

Getting Started

Introduction

As your company's GoToMyPC Corporate administrator, you are responsible for setting up and managing your GoToMyPC Corporate users. The Administration Center is efficient, easy to use and will help you set up users, manage user accounts, report user activity and maintain your company's GoToMyPC Corporate account. This guide is intended to give you a brief introduction to the main features of the GoToMyPC Corporate Administration Center. Please refer to [GoToMyPC Corporate Administration Guide](#) or [GoToMyPC User Guide](#) for full list of features and instructions.

Before you can begin managing your GoToMyPC Corporate account through the Administration Center, you must first activate your account by following the instructions in your activation email. If you wish to use GoToMyPC Corporate as an end user and remotely access your desktop, you will need to set up an end-user account from the Administration Center as described later on in this guide.

Log In

To log in to the GoToMyPC Administration Center

1. Go to www.GoToMyPC.com and log in to your account with your email address and password.
2. If you have multiple GoToMyPC accounts associated with one email address, choose the account you want to access 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

Corporate Account

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

Corporate Account

Go

Administration Center Overview

The GoToMyPC Corporate Administration Center is made up of the following eight sections:

- **Manage Groups:** Use this section to create user groups and subgroups and set GoToMyPC Corporate feature access and security levels by group and subgroup.
- **Manage Managers:** This section enables top-level administrators to search for and manage Group Managers, control feature access, and sign up new group managers.

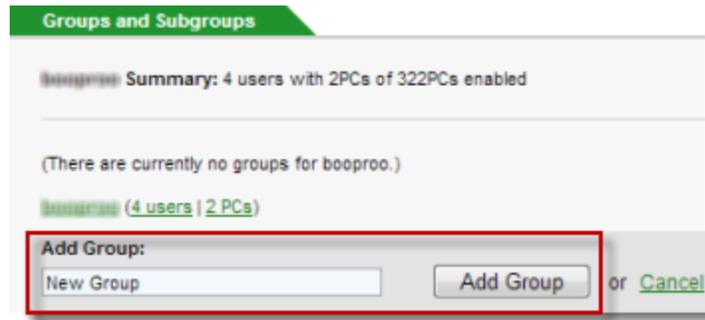
- **Manage Users:** This section enables you to search for and manage individual users; control user access to certain features and settings at the individual level; sign up new users; and create an administrator announcement.
- **Sign Up Users: Sign up or search for users and control access.**
- **Manage PCs: Enables you to search for computers and view Mac and PC details; add or remove computers; and control authorization of access to specific host or Client computers.**
- **Active Connections:** This feature lets you see users who are currently online and to end any suspicious sessions.
- **Generate Reports:** Enables you to generate and view various usage reports to manage activity.
- **Manage Account:** Provides the ability to view and edit your company account information.

Manage Groups and Subgroups

The Manage Groups section enables you to organize your users by department or job function, or by any other category that best suits your needs.

Add a group

1. In the left-navigation menu, select **Manage Groups**.
2. In the Groups and Subgroups section you will see your company name and a summary of the number of users and PCs enabled in your plan. Select **Add Group**.



3. Give your newly created group a name and click **Add Group**. The group will now be created and the Group Administration page begins to load.

Status

The Status section of the Group Administration page enables you to rename your group and change the group's status. Keep in mind that suspended users still tie up their GoToMyPC Corporate seats.

Suspend Users	All users in the group or subgroup will be suspended, but the group and subgroup users will remain in your company account.
Unsuspend Users	Returns the selected users within the group or subgroup to active status.
Delete	The group, subgroup and all users will be removed from your company account and you will have to re-create the group and/or re-invite the users if you wish to add them again in the future.

Group Settings

The Group Settings section of the Group Administration page enables you to modify the group and subgroup parameters that are listed below.

Note: Keep in mind that groups settings will overwrite any previous changes made at the user level.

- **Managers:** Assign a group manager to manage the users in this group.
- **PC Limit:** Set the limit of PCs a group or subgroup may enable.
- **Features:** Enable specific GoToMyPC Corporate features for users.
- **Account Password:** Set requirements for Web site passwords.
- **Host Access Code:** Establish requirements for host PC Access Code.
- **Extended Authentication:** Establish secondary authentication requirements.

