



GoToMyPC[®]

User Guide

Version 6.1

GoToMyPC Personal

GoToMyPC Pro

GoToMyPC Corporate

Citrix Online

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Getting Started

This guide shows you how to set up your PC with GoToMyPC and access it from another computer. It also explains the main features of GoToMyPC so that you can begin working quickly.

System Requirements

Host PC

- Microsoft® Windows® 2000 or newer
- Internet Explorer® 5.0 or newer; Firefox® 1.0 or later or Netscape® 7.0 or newer
- "Always on" Internet connection (cable, ISDN, DSL or better)

Client Computer: Viewer for Windows - Full Features

- Microsoft Windows 95 or newer
- Recommended: Microsoft Windows 2000 or newer
- Internet Explorer 5.0 or newer; Firefox 1.0 or newer or Netscape 7.0 or newer
- Recommended: The connection process is easier if Java™ is installed and the Web browser supports Java

Client Computer: Universal Viewer for Windows - Limited Features

- Microsoft Windows with Internet Explorer 5.0 or newer, Firefox 1.0 or newer or Netscape 7.0 or newer; and Microsoft Java or Sun Java
- Recommended: The Sun Java™ 2 Standard Edition (J2SE) version 1.4 or newer

Client Computer: Universal Viewer for Mac® - Limited Features

- Mac OS X with Safari™ 1.0 or newer or Firefox 1.0 or newer; and Sun Java

Client Computer: Universal Viewer for Linux and Solaris™ - Limited Features

- Firefox 1.0 or newer or Netscape 7.0 or newer; and Sun Java

Client Computer: Universal Viewer on other platforms - Limited Features

- Other operating systems and browsers that support Java and have a full Java 2 Standard Edition JVM should work but have not been tested

Client Computer: PocketView™ for Windows CE™ - Limited Features

- Microsoft Windows Mobile™ 6.0 Classic and Pro
- Microsoft Windows Mobile 5.0 for Pocket PC or Pocket PC Phone Edition
- Microsoft Windows Mobile 2003 or 2003 SE for Pocket PC or Pocket PC Phone Edition
- Most devices running Microsoft Windows CE 4.0 or later with a touch screen or mouse (such as thin clients)
- Internet Explorer, Pocket Internet Explorer, or equivalent web browser

Note: Windows Mobile versions that lack a touchscreen are not supported. This includes Windows Mobile 6.0 Standard, 5.0 for Smartphones and 2003 / 2003 SE for Smartphones.

Feature Requirements

	Not supported
v.5.0	Supported in v5.0 but not v6.0
✓	Supported
✓	New in v6.0

Host	95, 98 and ME	NT 4.0	2000	XP (32)	XP (64)	Server 2003 (32)	Server 2003 (64)	Vista (32)	Vista (64)
Screen Sharing	v5.0	v5.0	✓	✓	✓	✓	✓	✓	✓
Multi-Monitor Support	v5.0	v5.0	✓	✓	✓	✓	✓	✓	✓
Desktop Shortcut	v5.0	v5.0	✓	✓	✓	✓	✓	✓	✓
File Transfer	v5.0	v5.0	✓	✓	✓	✓	✓	✓	✓
File Sync			✓	✓	✓	✓	✓	✓	✓
Drag and Drop			✓	✓	✓	✓	✓	✓	✓
Native Printing	v5.0	v5.0	✓	✓	✓	✓	✓	✓	✓
GoToMyPC Printer			✓	✓	✓	✓	✓	✓	✓
Sound			✓	✓	✓	✓	✓	v6.1	v6.1

Browser Requirements: Internet Explorer 5.0 or newer • Netscape 7.0 or newer • Firefox 1.0 or newer

