

Go2MyScreen Getting Started Guide

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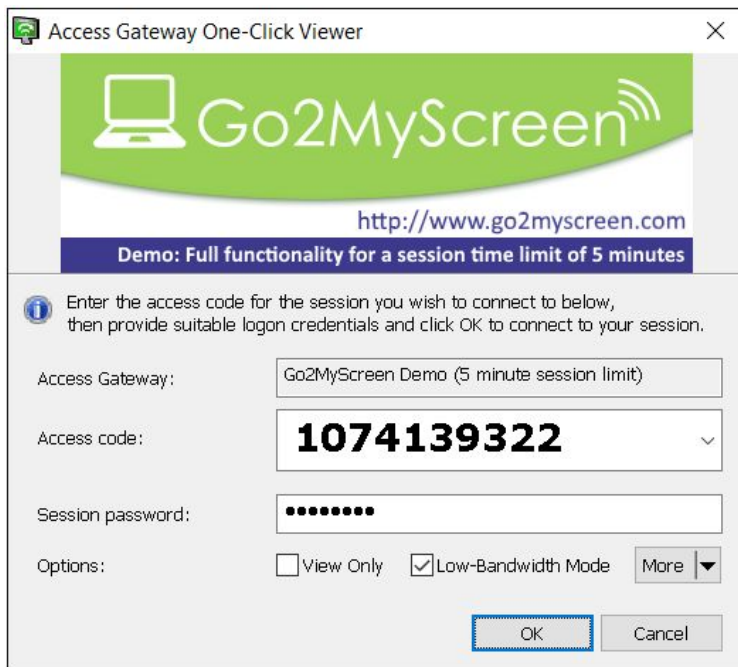
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Attended Access (Instant usage)



For attended access a person requiring assistance starts the One-Click Connector and tells you the (one-time) access code and the randomly generated session password.

In the example below, the access code is '1074 139 322' and the session password is 'tyd68zyd'.



The person providing assistance starts the One-Click Viewer and types the access code and password to connect to the other desktop.

Both components can be downloaded from <http://www.go2myscreen.com> as a demo. The demo downloads are fully functional. But please note that in demo mode, the session time is limited to 5 minutes.

This session time limit will no longer apply in a personalized kit, sent to you by email after you have acquired an account with Go2MyScreen.

Unattended Access

When you need to access a Windows Server or a computer that does not necessarily have anyone logged in to start the One-Click Connector, you can set up a persistent connection on that computer to access at any future point in time. Any computer either on the inside or outside of a network boundary can be used in this way. This section will show you how to set up a persistent session for unattended access.

For unattended hosted access (for instance: servers, or your computer at work) the connector needs to be installed and run as a service. For that, we use the Sysgem Access Gateway Remote Connector, and connect it to the Go2MyScreen servers in Europe. (Go2MyScreen makes use of the Sysgem Access Gateway to provide its service. For more information, please visit <http://www.sysgem.com>)

If you acquired an account with Go2MyScreen then you should have received a download link for the Remote Connector installer and an Access Gateway Registration File. The Access Gateway Registration File is used to register the Sysgem Access Gateway Remote Connector with your account on the Go2MyScreen servers.

If you intend to make use of the Go2MyScreen demo account, then please download the demo-installer zip-package from <http://www.go2myscreen.com>, in the 'Unattended Connection' section and unzip it. It should contain the Remote Connector installer, an Access Gateway Demo Registration File and this Getting Started Guide.

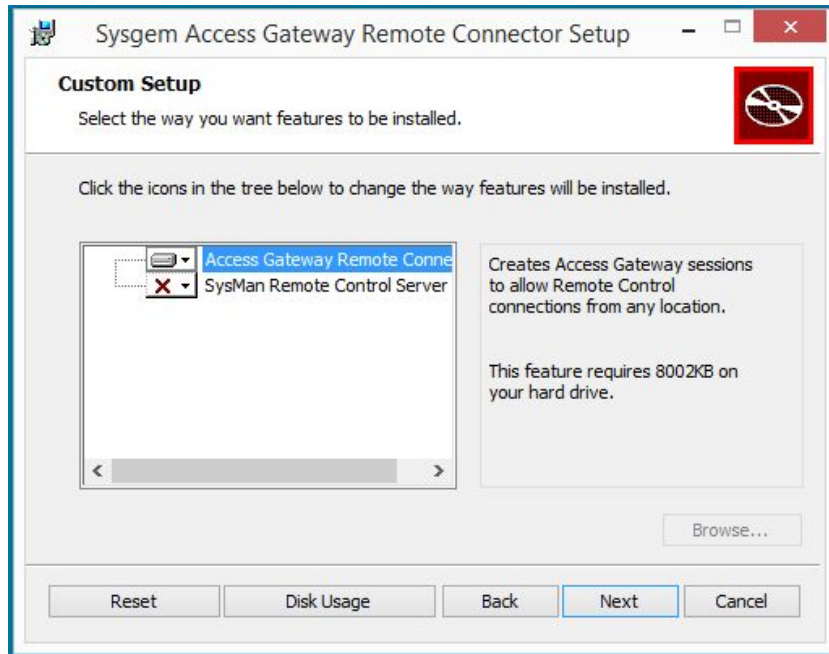
Install the Sysgem Access Gateway Remote Connector

Pick a Windows server/workstation anywhere inside or outside your network boundaries and start the Sysgem Access Gateway Remote Connector installer.

