful user information:



7. Any organizational policies for users to observe, maximum number and type of PCs to register (e.g., 2 company PCs), etc.
8. Select "Most recently sent message" to use the last personalized message sent.
9. Check "Send confirmation to:" if you would like to receive a copy of the invitation email.
10. Click **Preview** to view the invitation email before sending.
11. After personalizing your message, click **Notify Users**.
12. You will see a message confirming that you have successfully invited users to sign up.

Note: The number of computers you can assign to users is based on your company's plan. If you exceed the number of computers in the plan, you will be notified when attempting to sign up additional new users. If users try to add computers but your company has already reached the plan's limit, users will see a message directing them to contact you about adding additional computers. Undeliverable emails will be directed back to you.

Change a User's Account Status

To change the status of a user's account

1. Click the **Manage Users** link in the left navigation menu.
2. Using the search or pagination options, search for and find the users whose status you wish to modify.
3. To the left of the user's name field, **select the check box** for each user you wish to modify.

	Name	Email	PCs	Status
<input checked="" type="checkbox"/>	Jason	Jason-Pro@Jedix.com	1	Active

[Select All](#) | [Deselect All](#)

Change Status:
 Suspend

4. In the "Change Status:" drop-down menu, select the desired status and click **Change Status**.
5. Check "Send email notification to suspended user." if you would like to notify the user of the status change.
6. Click **Continue**.

Confirm Suspension of Users

To suspend all users displayed below, click Continue.

Jason-Pro@Jedix.com

Send email notification to suspended users.

Note: If

you choose Suspend Users, the selected users will be suspended, but the users will remain in your company account. Suspending a user's account temporarily denies access to GoToMyPC Pro (e.g., if an employee takes a leave of absence). Suspending an account does not open another available computer within your plan or reduce the number of licenses you are paying for. Suspending an account is convenient because you do not need to re-establish the user's account to reactivate it and the user does not need to reinstall the software or register again. Choosing Unsuspend Users will return the selected users to active status. If you choose Delete, all selected users will be removed from your company account and you will need to re-invite the user if you wish to add the user again in the future. All active users will receive an email when you suspend, unsuspend or delete their accounts. All active users will receive an email when you suspend, unsuspend or delete their accounts.

Viewing an Individual User's Account

Viewing an individual user's account record will enable you to change the user's status, view detailed information about the user's PCs, and delete the user's PCs.

To view a user's account record

1. Click the **Manage Users** link in the left navigation menu.
2. Select the user to view or search for a user by using the search feature:
 - a. Type the information to search by in the *Find* field.
 - b. Select where to search with the *In* field.
 - c. Select which status state to search in the *Status* field.
 - d. Click **Search Users**.
3. Click the **user's name**.

The *User Administration* page will appear.

Change Status

Change Status:

Suspend Change Status

Enabled PCs

Displayed below are the enabled PCs for this user. Select the computers you wish to delete for this user.

	PC Nickname	IP Address	Status	Since
<input type="checkbox"/>	"jdsh"	10.1.33.248	offline	11/30/06 7:44 PM
<input type="checkbox"/>	"sdklfj"	10.1.33.252	offline	12/6/06 7:14 PM

Delete

Deleting a User's Computer(s)

You can delete a computer(s) from a user's account to free up additional computers for your company.

To delete a user's computer

1. Click the **Manage Users** link in the left navigation menu.
2. Using the search or pagination options, search for and find the users whose computers you wish to delete.
3. Click the user's name to access the user's detail page.
4. To the left of the PC Nickname(s) for the PCs you want to delete, **select the check box** for each PC you wish to delete.
5. Click **Delete**.
6. The user's computer is deleted from the account.

Enabled PCs

Displayed below are the enabled PCs for this user. Select the computers you wish to delete for this user.