Client	95, 98 and ME	NT 4.0	2000	XP (32)	XP (64)	Server 2003 (32)	Server 2003 (64)	Vista (32)	Vista (64)
Screen Sharing	✓	✓	✓	✓	✓	✓	✓	✓	✓
Multi-Monitor Support	✓	✓	✓	✓	✓	✓	✓	✓	✓
Desktop Shortcut	✓	✓	✓	✓	✓	✓	✓	✓	✓
File Transfer	✓	✓	✓	✓	✓	✓	✓	✓	✓
File Sync	✓	✓	✓	✓	✓	✓	✓	✓	✓
Drag and Drop			✓	✓	✓	✓	✓	✓	✓
Native Printing	✓	✓	✓	✓	✓	✓	✓	✓	✓
GoToMyPC Printer			✓	✓	✓	✓	✓	✓	✓
Sound	✓	✓	✓	✓	✓	✓	✓	✓	✓

Browser Requirements: Internet Explorer 5.0 or newer • Netscape 7.0 or newer • Firefox 1.0 or newer

Universal Viewer	Mac 8.6+	Mac 10.3.9	Mac OS X	Linux	Solaris
Screen Sharing	✓*	✓	✓	✓**	✓*
Multi-Monitor Support	✓*	✓	✓	✓**	✓*
Desktop Shortcut	✓*	✓	✓	✓**	✓*
File Transfer					
File Sync					
Drag and Drop					
Native Printing					
GoToMyPC Printer					
Sound					

Browser Requirements: Sun Java 1.1 Standard Java Virtual Machine
Sun Java 1.4 Standard Java Virtual Machine Recommended
Internet Explorer 5.0 or newer • Netscape 7.0 or newer
Firefox 2.0 or newer • Safari 1.1 or newer

* Untested but should work with the proper JVM
** Linux testing included Ubuntu, SUSE and Knoppix

PocketView	Windows		
	Mobile 5.0-6.0*	Mobile 2003 / SE*	CE 4.0 & newer**
Screen Sharing	✓	✓	✓
Multi-Monitor Support	✓	✓	✓
Desktop Shortcut	✓	✓	✓
File Transfer			
File Sync			
Drag and Drop			
Native Printing			
GoToMyPC Printer			
Sound			

* Windows Mobile versions that lack a touchscreen are not supported
** Windows CE 4.0 or newer with a touchscreen or mouse, such as thin client devices are supported

Notes on Installation and Feature Access

Please keep the following information in mind when installing and using GoToMyPC:

- Because of various operating system restrictions, GoToMyPC requires the service to be installed on the host PC with administrator rights enabled. Please see your administrator for assistance.
- Because of various operating system restrictions and hardware requirements, some features of GoToMyPC may not function on some computers. Please see the Feature Requirements section for details. For Server 2003 as a host PC, the www.gotomypc.com Web site must first be added as a trusted site.
- If you are GoToMyPC Corporate or Pro user, your administrator has the ability to restrict access to features and/or to require the use of some features. If you have questions about your feature-access rights, please see your administrator for assistance.

Versions of GoToMyPC

There are three versions of GoToMyPC.

- *GoToMyPC* — Secure remote access for individual users
- *GoToMyPC Pro* — Secure remote access for teams and small companies
- *GoToMyPC Corporate* — Secure remote access for small and medium-sized businesses

Useful GoToMyPC Terms

Access Code - The access code is the unique password that users set up for each host PC. It must contain at least eight characters and include both letters and numbers. Users will enter their access codes every time they access their host PCs remotely.

Account Password - The account password is used to log in to the GoToMyPC Web site. It must be at least eight characters and contain both letters and numbers.

Client Computer - The client computer is the computer used to access the host 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.).

Computer Nickname - The computer nickname is the name assigned to a host PC during installation of the GoToMyPC software. Nicknames help identify different computers set up for remote access.

Host PC - The host PC is the computer you will want to access from a remote location. You will install the GoToMyPC software on the host PC. The host PC is a unique and specific computer.

Host PC image - The host PC image is the picture of the host 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.






RADIUS - RADIUS is a two-factor authentication method based on something you know (a password or PIN) and something you have (an authenticator), providing a more robust level of user authentication. RADIUS is available on GoToMyPC Corporate.