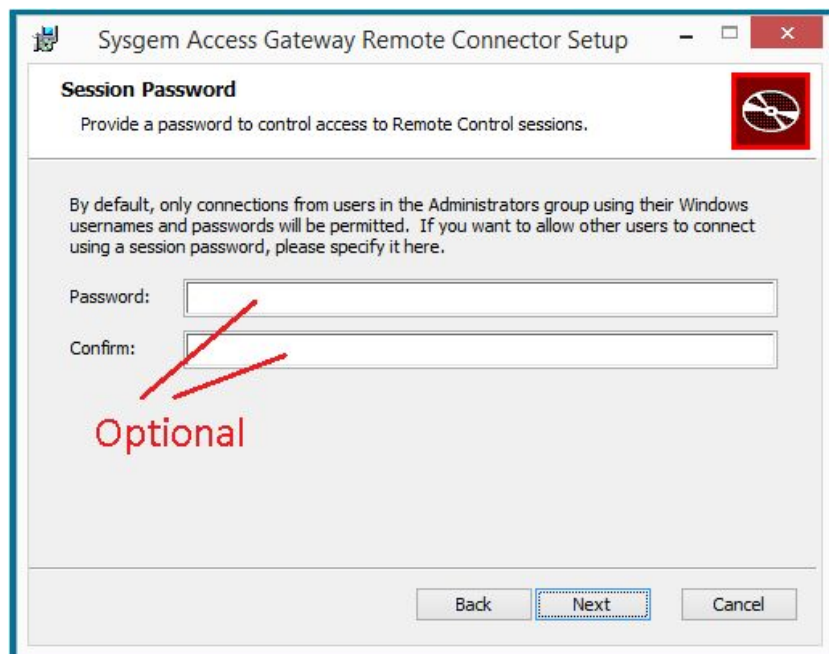
Click 'Next' on the installer's welcome page.

Accept the EULA page and click 'Next'.

Optionally change the destination folder and click 'Next'.



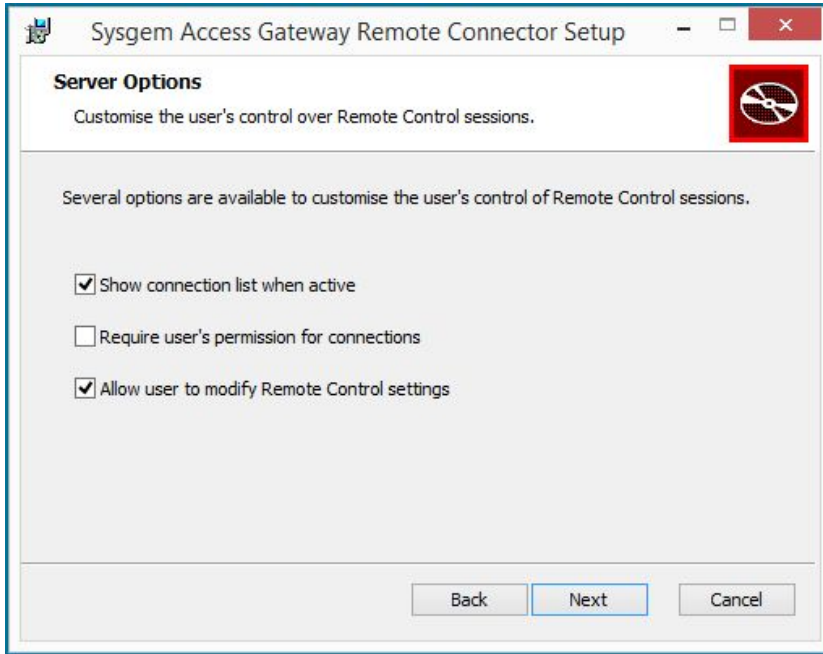
On the 'Custom Setup' page, accept the default options (leaving only the 'Access Gateway Remote Connector' selected) and click 'Next'.



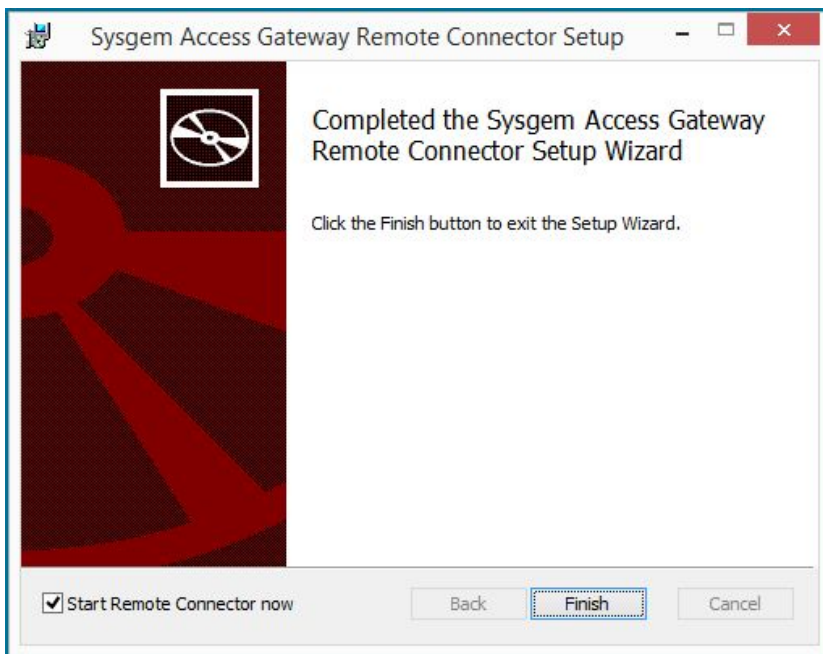
If you want to connect to this machine using a session password, then type it in the password fields.