	PC Nickname	IP Address	Status	Since
<input type="checkbox"/>	"jdsh"	10.1.33.248	offline	11/30/06 7:44 PM
<input type="checkbox"/>	"scklfj"	10.1.33.252	offline	12/6/06 7:14 PM

Enabled PCs field definitions

PC Nickname:	The nickname(s) of a user's registered computer(s)
IP Address:	The most recent IP address used for connecting via GoToMyPC Pro
Status:	The present status of the PC
Since:	How long the PC has been in the Status state

Generate Reports

You can generate a Detail Report that will provide a detail of a user's GoToMyPC Pro use during the chosen date range. This reporting feature allows you to view various statistics for your account for any date range in either HTML or Excel format.

Note: Data is available online for 90 days from date of occurrence and is then moved to offline storage.

To generate a report

1. Click the Generate Reports link in the left navigation menu.
2. Select the date range.
3. Select the report format.
4. Options include HTML or Excel (CSV)
5. Click the Generate Report button.
6. Your report will load in a new window.

The screenshot shows a 'Report Generation' window with the following elements:

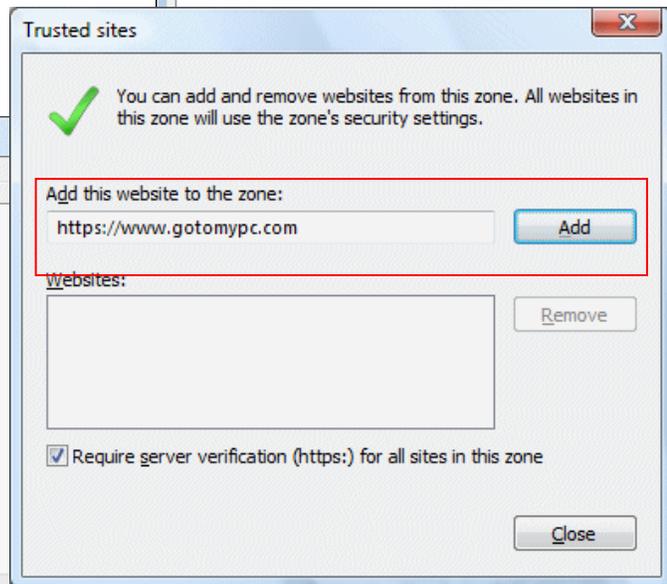
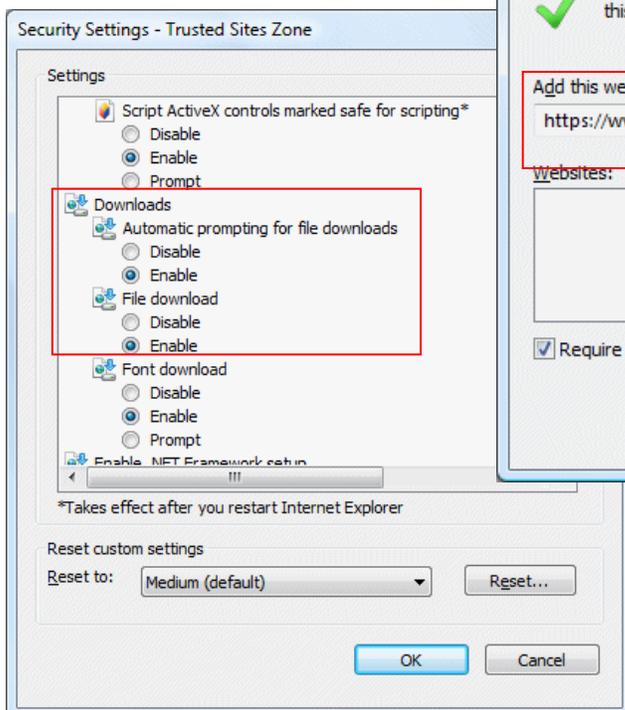
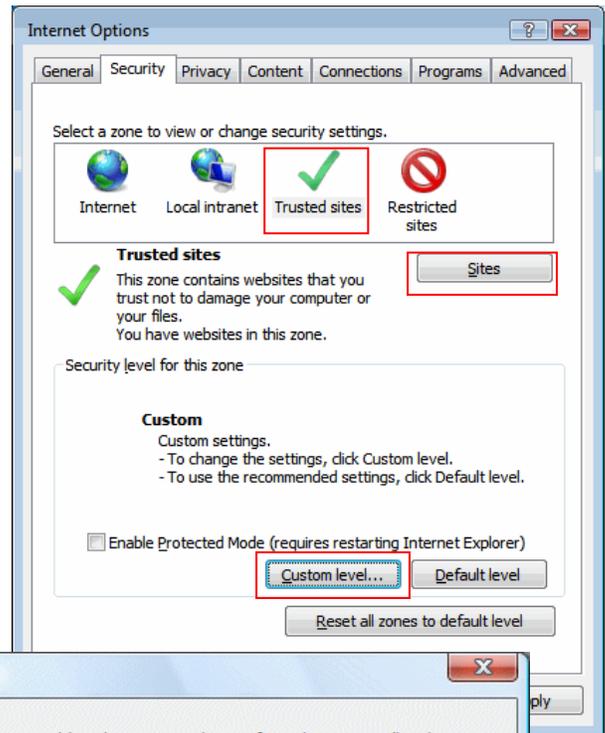
- Date Range:** A dropdown menu with options: Yesterday, Today (highlighted), Last 7 days, Last 30 days, and Custom.
- Begin Date:** Three dropdown menus for month (Mar), day (15), and year (2012).
- End Date:** Three dropdown menus for month (Mar), day (15), and year (2012).
- Report Format:** Three radio buttons: HTML (selected), Excel, and Comma-Delimited Text.
- Generate Report:** A button at the bottom center.
- Time Zone Note:** Text below the date fields stating: 'Reports use (GMT-08:00) Pacific Time (US and Canada); Tijuana Time. Additionally, observe Daylight Saving Time. Change time zones in [Manage Account](#).'