- **Hours of Access:** Determine hours when GoToMyPC Corporate may be used.
- **Host and Client PC Authorization:** Set requirements for host PC and client computer pre-authorization.

Manage Managers

The Manage Managers area of the Administration Center allows you to sign up new managers and provide them with individualized control of their groups and subgroups. You also have the option to invite others to share your top-level administrative access.

Sign Up Managers

1. In the left-navigation menu, select **Manage Managers** and then, **Sign Up Managers**.
2. Type the email addresses of the new managers you want to invite.
3. In the **Assignment** section, select which groups to assign the manager to and click **Continue**.

If no groups have been created, select **Group Manager**. A manager can be assigned or reassigned a group at anytime by selecting **Manage Manager** option in the left-navigation menu.

4. Follow the on-screen prompts to complete the manager invitation email.

Group Manager Settings

Once invited, you can customize the manager's status, group assignment and administrative control by selecting their name from the Manage Managers page.

Here is a summary of the type of control you can grant your managers:

- **User Status:** The ability to sign up users and change user status.
- **Features:** The ability to enable specific GoToMyPC Corporate features for assigned groups and users.
- **Account Password:** The ability to set requirements for Web site passwords.
- **Host Access:** The ability to set requirements for host PC Access Code.
- **Hours of Access:** The ability to set hours when GoToMyPC Corporate may be used.
- **Shared Access:** The ability to define access rights for users who share host PC management rights.
- **Host and Client PC Authorization:** The ability to set requirements for host PC and client computer pre-authorization.
- **Authentication Method:** The ability to establish secondary authentication requirements.

Change Status

Change Status:

Group Assignment

Group Sales
 Team 1
 Team 2

Administrative Control

User Status Enabled: Sign Up Users, Change Status of Users

Features Enabled: Maximum PCs Per User, Remember Me, Viewer Security Time-Out, Remote Printing, Desktop Shortcuts, File Transfer, Guests, Chat, Shared Clipboard, Lock upon

Manage Users

The Manage Users area of the Administration Center allows you to:

- Sign up new users
- View a user's account status
- The number of enabled PCs
- Suspend or delete a user's account
- Access a user's account record

Sign Up Users

1. In the left-navigation menu, select **Manage Users** and then, **Sign Up Users**.
2. Type the email addresses of the new users you want to invite. (Include your email address if you want a user account.)

You may 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 and the user will not be signed up a second time.
3. From the Add Users To drop-down menu, select the group that you want to add the users to and click **Continue**.
4. Follow the on-screen prompts to complete the user invitation email.

Change User Status and Settings

Now that you've invited new users, you can modify their status and user settings by selecting the user's name from the Manage Users page.

Note: Keep in mind that subsequent changes at the group level will override changes made at this level.

- **Change Status:** Suspend, unsuspend or delete a user. Remember that suspended users still occupy a GoToMyPC seat.
- **Move Users To:** Move a user to a different group.
- **Features:** Maximum PCs per User, Remember Me, Signature Protocol, Viewer Security Time-Out (max is 9,999 minutes; default is 15 minutes), Allow User to Reduce Maximum, Default Color, Sound, Remote Printing, Desktop Shortcuts, File Transfer, Whiteboard, Guests, Chat, Shared Clipboard, Lock upon Disconnect, Screen Blanking, Keyboard/Mouse Locking, Access Activity Log and In-Session Reboot
- **Extended Authentication:** The authentication method section enables you to set requirements for use of One-Time Passwords or RADIUS Integration.
- **Shared Access:** The Shared Access feature enables administrators to give multiple end users access to a single host PC. Each end user accesses the host PC with a unique username, password and access code for greater security and reporting.
- **Host and Client PC Authorization:** Requiring host and client authorization means that your users will have to provide you with computer-specific information for host PCs and/or client computers before they will be able to use GoToMyPC Corporate with those computers.