Session – A session refers to the time you are remotely connected to your host PC.

System tray icon – The system tray icon represents the status of the GoToMyPC service and is used to access GoToMyPC preference and setting options. To access system preferences, right click the system tray icon and select Preferences.

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

Viewer - The Viewer is the window displayed on the client computer in which the host PC's desktop will appear. The Viewer window has its own title and menus.

Windows Name – The Windows name can be used along with the computer nickname to identify your computers.

Features



Automatic Setup: Plug-in automatically launches, installs and configures itself. No restart required. Even novice users can be ready to go in minutes.



Universal Viewer: When you connect to your PC, the Viewer window launches automatically, allowing you to view and control your PC from another Windows, Windows CE, Mac, Linux, Unix or Solaris computer. No pre-loaded software required. Access your PC from any Web browser on any operating system at any time. Even work on your office Windows PC from your Mac at home.



PocketView™ Wireless Access: Securely access your PC from your wireless Pocket PC device running Windows Mobile 2003/2003SE or later from your device running Windows CE 4.0 or later. Provides ultimate mobility.



Drag-and-Drop File Transfer: Easily transfer files by dragging and dropping folders and directories between computers. You never again need to email files to yourself or copy to a USB flash drive. Get access to your files at any time from anywhere.



File Sync: Synchronize files and folders between your remote PC and any other computer with just a click.



Sound: Hear sound on your remote PC with customizable audio settings. Automatic muting on your remote PC means sound can only be heard by you.



True Color: View your desktop in brilliant true color.



Performance Tuning: Adjust the speed, sound, color quality and display settings to get the performance that best suits your needs.



Multi-Monitor Support: Use GoToMyPC with multiple monitors connected to a single PC.



Guest Invite: Invite a second person to temporarily view or share control of your PC. Great for tech support, demos or conference viewing of information.



Remote Printing: Print documents to any printer wherever you happen to be – there's no need for the application that created the document to be installed on the client computer. A hard copy of that forgotten file is only a connection away.



Cut and Paste: Cut, copy and paste text between computers. Simplifies transfer of content between desktops.



Encryption and Maximum Security: All data is protected with AES encryption using 128-bit keys. Dual passwords and end-to-end user authentication. Option to use One-Time Passwords for maximum security. Most secure Internet connection available in a remote-access product.

Setting Up GoToMyPC

Before you can access your PC remotely, you'll first need to create your account (first time users), install the GoToMyPC software and leave the PC accessible. To do this, you will need to be at the PC and have the email address and password you used to register.

Note: To enable all features and functionality, GoToMyPC needs to be installed with Administrator Rights, therefore, Corporate and Pro users please contact your administrator for assistance; in some instances, your administrator may install GoToMyPC Corporate for you using a remote installation process.

Create Your Account (first time users)

► To create your account

1. Go to your email account and open the email titled Set Up GoToMyPC....
2. Click the link in the email to activate your account (first link in email). A new browser window opens and prompts you to create your account.
3. Enter your first and last name, create and confirm your account password, click **Submit**.

Set Up a Host PC

► To set up a host PC for remote access

Step One - Download the software

1. Be at the PC that you will want to access remotely; this will be the host PC.
2. Open a browser window and go to www.gotomypc.com.
3. Enter your email address and account password and click the **Log In** button.
4. First-time users, or users without any PCs set up, click the **Install GoToMyPC** button. Returning users who have more than one license can add additional host PCs from this screen.
5. Click **Yes** or **Grant** from the *Warning – Security* screen to begin downloading the GoToMyPC software.

Step Two - Install the software

1. Click **Next** to begin installation.
2. Select "Yes, I want to restart my computer now" if you intend to use the Fast User Switching feature during this session and click **Finish**.

Note: If you are using security or firewall software, you must permanently allow GoToMyPC to connect to the Internet. See the Using GoToMyPC with Firewalls section for more information.