Generate Reports with Windows 7 or Vista and Internet Explorer 7

If you wish to generate a report as an Excel or Comma-Delimited Text file from a PC with Windows 7 or Vista and Internet Explorer 7 you may need to modify your browser's security settings.

To safely modify your security settings on Internet Explorer 7

1. From Internet Explorer 7, press the <Alt> key on your keyboard to display the browser's Menu bar.
2. Select *Tools, Internet Options* and then the *Security* tab.
3. On the *Internet Options* screen, click on the **Trusted sites** zone and then the **Sites** button.
4. Type <https://www.gotomypc.com> in the *Trusted Sites* screen and click the **Add** button. Close the *Trusted Sites* screen.
5. Now that gotomypc.com has been added as a trusted site, it is time to customize the security level. Click the **Custom Level** button on the *Internet Options* screen.
6. Scroll down to the Downloads settings on the *Security Settings – Trusted Sites Zone* screen and verify that *Automatic Prompting for file downloads* and *File download* are both enabled.
7. Click **OK** twice to close the *Security Settings* and *Internet Options* screens.



Activity Detail Report

The Activity Detail Report provides a detail by user for every connection and guest invitation during the selected date range. Use this report to gather detailed information for every connection and guest invitation for the selected time range for the entire company.

Report field definitions

Summary Section	
Connections:	Total number of GoToMyPC connections
Total Time:	Total time of connection
Average Duration:	Average duration of GoToMyPC connections
Guest Invitations Sent:	Total number of guest invitations sent
Guest Connections:	Total number of guest connections
Guest Total Time:	Total time of connection with Guest
Guest Avg. Connection Duration:	Average duration of guest connections

Connection Details Section	
Name:	User's full first and last name
User ID:	User's email address
Group:	Group to which the user is assigned
Connection Start:	Connection start time
Duration:	Connection duration
Host:	Nickname of host PC to which the user remotely connects
Host IP:	IP address of host PC
Host ID:	The C: Drive serial number used for authorization. This is displayed if you required authorization of the host PC and authorized it
Host MAC:	The MAC address used for authorization. This is displayed if you required authorization of the host PC and authorized it
Client IP:	IP of client computer used for connection
Client ID:	The C: Drive serial number used for authorization. This is displayed if you required authorization of client computers and authorized them
Client MAC:	The MAC address used for authorization. This is displayed if you required authorization of the client computers and authorized them