If you want to restrict access to Windows credentials only (by default, Windows administrators will be permitted), then leave the password fields empty.

Click 'Next' to continue the wizard.



Accept the selected default options on the 'Server Options' page, and click 'Next'



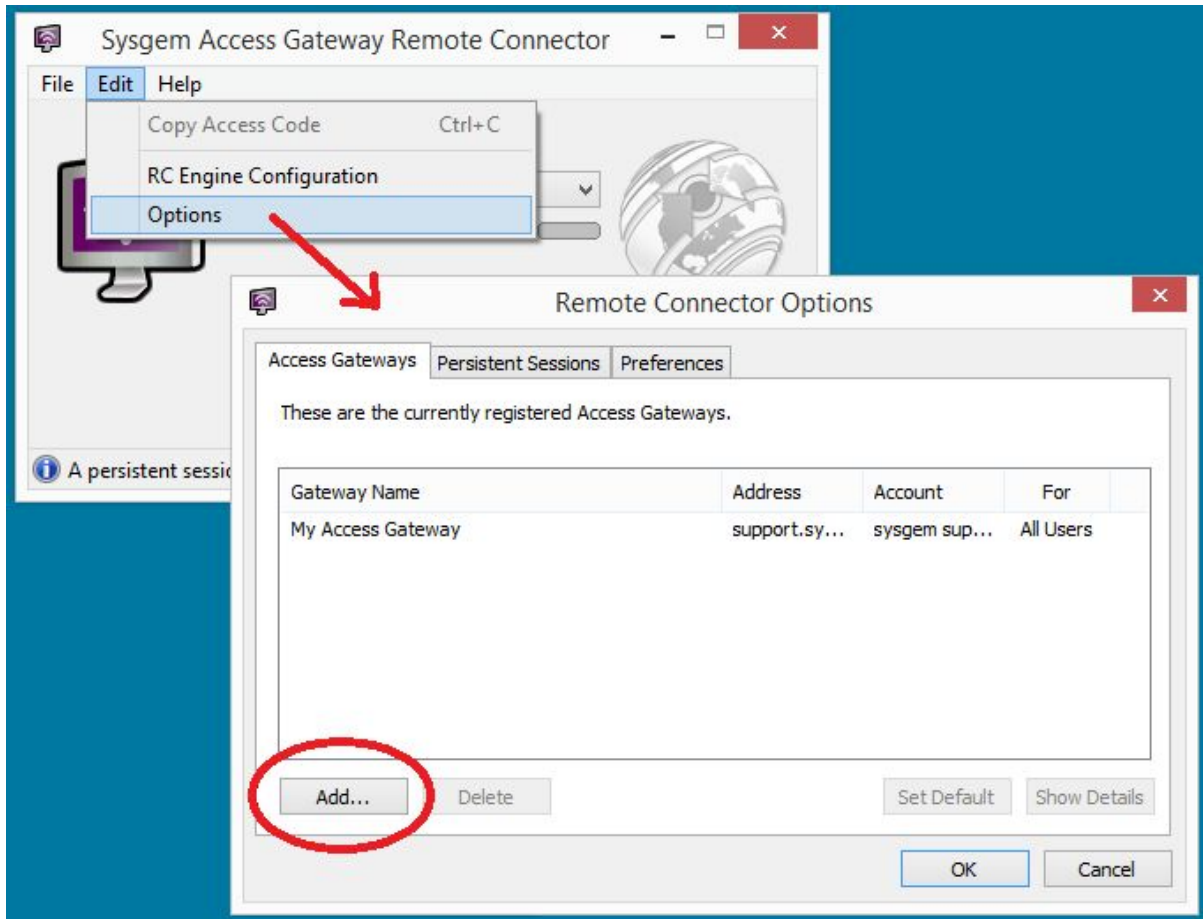
Tick the 'Start Remote Connector now' checkbox and click 'Finish'

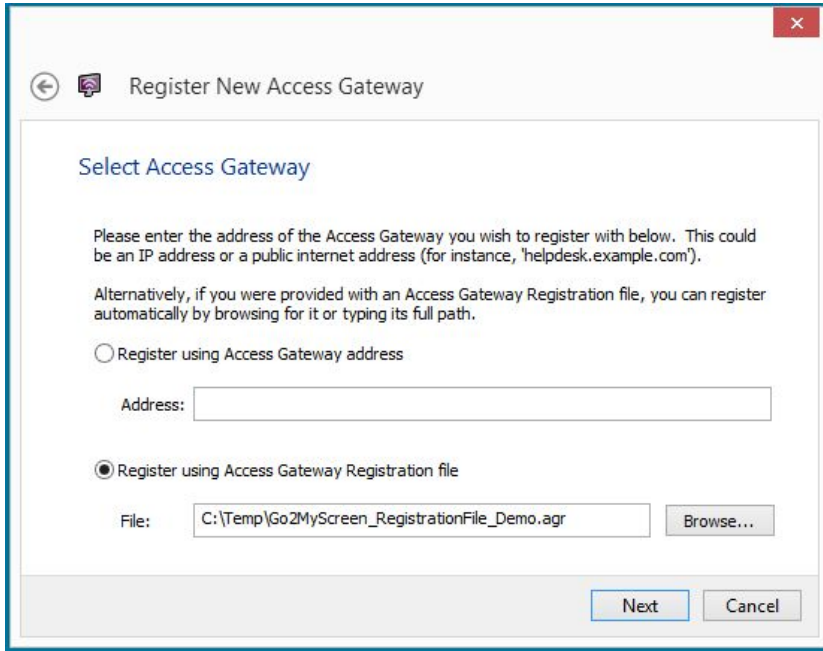
(If you forgot to tick the 'Start Remote Connector now' checkbox in the previous step, then start it now from its desktop shortcut)

Register a new Access Gateway

When the Sysgem Access Gateway Remote Connector is started for the first time it will automatically initiate the 'Register New Access Gateway' wizard. Click 'Next' on the welcome page.