Note: If you are a GoToMyPC Corporate user in an environment that requires authentication to access the Internet, you will be prompted to enter your authentication during setup. Please contact your administrator for further details.

3. When prompted, enter your *email address* and *account password* (these are the same that you use to log in to the GoToMyPC Web site) and click **OK**.
4. When prompted, enter a computer *nickname* for the host PC; if needed, select the account to which this computer should belong. Give the PC an *access code*, confirm the *access code* and click **OK**.

Note: If you forget your access code or wish to change it, you can quickly create a new one from your host PC. Please see the section titled Forgot Host PC Access Code for details.

Note: For the highest level of security we recommend that your access code be different from your account password.

5. The  icon will appear in the system tray to let you know that the service is running.

Leave Your Host PC Accessible

To be able to access your host PC from a remote client computer, you need to ensure that your host PC meets the three following conditions:

1. The host PC is turned on.
2. The host PC is connected to the Internet with a live connection.
3. The GoToMyPC service is running.

Note: To help ensure security, you may want to lock your PC before you leave it unattended.

Note: Since GoToMyPC does not require the display monitor on your host PC, you may want to turn it off before you leave to conserve energy. You can also set your monitor to automatically power down after a specified time in the Display Properties control panel.

Accessing Your GoToMyPC Host PC

Once GoToMyPC is set up and running on your host PC, you can access it immediately from almost any other client computer with Windows or a Java-enabled browser that is connected to the Internet, such as from computers at airport kiosks, Internet cafes, hotels, etc.

To remotely access your host PC, you'll need to be at a client computer (any computer other than the host PC you just set up) and you will need to know your email address, password and access code.

Access Your Host PC

► To remotely access your host PC

1. In your Web browser, type www.gotomypc.com.
2. Enter your Email address and account Password and click **Log In**.
3. If prompted, choose the account you want to access and click **Go** (only applies if you have multiple accounts associated with one email address). This will load your My Computers page.
4. To the right of the Nickname of the PC to which you want to connect, click the **Connect** button.
5. If prompted, click **Run** to download the GoToMyPC Viewer. PocketView users will need to click the Download link to begin download.
6. When prompted, enter the Access Code for the host PC and click **OK**.
7. The host PC image will appear in the Viewer window.
You are now connected to your host PC and are ready to start accessing all your files, applications and email as if you were sitting at your PC!

Note: If a PC's status is Offline, then you will not be able to access that host PC. To access a host PC, you need to leave the PC on and connected to the Internet with GoToMyPC running.

Note: If you are a GoToMyPC Corporate user and your host is a shared PC that is being accessed by another GoToMyPC user, "In Session" will appear in the connect box. If you choose to connect to a PC while it is in session, the session in progress will be terminated. Keep in mind that the In Session notification will display until the first user terminates the connection with the host PC and you refresh your browser.

Set Quick Searches

If your account has more than 10 PCs accessed by the same email address, you can quickly locate a favorite host PC with the Quick Searches feature.

► To set a Quick Search

1. Select a *Quick Searches* number that you would like associated with a common search.
2. In the *Search* field enter a host PC nickname; or portion of a nickname if you use the * wildcard option.
3. Click the **Set Quick Search** button to save the search for future use.
4. The next time you wish to initiate a saved search from the Computer List, simply select the *Quick Searches* number to view your host PC(s).

Note: This feature is limited to 5 saved searches but a number can be reassigned at anytime.

The screenshot displays the 'Computer List' interface. At the top left, there is a green tab labeled 'Computer List'. Below it, a section titled 'Quick Searches: 1|2|3|4|5' is highlighted with a red box. Underneath, there is a 'Search (* = wildcard):' text box and a 'Status:' dropdown menu set to 'All'. Two buttons, 'Search' and 'Set Quick Search', are located below the search field, with the latter also highlighted by a red box. Below these elements is a table with two columns: 'Nickname' and 'Status'. The table lists seven entries, each with a computer icon, a nickname, and a status button.