Guest Invitation Details Section	
Name:	User's full first and last name
User ID:	User's email address
Send:	Time guest invitation was sent
Start:	Time guest connection occurred
Duration:	Guest connection duration
Host:	Nickname of host PC used for guest connection
Guest IP:	IP of guest computer
Guest ID:	Email address of invited guest

Manage Account

You can view and change information for your company's GoToMyPC Pro account by using the Manage Account feature.

To access your account page

- Click the Manage Account link in the left navigation menu.
Your *Company Account* page will load.

Account Information

Account Status: Active	Total PCs: 5
GoToMyPC Version: Pro	Enabled PCs: 1

My Settings

Current Password:
 To make changes, enter your Current Password.

First Name: **Last Name:**

Email: **Daytime Phone:**

Change Password: **Note:** For maximum security, your account password must contain at least 8 characters and include both letters and numbers.

Re-Type Password:

Remember Me: Check this option if you prefer to log in automatically the next time you come to GoToMyPC from this computer. Do not check this if you are using a shared or public computer.

Note: Blocked IP Addresses are the IP addresses or IP address ranges of company computers that you have blocked. Employees who have GoToMyPC Personal accounts, or who have GoToMyPC Pro accounts other than the one assigned by you, will not be able to register or install GoToMyPC on these computers. Through our no-cost Authorization Management Service, GoToMyPC Pro will gladly work with you to block selected Internet-visible IPs while still enabling authorized GoToMyPC Pro account access. To use this service, please contact your Account Manager.

Change Your Administration Center Account Information

For increased security, it is recommended that you change your Administration Center password regularly. GoToMyPC Pro requires your password to be at least eight characters in length and to have a combination of both letters and numbers.

To change your Administration Center account information

1. Click the **Manage Account** link in the left navigation menu.
2. Change any of the following account information:
 - First name
 - Last name
 - Email address
 - Administration Center password
3. Click **Submit**.

View or Change Your Billing Information

The *Billing Information* page contains the credit card information that is used for all GoToMyPC Pro purchases and auto-renewals.

To change your billing information

1. Click the **Manage Account** link in the left navigation menu.
2. Click the **Billing Info** link in the left navigation menu.
3. Change your billing information as needed.
4. Click **Save Changes**.

Add licenses or Change Your Plan Selection

The *Plan Selection* page enables you to change your plan or add/reduce more licenses.

To change your plan selection

1. Click the **Manage Account** link in the left navigation menu.
2. Click the **Plan Selection** link in the left navigation menu.
3. Select the annual or monthly billing plan based on the number of PCs you want to add or subtract in the plan selection form below.

Please Select Your GoToMyPC Pro Plan

Your current GoToMyPC Pro Free Trial 5-PC 30 Day Plan expires on Apr 6, 2012. If you wish to add PCs to your plan or purchase a monthly or annual plan now, please use the form below.

Plan Selection		Monthly Price:	Total:	
Personal Plans:				
<input type="radio"/>	2-PC Annual Plan discounted price:	\$25.90/mo. \$16.50/mo.	\$310.80 \$198.00	Best Value
<input type="radio"/>	2-PC Monthly Plan discounted price:	\$33.90/mo. \$19.90/mo.	\$33.90 \$19.90	
<input type="radio"/>	3-PC Annual Plan discounted price:	\$38.85/mo. \$24.75/mo.	\$466.20 \$297.00	
<input type="radio"/>	3-PC Monthly Plan discounted price:	\$50.85/mo. \$29.85/mo.	\$50.85 \$29.85	
<input checked="" type="radio"/>	4-PC Annual Plan discounted price:	\$51.80/mo. \$33.00/mo.	\$621.60 \$396.00	
<input type="radio"/>	4-PC Monthly Plan discounted price:	\$67.80/mo. \$39.80/mo.	\$67.80 \$39.80	

- Click **Continue**.
- If you have selected a new plan that has fewer PCs than your present plan, please delete the appropriate number of PCs to reach your new plan total and click **Continue**.
- Confirm your new plan and click **Buy**.