If this wizard is not automatically initiated, then start it manually via menu 'Edit' - 'Options'. Then in the 'Remote Connector Options' window, on the 'Access Gateways' tab, hit the 'Add' button to start the wizard.





Register New Access Gateway

Select Access Gateway

Please enter the address of the Access Gateway you wish to register with below. This could be an IP address or a public internet address (for instance, 'helpdesk.example.com').

Alternatively, if you were provided with an Access Gateway Registration file, you can register automatically by browsing for it or typing its full path.

Register using Access Gateway address

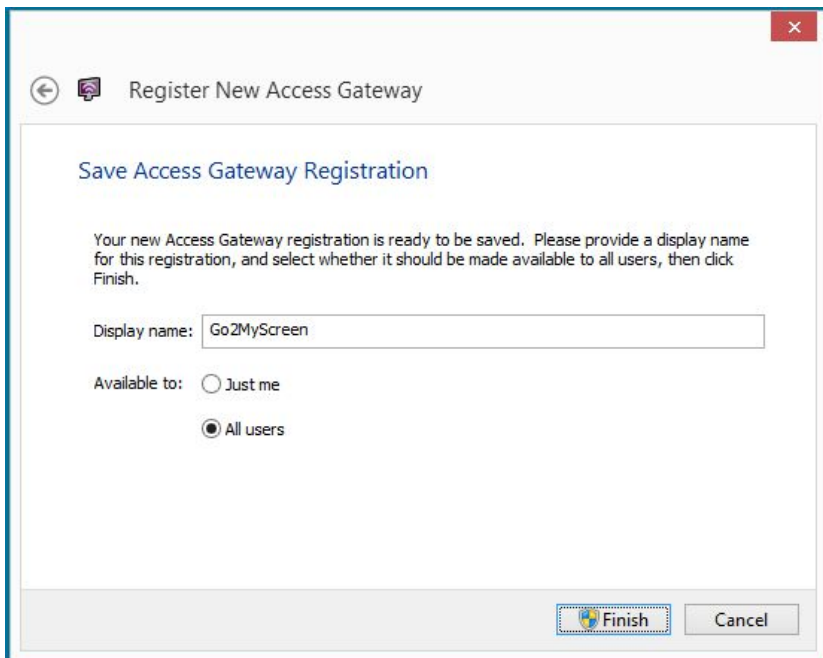
Address:

Register using Access Gateway Registration file

File:

On the 'Select Access Gateway' page, tick the 'Register using Access Gateway Registration file' checkbox. Hit the browse button to select the Access Gateway demo registration file which you downloaded from the Go2MyScreen web site. If you have purchased a license then use the file sent to you by email.

Click 'Next' to continue the wizard.



Register New Access Gateway

Save Access Gateway Registration

Your new Access Gateway registration is ready to be saved. Please provide a display name for this registration, and select whether it should be made available to all users, then click Finish.

Display name:

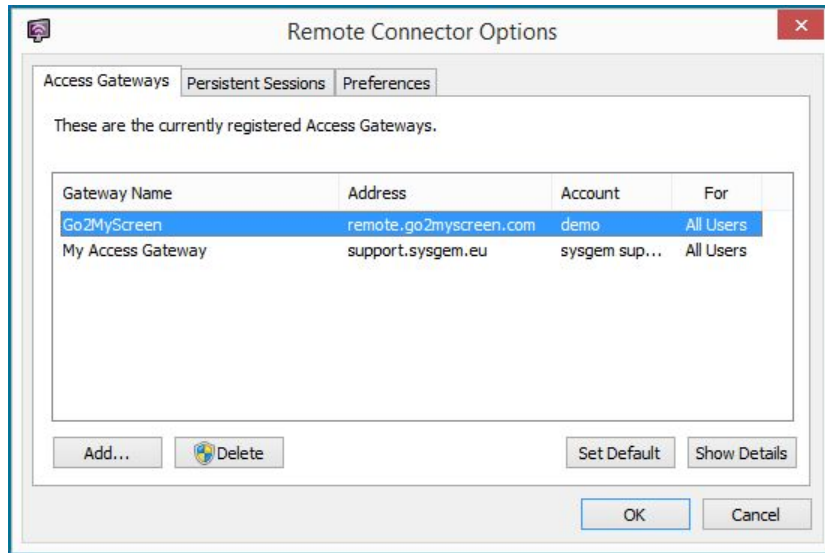
Available to: Just me

All users

Provide a Display Name. This name is for your own use only, so it could be anything.

For this exercise, put in: 'Go2MyScreen'.

Keep the 'All users' checkbox ticked (required for persistent sessions) and click 'Finish'.