<u>Nickname</u>	Status
<u>"1Test"</u>	<input type="button" value="Connect"/>
<u>"2k Test machine"</u>	<input type="button" value="Connect"/>
<u>"2k Machine"</u>	<input type="button" value="Connect"/>
<u>"2k"</u>	<input type="button" value="Connect"/>
<u>"3XP"</u>	<input type="button" value="Connect"/>
<u>"32- FUS"</u>	<input type="button" value="Offline"/>
<u>"32- XP FUS"</u>	<input type="button" value="Offline"/>

Remotely Unlock Your Host PC

If your host PC is locked, it may require additional action to unlock it. Your operating system determines the unlock method.

▶ To unlock 2000, XP Professional or Vista use the Send Ctrl-Alt-Del feature

1. From the Viewer menu, choose *Tools*, then *Send Ctrl-Alt-Del*; or you can click the **Send Ctrl-Alt-Del** button in the upper right-hand corner of the Viewer window.



2. Unlock your PC as you normally would using your network ID and Password.

▶ To unlock XP Home (or XP Professional with Fast User Switching)

1. If the screensaver is running, move the mouse to deactivate it.
2. This displays the logon screen.
3. Log in to your PC as you normally would.

Remotely Lock Your Host PC

When you are through using your host PC, we recommend that you lock your computer to help protect your data. You can set the GoToMyPC Preferences to automatically lock upon disconnect. If you wish to do so manually, your operating system will dictate the method you will use to lock your PC.

▶ To lock Windows 2000, XP Professional and Vista

1. Complete all activities on your host PC.
2. From the Viewer menu, choose *Tools*, then *Send Ctrl-Alt-Del*. Or click the **Send Ctrl-Alt-Del** button in the upper right-hand corner of the Viewer window. This will bring up the *Windows Security* screen.



3. Click the **Lock Computer** button.
Your computer workstation is now locked.

▶ To lock Windows XP Home (or XP Professional with Fast User Switching)

1. Complete all activities on your host PC.
2. Click the Windows **Start** button.
3. Select Log Off.
4. Select Switch User.
Your computer workstation is now locked.



End Your GoToMyPC Connection

Prior to disconnecting from your host PC, you may want to first lock your computer to help ensure your security. You can customize GoToMyPC on the Security tab in the Preferences window to automatically lock your host PC upon disconnection.

Note: If you are listening to music from your host PC, be sure to stop the music before disconnecting your session. If you do not stop the music on the host PC before disconnection, the music will no longer be muted and could be heard by anyone close to your host PC.

There are three ways to end your GoToMyPC connection.

▶ To end your GoToMyPC connection

- From the Viewer menu, choose *File*, then *Disconnect*.
- Or -
- In the upper-right corner of the Viewer window, click the  button.
- Or -
- Right-click the  system tray icon and select *End Session*.

The GoToMyPC Viewer

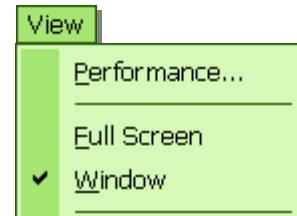
Resize Your Viewer Window

You can choose to have the Viewer appear as a window on your desktop or as a full-screen image.

- *In Window mode:* The Viewer appears as a window on your desktop just like any other application. The Viewer menu and the Windows controls in the upper-right corner of your screen are always available and you can resize the Viewer window just like any other application window.
- *In Full Screen mode:* The Viewer expands to full screen and the Viewer menu auto-hides at the top of the screen. A tab with the same color as your Viewer window is displayed at the top of the screen; this tab enables access to the Viewer menu when needed.

▶ To start Full Screen mode

- From the Viewer window menu, select *View*, then *Full Screen*. This expands the Viewer window to Full Screen.



▶ To end Full Screen mode

1. Move your mouse over the **Viewer window tab** at the top of the screen.
The Viewer menu is displayed.
2. Select *View*, then *Window*.
This cancels the selection of Full Screen mode and returns you to a resizable Viewer window.