View Your Account History

The *Account History* page details all account purchases and plan changes to your account.

To view your account history

1. Click the **Manage Account** link in the left navigation menu.
2. Click the **Account History** link in the left navigation menu.

Account Activity		
Date	Description	Amount
Jun 9, 2006	Plan Purchase Print Receipt Pro 4 PC Monthly billing cycle Jul 9, 2006 PAYMENT: Visa XXXX-XXXX-XXXX-XXXX	\$67.80 (\$67.80)

View Your Account Settings

The *Account Settings* page details miscellaneous settings and preferences.

To view your account settings

1. Click the **Manage Account** link in the left navigation menu.
2. Click the **Settings** link in the left navigation menu.
3. Complete any changes and click **Submit**.

Account Settings

Location, Language and Currency:
 United States, English and USD

Note: Changing your account location will require you to change your GoToMyPC plan to one that uses the currency associated with your location.

Time Zone:
 (GMT-08:00) Pacific Time (US and Canada); Tijuana

Daylight Saving Time: Automatically observe Daylight Saving Time.
 (Does not apply to all time zones).

GoToMyPC Pro Email Subscriptions:

Please email me the quarterly customer newsletter.

Please email me relevant product updates and offers.

Email Formatting:
 Select the email format you prefer.

HTML (text and images) Plain text

Submit

The Send Ctrl-Alt-Del feature on Windows 7 and Vista

If the Send Ctrl-Alt-Del feature is not functioning on a host PC with Windows 7 or Vista then the User Account Control (UAC) and/or the Secure Attention Sequence (SAS) may be disabled. The GoToMyPC user or user's IT Manager will need to complete one of the following procedures to enable the Send Ctrl-Alt-Del feature. Before you complete this procedure, please verify that the host PC has GoToMyPC 6.1 or later installed.

Enable User Account Control for individuals

In order to send the Ctrl-Alt-Del command to your host computer (the computer you are connecting to) , you must have the User Account Control enabled. Please do the following to ensure that UAC is turned on:

To enable User Account Control on Windows Vista

1. Click the Windows  button.
2. Select the **Control Panel**.
3. Select **User Accounts**.
4. Click **Turn User Account Control On or Off**.
5. Check *Use User Account Control (UAC) to help protect your computer* and click **OK**.