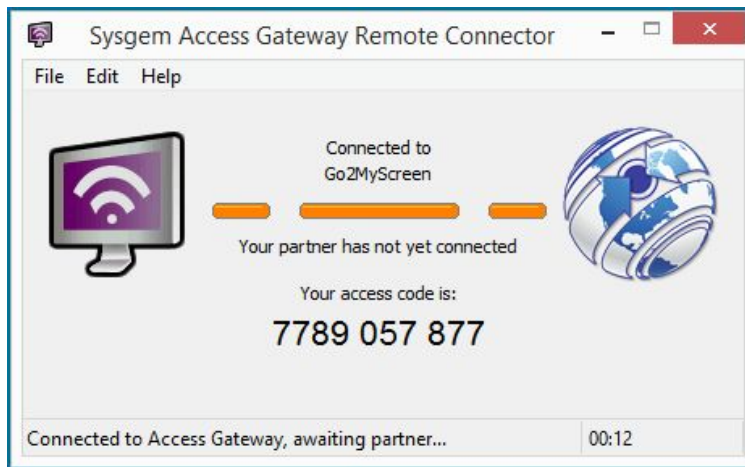
After clicking 'Finish' in the previous window, the 'Remote Connector Options' window should list the Go2MyScreen registration which you have just added.

Click 'OK' to confirm.

Verifying the Access Gateway registration



Back in the 'Sysgem Access Gateway Remote Connector' window, make sure that the 'Go2MyScreen' Access Gateway registration is selected and click the 'Start Session' button to verify that everything is correct.

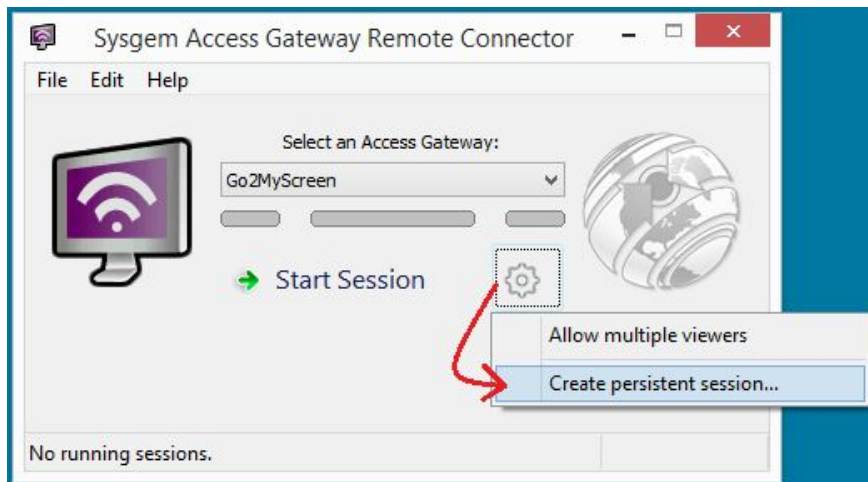


If everything is correct, then the Remote Connector should show a dotted orange line (between the purple screen and the globe) and an access code.



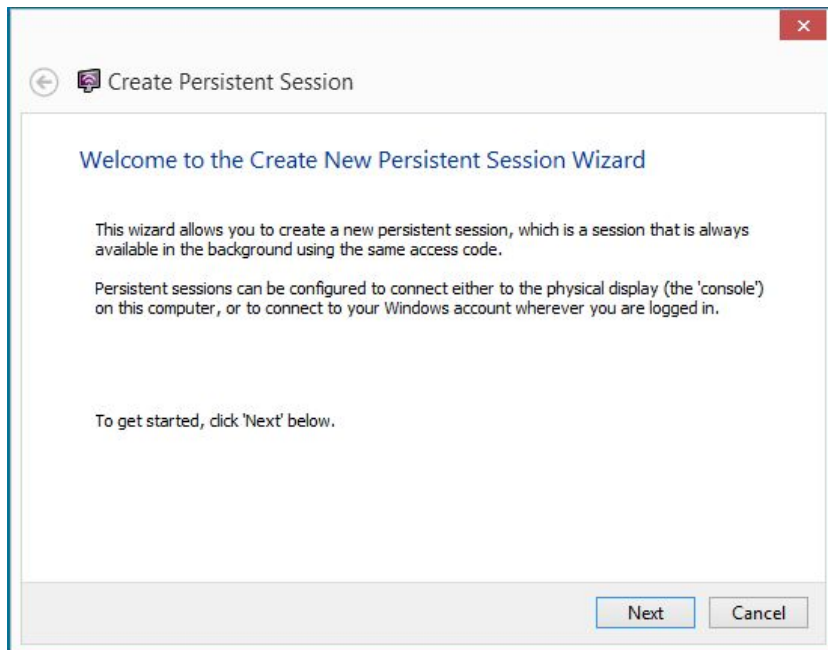
To finish the connectivity test, close the session via menu 'File - Close Session'

Create a persistent session



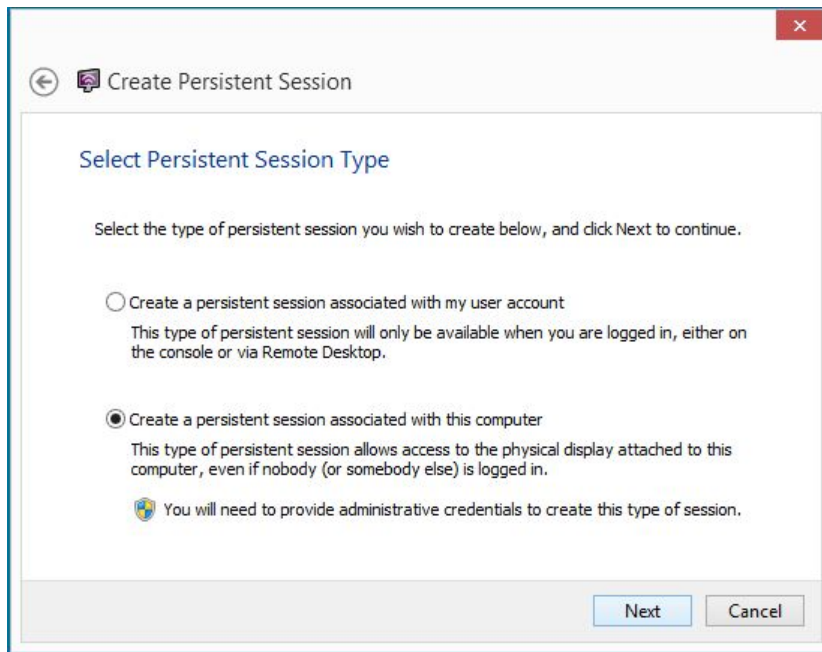
Make sure that the Go2MyScreen Access Gateway registration is selected and click the cog button to open its menu.