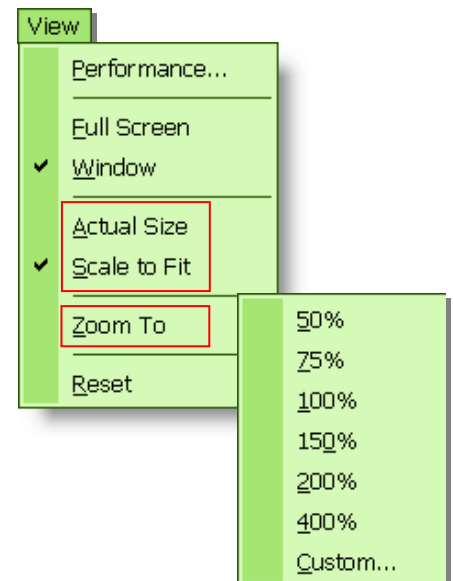
Resize Your Host PC Image

You can choose to change the size of the image of your host PC desktop within the Viewer. You have the options of choosing to adjust your image size to *Actual Size*, *Scale to Fit* or *Zoom To*.

- *Actual Size:* Displays the actual image of the host PC desktop within the Viewer and may require you to scroll.
- *Scale to Fit:* Displays the image of the host PC desktop scaled to fit the whole desktop image within the Viewer.
- *Zoom To:* Allows you to zoom the image to a setting you choose. You can choose from several pre-set options or choose a custom option. This selection may require you to scroll.

▶ To resize your host PC image

- From the Viewer window menu, select *View* and then your preferred image size:
 - Actual Size
 - Scale to Fit
 - Zoom To



Multi-Monitor Support

GoToMyPC supports multiple monitors connected to a single host PC. You can choose which monitor(s) to access while in session.

▶ Connecting to a multi-monitor host PC

1. Log in and connect to your host PC. The default screen is your primary monitor.
2. To select another monitor, click the arrow button located on either side of the viewer window; or click the <Windows> + the left or right arrow key on the keyboard.

Note: For the <Windows> + arrow keys function to work, "Pass Windows keys to host computer" must be unchecked on the Preferences > Viewer tab.

3. To view all host PC monitors, hold the <Shift> key while selecting Scale-To-Fit mode from the View menu.

▶ Connecting to a multi-monitor host PC with a multi-monitor client computer

1. Log in and connect to your host PC.
2. Change to full screen mode to view both monitors by holding the <Shift> key and clicking the maximize/minimize window button on the top right of the Viewer; or hold the <Shift> key and select **Full Screen** from the View menu.



3. To toggle back to window mode, simply click the maximize/minimize window button in the viewer.

Note: Hardware limitations may prevent host PC screen blanking from working with multiple monitors using a single video card.