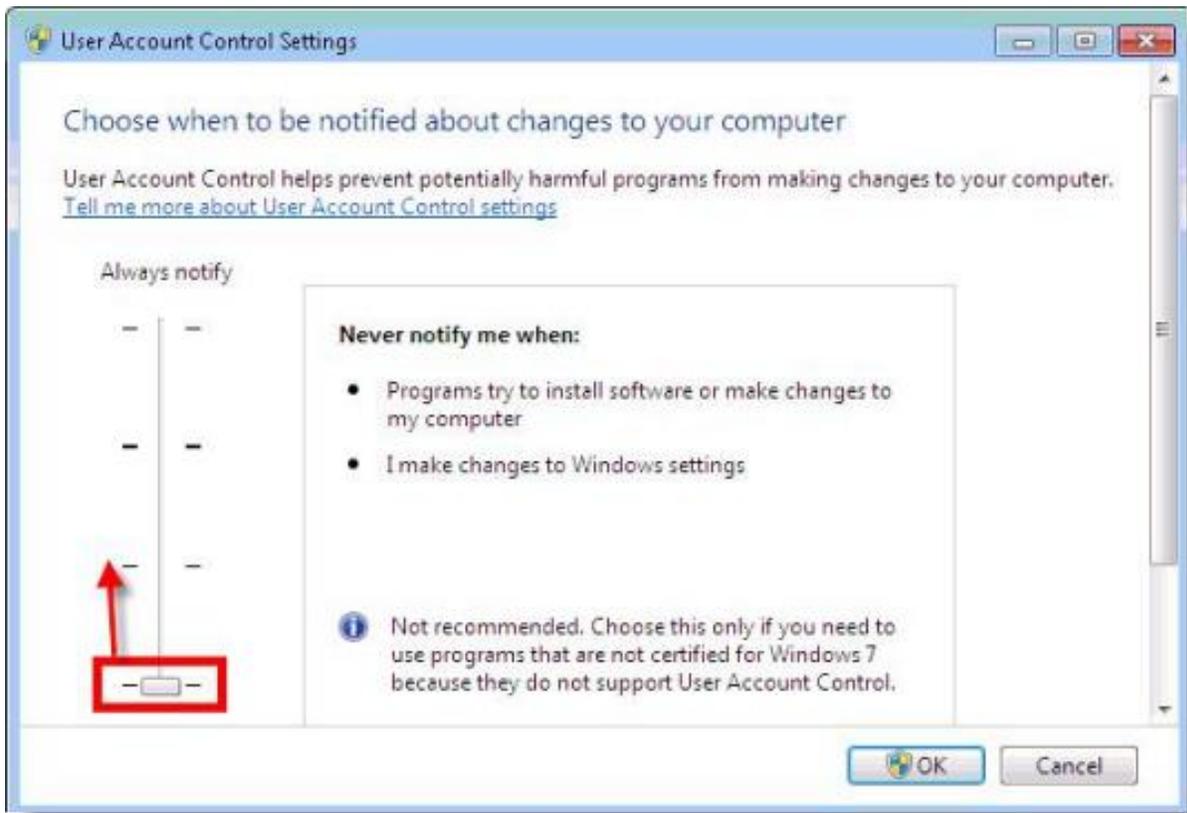


6. Restart your computer for the changes to take effect.

To enable User Account Control on Windows 7

1. Click the Windows  button.
2. Select the **Control Panel**.
3. Select **User Accounts**.
4. Click **Change User Account Control Settings**.

- Windows 7 offers four different User Account Control settings. If the UAC is set to the bottom option, then it is considered to be off. We recommend at least the default setting, but anywhere other than off will be sufficient.



- Restart your computer for the changes to take effect.

You should now be able to send the CTRL-ALT-DEL command to your host computer. If you continue to have problems, your computer may need to be configured by an IT administrator to accept this command when it is sent remotely.

Configure the Domain Group Policy or the Local Group Policy

In most cases, the IT administrator configures the Group Policy for the domain or sub-domain. If the Group Policy for the domain is "Not Configured" or the computer is not on a domain, then the local Group Policy may be configured.

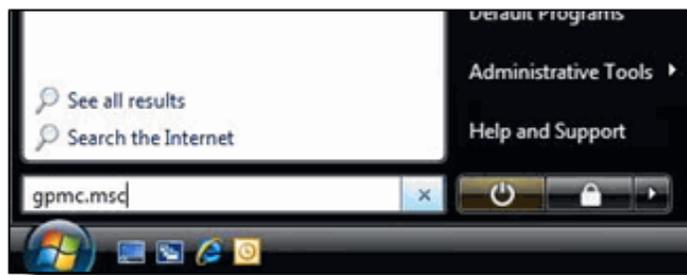
Note: Only a domain administrator can modify the domain Group Policy.

Note: The domain Group Policy overrides the local Group Policy.

To configure the Domain Group Policy to allow GoToMyPC to send Ctrl-Alt-Del

- Log in to a PC with Windows 7, Vista, Windows 2008 R2 or 2008 Server as a domain administrator.
- If using Windows 7 or Vista with Service Pack 1 or later, the Group Policy Management Console may need to be installed and enabled:

