

LogMeIn Central Onboarding Guide

Welcome to LogMeIn Central!

We put this guide together to help you get started quickly and efficiently with your LogMeIn Central subscription. Below you will find questions to consider, a checklist to get started, and additional resources for learning more.

Questions to Consider Before You Begin

After purchasing your Central subscription, look through some of the following questions to ensure you are prepared to meet the needs of your organization:

- What is your implementation go-live date?
- Is this your first RMM implementation, or will you be transitioning from another solution?
- Who are you responsible for supporting? (Employees or customers)
- What kind of pain-points are you solving for?
- What kind of devices/endpoints will you be managing (computers, servers, kiosks, POS, etc.)?
- How many endpoints (computers, servers) are you responsible for managing and supporting?
- What kind of operating systems will you be using (Windows, Mac, etc.)?
- Do you have an Active Directory solution and are you going to set up Single Sign On (SSO)?
- Do your devices meet the [necessary system requirements](#) to run LogMeIn Central?
- How will you train your user base/admins?
 - *Explore some of our helpful free resources listed below, including our Master Classes*
- How do you currently manage your IT environment today?
 - *What are you using now to remotely access or manage your computers? Do you currently have a way to troubleshoot issues without interrupting end users?*
 - *Do you have security measures in place or utilize managed antivirus?*
 - *Do you have insight into your endpoint infrastructure, and the ability to report on it?*
 - *Can you automate routine IT tasks and create alerts to save you valuable resources?*

Before you Get Started with Central - [have you signed up for and registered your account?](#)

Getting Started Checklist

Step 1 - Installing the LogMeIn Host Software on a PC or Mac

- Does your computer match our [system requirements](#)?
- Have you [installed](#) LogMeIn Central on a device?
- Have you reviewed LogMeIn's [Firewall requirements](#)?

Step 2 - Deploying LogMeIn's Host Software to Your Endpoints

- Deploy the LogMeIn host software
- Modify your installation packages
- Review your deployment methods

Step 3 - Connecting to a Host Computer

- Connect from LogMeIn.com or the LogMeIn Client Application
- You can also connect using a desktop shortcut or a phone / tablet
- Set up authentication methods (access codes, passwords)
- Power on your devices using Wake-On-Lan

Note: The [LogMeIn Central Getting Started Guide](#) will provide additional detail on all of these steps and more, such as how to use, install, deploy, secure, and activate Central.

Helpful Resources to Dig Deeper

To help you understand all that LogMeIn Central has to offer, we have compiled some of our most valuable resources in one location.



[Embark Training Portal](#): a personalized portal for information on all things Central!



[Top 10 Features to Try in LogMeIn Central](#): A handful of the most useful features within Central.



[Central Overview Demo](#): A brief look into Central's most important features, how to get started, and a detailed look at the interface.



[Take a Deep-Dive into Admin Training for Central](#): Explore a 45-minute video walkthrough of the product and how to get started.



[LogMeIn Central Video Playlist](#): Helpful videos and demos to allow you to get the most out of Central.



[LogMeIn Central User Guide](#): An in-depth explanation of product features and step-by-step instructions on how to use them.



[Product Support](#): Browse help articles, video tutorials, user guides, and other resources.



[LogMeIn Community](#): Ask questions and get answers about Central from other users!



[Master Classes and Webinars](#): Unique insight into specific topics, whether the focus is on a particular feature of Central or general tips and tricks. You can register for any upcoming Master Classes and Webinars [here](#), and view a complete list of recordings via our [Master Class Library](#).

Customizing Your Central Experience

After getting to know the product and what it has to offer, take a look through this brief checklist to ensure you are comfortable with all the tools you have at your disposal, and set for success.

Keep in mind, Central is built on a customizable platform, which includes the option to add on Modules to your subscription with features based on your budget and needs.

Security Module

Secure: Take control and mitigate risk of cyber threats with patch management and antivirus.

- What antivirus do you have installed on your endpoints?
- Do you need a way to manage the antivirus software already deployed or take advantage of built-in antivirus license software to keep all of your managed computers secure?
- Do you have a patch management solution?
- Can you create alerts to respond in real-time to online threats?

If you have concerns about your security or would like to learn how Central can help you protect your IT infrastructure from a single pane of glass. See the benefits of adding on the [Security Module](#) which comes packed with features like LogMeIn Antivirus powered by Bitdefender.

Automation Module

Manage: Automate manual tasks and bring productivity to the next level with automated task management and self-healing alerts.

- Do you have constrained time and resources in your organization, particularly in that you have to frequently complete administrative tasks over and over again?
- Do you need a way to deploy and automate routine IT tasks including the ability to run scripts, install software, and push files to multiple computers at once?
- How do you monitor computer health and take action on alerts to resolve concerns before they become problems?

If you would benefit from the ability to automate routine IT tasks, customize alerts that automatically identify and respond to threats, and utilize advanced scripting, LogMeIn Central's [Automation Module](#) is worth exploring.

Insight Module

Monitor: Gain better visibility & have a single pane of glass view into all of your company's endpoints with advanced reporting & proactive alerts

- Would you like enhanced visibility into your endpoint infrastructure?
- Do you need to easily pull and share the data that matters most such as inventory, CPU usage, disc space, installed software, software changes?
- Do you need to keep a constant pulse on what's installed on each computer to optimize security and take swift action if needed?

If you are looking for greater insight into your endpoint infrastructure and to bring productivity to the next level, Central's [Insight Module](#) could be a perfect addition to your account.



[View a Variety of Additional Central Resources](#)

The [LogMeIn Central Resource Center](#) is your go-to source for up-to-date guides, white papers, infographics, videos, data sheets and more