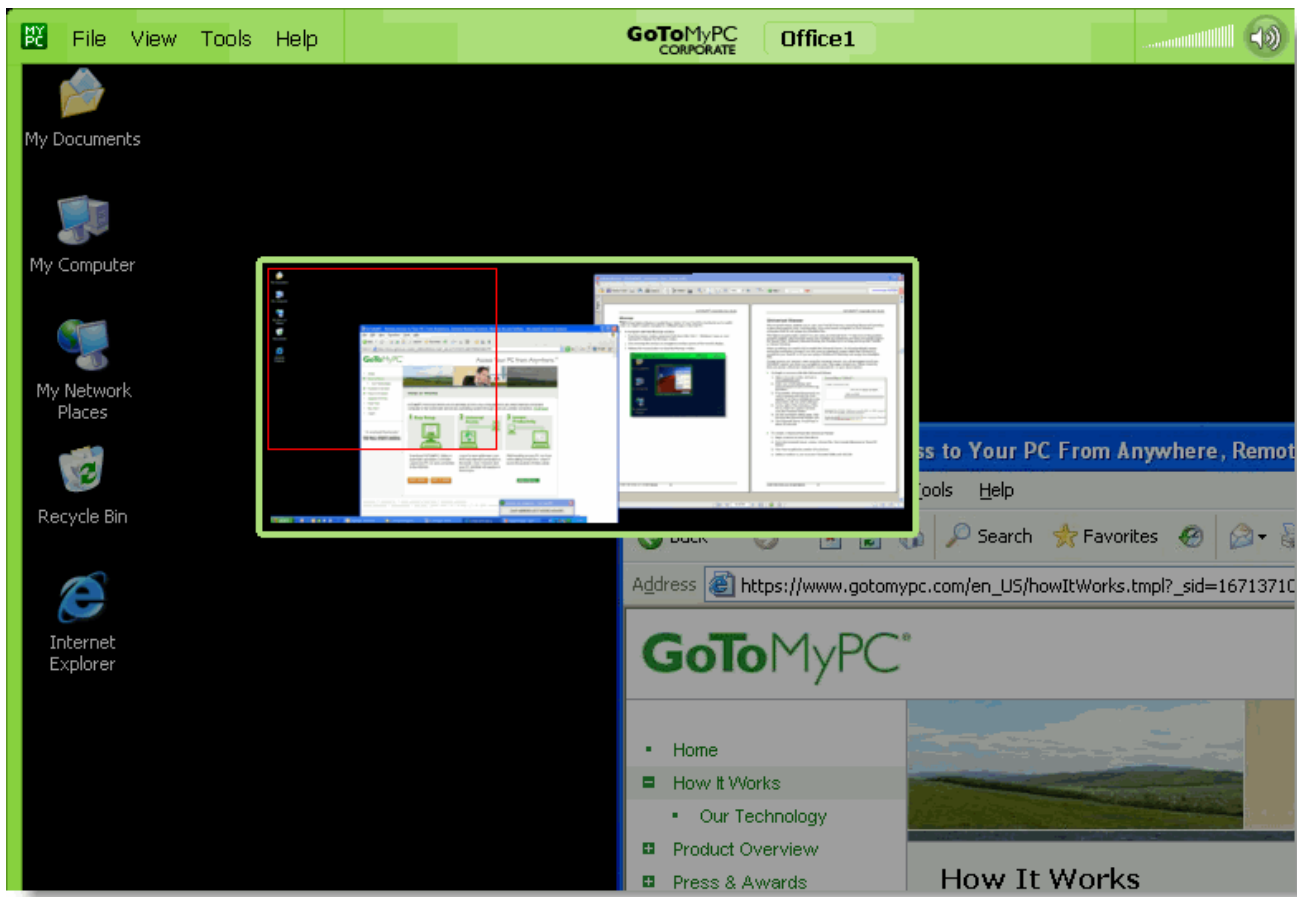
Note: Since GoToMyPC does not require the display monitors on your host PC, you may want to turn them off before you leave to conserve energy. You can also set your monitors to automatically power down after a specified time in your PC's Display Properties control panel.

Minimap

The Minimap feature displays a scaled down version of your host PC's monitor(s) and is useful when you need to quickly navigate to a different area on the host PC.

▶ To navigate with the Minimap window

1. From the Viewer window, press and hold down the <Ctrl> <Windows> keys on your keyboard and then click the mouse button to display the Minimap window.
2. Click and drag the red box to navigate to another portion of the host PC display.
3. Release the mouse button to close the Minimap window.



Universal Viewer

The Universal Viewer enables you to view your host PC from any computing device and operating system that supports Java, including Mac, Linux and Solaris computers or from Windows computers that do not accept downloadable files.