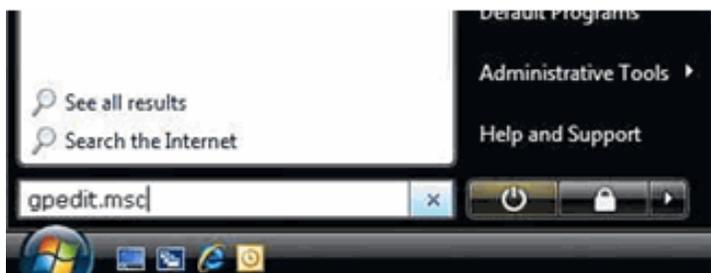
- a. From Windows 7, please download and install the [Windows 7 Remote Server Administration Tools](#). From Vista, download and install the [Vista Remote Server Administration Tools](#) (RSAT) from Microsoft.
 - b. In the Control Panel, under *Programs and Features*, select *Turn Windows features on or off*.
 - c. Navigate to *Remote Server Administration Tools > Feature Administration Tools* and then check the box next to *Group Policy Management Tools*.
3. If using Windows 2008 R2 or 2008 Server, the Group Policy Management Console may need to be installed or enabled:
 - a. Start the *Server Manager*.
 - b. In the *Features* section, select *Add Features*.
 - c. Check the box next to *Group Policy Management*.
 4. Click the Windows  button.
 5. Select the search field and type **gpmc.msc** to open the Group Policy Management Console.



6. In the left pane of the *Group Policy Management* window, click the arrow to expand the forest until you have reached your company's domain.
7. Locate the Group Policy Object (GPO) in the domain or sub-domain that contains the policy that is preventing GoToMyPC from sending Ctrl-Alt-Del.
8. Right-click the GPO and select *Edit*.
9. Continue with the instructions for [changing the Group Policy for Software SAS](#).

To configure the Local Group Policy to allow GoToMyPC to send Ctrl-Alt-Del

1. Log in to the specific Windows 7 or Vista PC as a local or domain administrator
2. Click the Windows  button.
3. Select search and type **gpedit.msc** to open the Group Policy Editor.