In the cog-menu click 'Create persistent session...'



This starts the 'Create Persistent Session' wizard.

Click 'Next' on the welcome page.




← Create Persistent Session

Select Persistent Session Type

Select the type of persistent session you wish to create below, and click Next to continue.

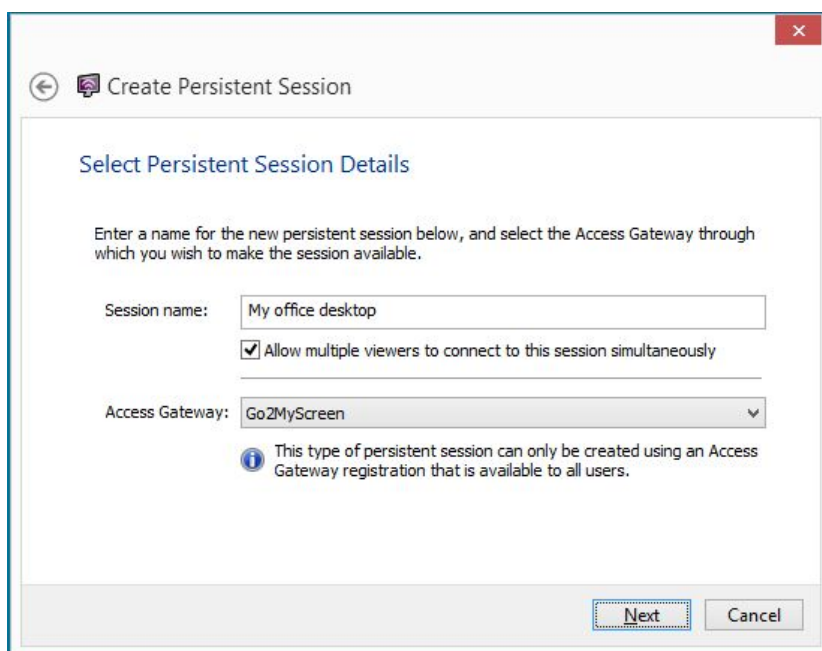
Create a persistent session associated with my user account
This type of persistent session will only be available when you are logged in, either on the console or via Remote Desktop.

Create a persistent session associated with this computer
This type of persistent session allows access to the physical display attached to this computer, even if nobody (or somebody else) is logged in.

 You will need to provide administrative credentials to create this type of session.

Next Cancel

To make the persistent session available regardless of any user being logged in, ensure you have ticked the 'Create a persistent session associated with this computer' checkbox and click 'Next'.



← Create Persistent Session


Select Persistent Session Details

Enter a name for the new persistent session below, and select the Access Gateway through which you wish to make the session available.

Session name:

Allow multiple viewers to connect to this session simultaneously

Access Gateway:

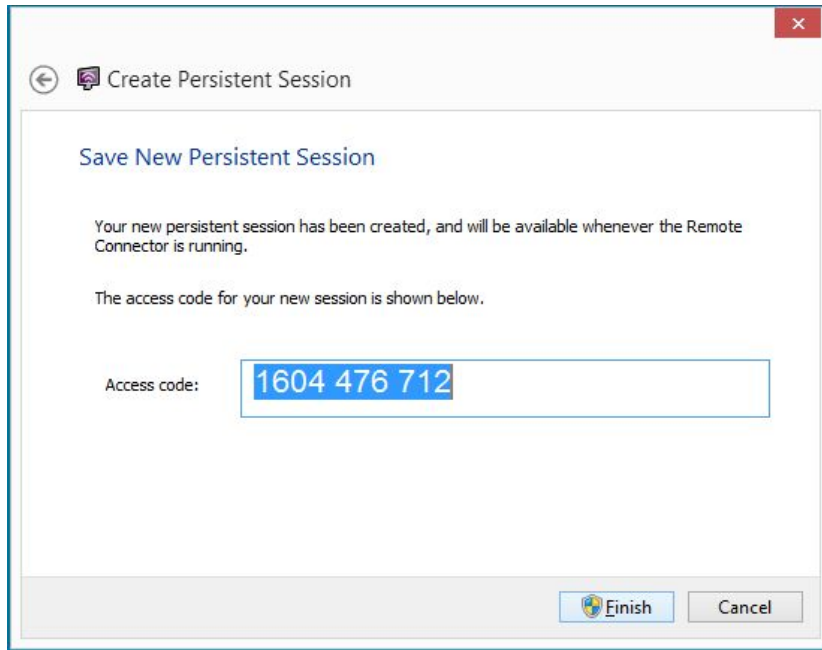
 This type of persistent session can only be created using an Access Gateway registration that is available to all users.

Next Cancel

Type an appropriate name for this persistent session.