Manage PCs

After your invited users have installed GoToMyPC from their activation email, you can find their host PCs listed on the Manage PCs page.

Click the PC's nickname from the list to:

- View individual PCs
- Change a PC's status
- Enter the Host and Client Computer Authorization ID to authorize use of a specific PC.
- If your account is enabled with shared access, you may modify host PC shared access and owner settings.

Information for "jane"

Host PC Status: Offline	Internal IP: 10.140.248.102,192.168.169.1,192.168.128.1
Owner: jpr-rnm@edix.com	External IP: 10.140.248.102

Change Status:

<input type="text" value="Delete"/>	<input type="button" value="Change Status"/>
-------------------------------------	--

Change Host PC Owner:

<input type="text" value="jpr-rnm@edix.com"/>	<input type="button" value="Change Owner"/>
---	---

Host PC Settings

Listed below are the settings for this host PC. Click each link to modify.
Some of the settings below may not apply to Macs. [Learn more about Mac support.](#)

Shared Access	2 Users: jpr-rnm@edix.com, jpr-rnm@edix.com
Host and Client PC Authorization ID	Host and Client PC Authorization: Not available (Shared Access is enabled)

View Active Connections

The Active Connections feature enables you to monitor all active user connections.

View Connections

1. In the left-navigation menu, select **Active Connections**.
2. From the "Connection Activity For:" drop-down menu, select the group you wish to view and click **View Connections**.
3. The Active Connections report will be processed and you can see a list of all users for a selected group who are presently using GoToMyPC Corporate to remotely connect to their host computers.

End Connections

1. In the left-navigation menu, select **Active Connections**.
2. Locate the connection you want to cancel and click **End**.

The connection will be canceled and the user will receive a notice alerting him that his connection has been terminated.



Name	Email	PC	Start	Duration
Jason	jason-corp@edix.com	"office3"	11:41A	1M End

Generate Reports

You can get summary and detailed information for your company and users by using the Generate Reports feature. This reporting feature can be accessed by selecting **Generate Reports** from the left-navigation menu and you can view various statistics for your account for any date range within the past 90 days.

For more information on the types of reports, please see the "Generate Reports" section of the [GoToMyPC Corporate Administrator Guide](#).

Create Monthly Reports

The Monthly Reports feature is a little different than the standard reporting in that it allows you to set up customized reports to run automatically on a monthly basis. By setting up your monthly reports now, you will be able to review up to 12 months worth of data.

1. In the left-navigation menu, select **Generate Reports** and then, **Monthly Reports**.
2. Click **Create New Monthly Report** and give a name for the report that you are creating.
3. From the drop-down menu, select the type of report.
4. Similarly, from the drop-down menus given, select the group you want to create this report for.
5. Click **Create Monthly Report**.

Create Monthly Report

Name:

Type:

Report For:

Group:

Other Features

Other Features Overview

As you company's GoToMyPC Corporate Administrator you can also:

- Add More PCs to your Account
- Use the Shared Access feature for multi-user access
- Change your Password

Add More PCs to your Account

You can save time and get immediate access to additional GoToMyPC seats by submitting an online request from either the Manage PCs or Manage Account section of the GoToMyPC Administration Center.

For detailed instructions, please see the "Add More PCs to Your Account Online" section of the [GoToMyPC Corporate Administrator Guide](#).

Shared Access Feature

The Shared Access feature allows you to give multiple end users access to a single host PC. Only one user can be connected at any one time. Each end user accesses the host PC with a unique username, password and access code for greater security and reporting. The Shared Access Report allows administrators to audit information on users who have shared access to PCs.

Note: To enable the Shared Access feature for your company, please contact your GoToMyPC Online Account Manager.

For more information on Shared Access, please view the "Shared Access of a Single Host PC" section in the [GoToMyPC Corporate Administrator Guide](#).

Change Your Password

Changing your Administration password can be done from the Manage Account link which is also in the left-navigation menu. By keeping your administration email and password the same as your end user account you can view all of your accounts when you log in.

If you forget your administration password you can click the **Forgot your password?** link from www.gotomypc.com/managers page.