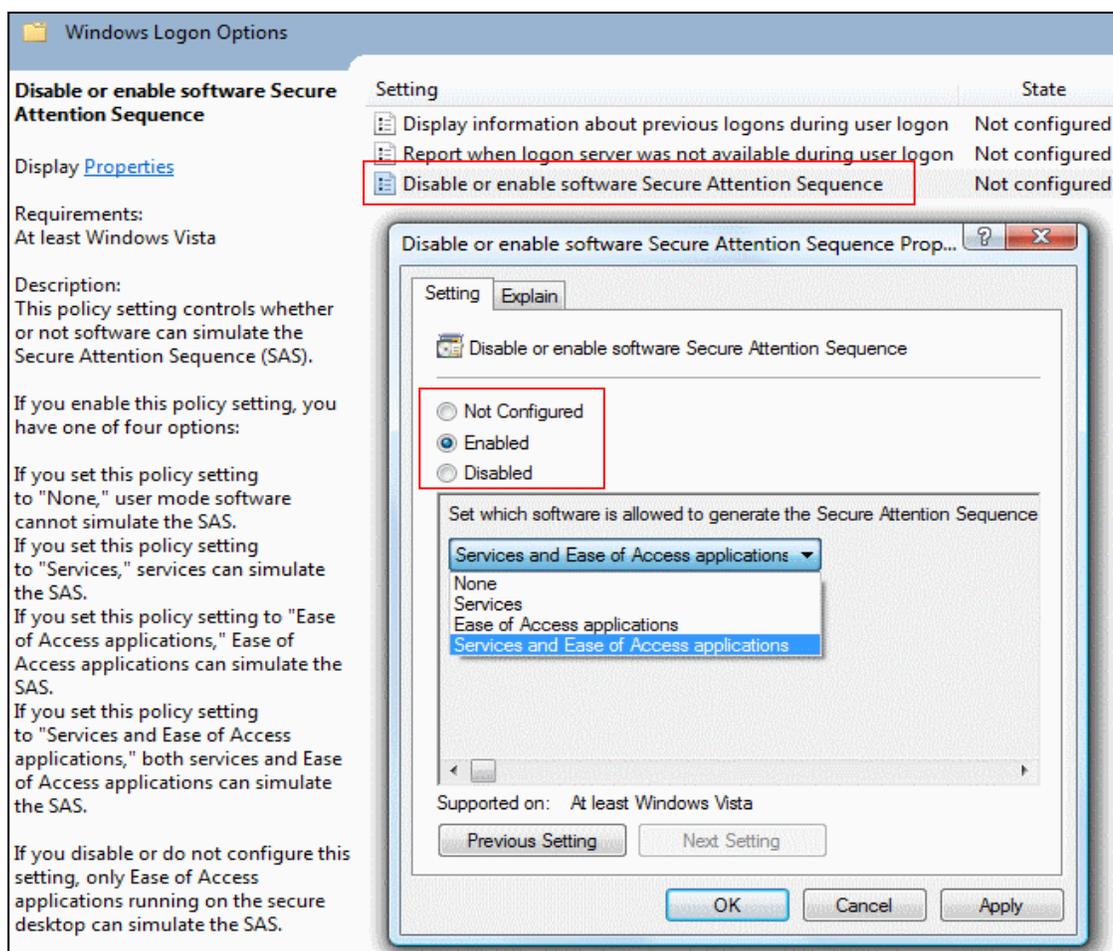


4. Continue with the instructions for [changing the Group Policy for Software SAS](#).

Change the Group Policy for Software SAS

To change the Group Policy for Software SAS

1. In the left pane of the Group Policy Object Editor, navigate to *Computer Configuration > Administrative Templates > Windows Components > Windows Logon Options*.
2. Right-click the policy for *Disable or enable software Secure Attention Sequence* and select *Properties*.
3. Select the appropriate setting and click **OK** to apply the setting.
 - *Not Configured* uses to each computer's local Group Policy if setting a domain Group Policy. It is equivalent to *Disabled* if setting a local Group Policy.
 - *Enabled* enforces the Group Policy. GoToMyPC can send Ctrl-Alt-Del unless the policy's value is set to *None*.
 - *Disabled* turns off the Group Policy. GoToMyPC can send Ctrl-Alt-Del.



Tips for Success

One of the primary benefits of using GoToMyPC Pro in your organization is the simplicity and ease of installation. Here are a few suggestions to help you implement GoToMyPC Pro.

- Be sure to keep your Administration Center user name and password secure.
- Encourage users to create account passwords that differ from their computer access codes.
- Encourage users to maintain password security by regularly changing their passwords and by not sharing their account with others.
- If a user wants to grant others access to a computer, the Guest Invite feature should be used. This feature is accessible from the taskbar status icon and provides one-time access per invitation to a user's computer. When granting access, a user can determine whether to grant full privileges or view-only privileges.
- If you are using GoToMyPC Pro to help administer several computers, make sure you register each computer with a different password and computer access code. Do not share these passwords and computer access codes with others.
- For internal security, users running Windows NT and Windows 2000 can log off their computers and GoToMyPC Pro will continue running. These users can remotely unlock their workstations by using the *Send Ctrl-Alt-Del* menu command from the GoToMyPC Tools menu. Users running Windows 95/98/Me can use a screensaver password to secure their computers while maintaining their connections to the GoToMyPC servers.
- Your users can add additional computers (up to the limit specified by your plan) to their accounts without your assistance. If you want to restrict the number of computers that users register, you will need to discuss this with them. We suggest outlining your internal policies in your initial invitation email. If your company account has reached its plan limit, however, users will be sent an automated email informing them to contact you about adding additional computers to their accounts.
- Users can update their version of GoToMyPC by right-clicking the MYPC icon in the taskbar status area and clicking **Check for Upgrade**.
- If you forget your Administration Center password, you can create a new one by clicking **Forgot your password?** Link on the *Log-In* page. You will be sent an email with a link directing you to a Web page for changing your password. Please note that for your security, a new password cannot be sent to you by email.

Support

- To contact Global Customer Support with any GoToMyPC Pro account or billing questions, please visit support.gotomypc.com.