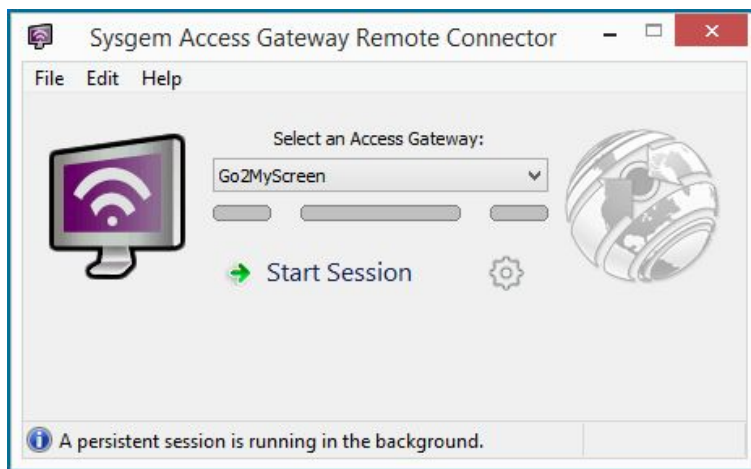
Optionally tick the checkbox: 'Allow multiple viewers to connect to this session simultaneously'.

Make sure you have your Access Gateway selected in the 'Access Gateway' selection list and click 'Next'.



The 'Save New Persistent Session' page shows the access code for this persistent session. Unlike the access code for one-time sessions, this code will survive service restarts, session restarts and reboots. Take note of this code, because you will need it later.

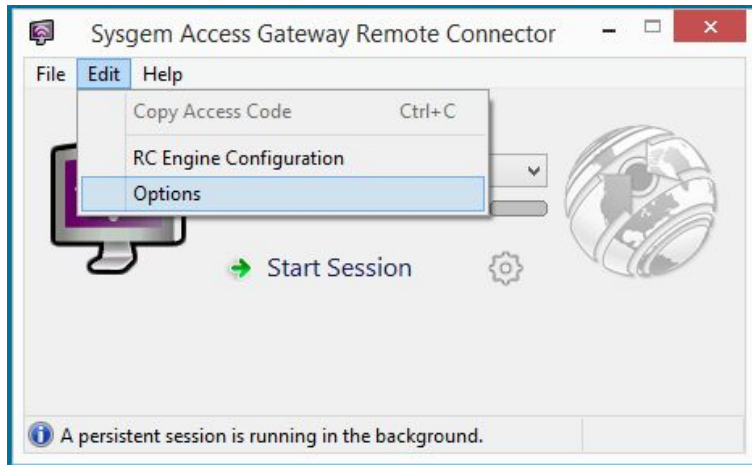
Click 'Finish' to confirm and have the persistent session created.



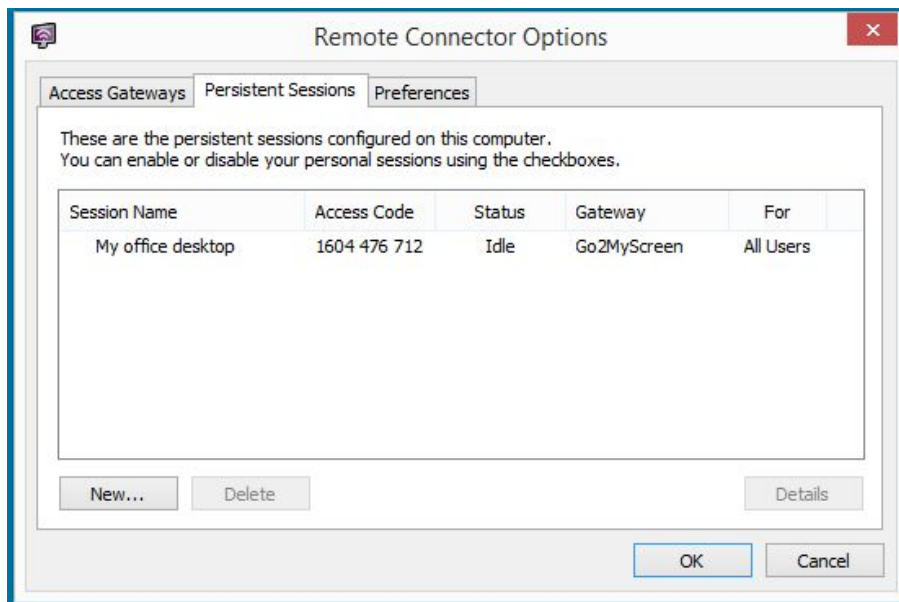
The 'Sysgem Access Gateway Remote Connector' window status bar should now indicate that a persistent session is running in the background. Optionally close this window.

Retrieving a persistent session Access Code

Did you forget the Access Code for your persistent session? No worries, it can be found in the 'Persistent Sessions' list.

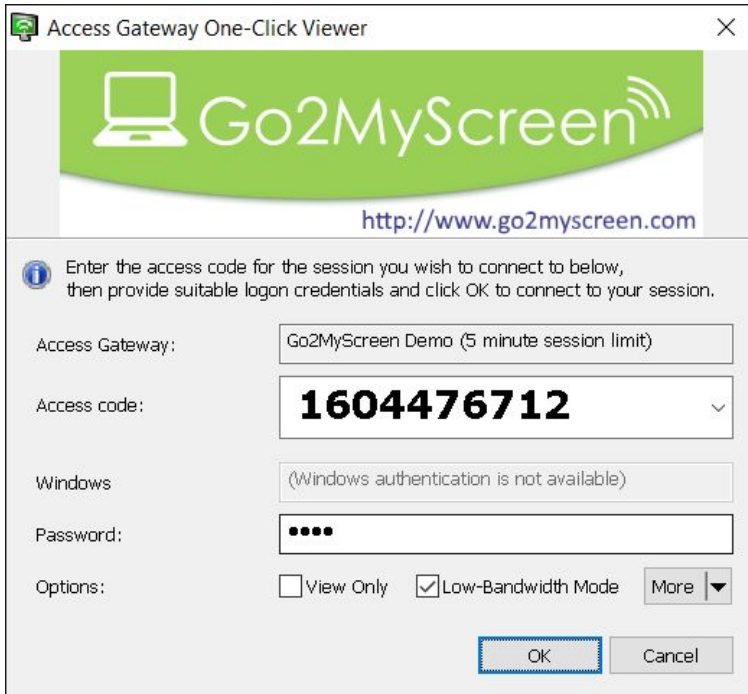


In the 'Sysgem Access Gateway Remote Connector' window, click menu 'Edit - Options' to open the options window.



In the 'Remote Connector Options' window, open the 'Persistent Sessions' tab and find information regarding your persistent session here, including the Access Code.

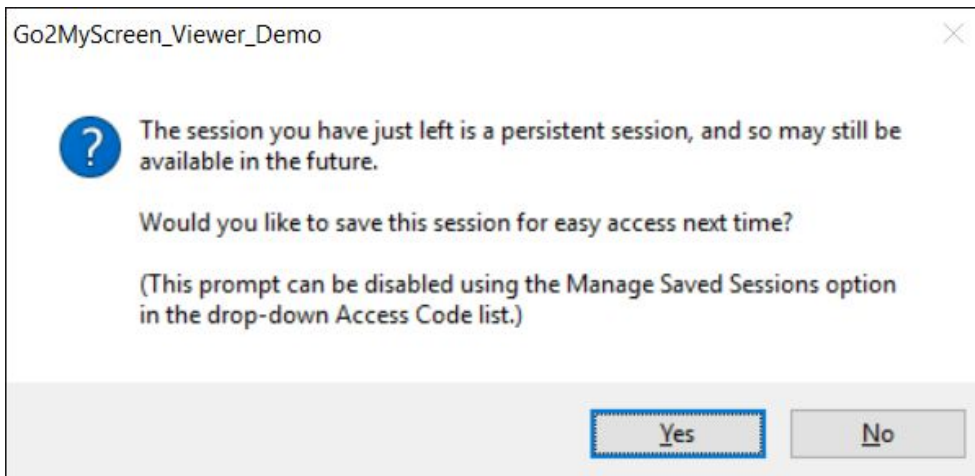
Connect to a persistent session and remember it



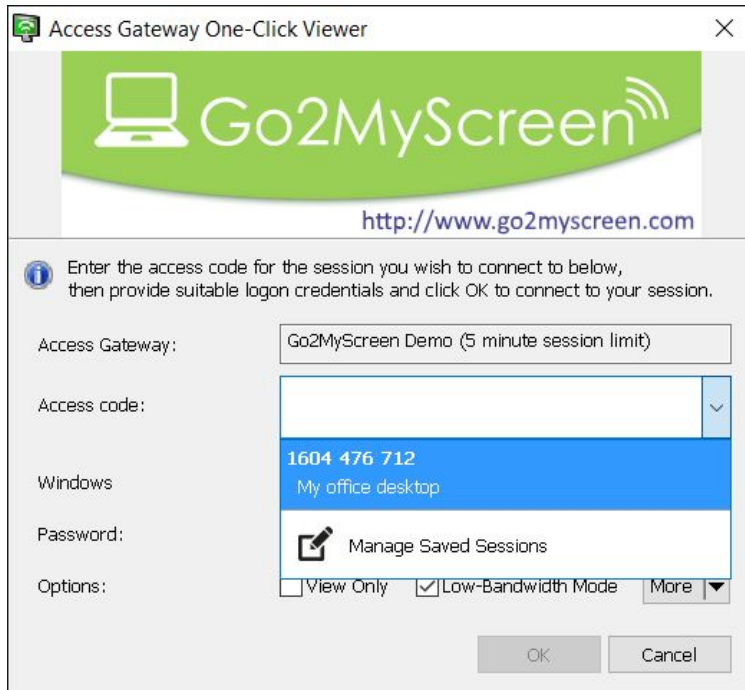
On the computer where you want to view and/or control the remote screen, start the Go2MyScreen One-Click Viewer.

Type the Access Code of the persistent session and a session password (if you provided one during installation of the Remote Connector on the remote machine).

Click 'OK' to start the session.



When closing the session, the viewer asks you whether you want to save this session for another time. Click 'Yes'



Access Gateway One-Click Viewer

Go2MyScreen[®]
<http://www.go2myscreen.com>

Enter the access code for the session you wish to connect to below, then provide suitable logon credentials and click OK to connect to your session.

Access Gateway: Go2MyScreen Demo (5 minute session limit)

Access code: 1604 476 712
My office desktop

Windows: Manage Saved Sessions

Password:

Options: View Only Low-Bandwidth Mode More

OK Cancel

The next time that you start the Go2MyScreen One-Click Viewer, you will have the option to select this session from the Access Code drop-down list and reconnect.

What is next

You have now gone through a quick overview of Go2MyScreen usage. If you have any questions, then just contact us, we will be glad to assist you.

For more information, please go to:

<http://www.go2myscreen.com>