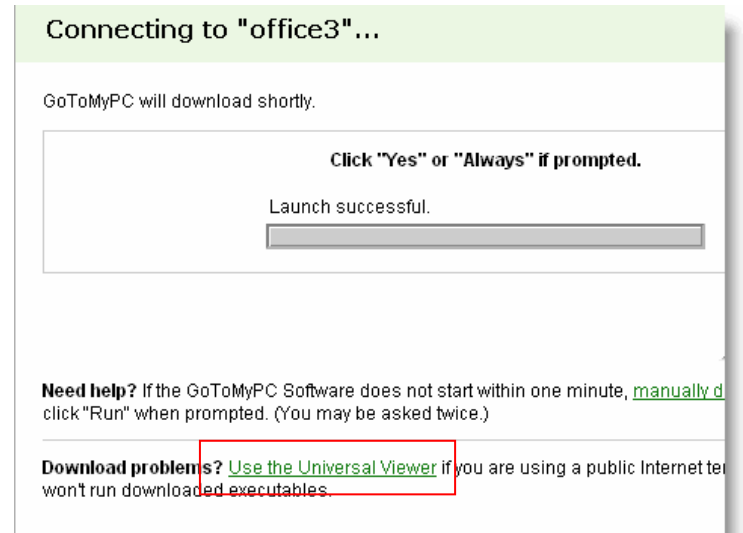
This feature is particularly useful if you are using an Internet kiosk. To help ensure the greatest possible usability, the Universal Viewer has a limited set of features and does not include support for Sound, Chat, Clipboard, Remote Printing, File Transfer/Sync or Drag-and-Drop File Transfer or Viewer Dimming.

There is nothing you need to do to enable the Universal Viewer. It will automatically appear during the connection process if you are using an operating system other than Windows to connect to your host PC, or if you are using a Windows PC that does not accept downloadable files.

To help ensure your security when using the Universal Viewer, you are logged out of your GoToMyPC session any time you navigate to a new Web page, exceed your Viewer inactivity time-out period without any keyboard or mouse activity, or upon disconnection.

► To begin a session with the Universal Viewer

1. Open a browser window and go to www.gotomypc.com.
2. Enter your *email address* and *account password* and click the **Log In** button.
3. If prompted, choose the account you want to access and click **Go** (only applies if you have multiple accounts associated with one email address).
4. To the right of the nickname of the PC to which you want to connect, click the **Connect** button.
5. On the connection status page, click the **Use the Universal Viewer** link.
6. The Universal Viewer should load in about 30 seconds.



Universal Viewer Shortcut

The Shortcut feature adds a shortcut to the client computer's browser's Favorites or Bookmarks folder. The Shortcut is convenient for users who frequently use the same client computer to access the same host PC (e.g. access a work PC from a home computer). The shortcut saves time by directing you to the Enter Access Code window, bypassing the usual browser/password login page.

▶ To create a shortcut from the Universal Viewer

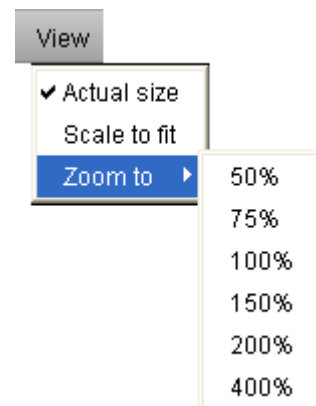
1. Begin a session as described above.
2. From the Universal Viewer window, choose *File*, then *Create Shortcut to "Host PC Name."*
3. Click **Yes** to authorize creation of a shortcut.
4. Select a location in your browser's Favorites folder and click **OK**.

Note: If your browser does not support creating bookmarks automatically, a link will be provided that can be pasted into a bookmark. Simply create a bookmark from your browser and then right-click the new bookmark and select Properties. Replace the existing bookmark link with the provided link.

Resize Your Host PC Image

You can choose to change the size of the image of your host PC desktop within the Universal Viewer. You have the options of choosing to adjust your image size to Actual Size, Scale to Fit or Zoom To.

- *Actual Size:* Displays the actual image of the host PC desktop within the Universal Viewer and may require you to scroll.
- *Scale to Fit:* Displays the image of the host PC desktop scaled to fit the whole desktop image within the Universal Viewer.
- *Zoom To:* Allows you to zoom the image to a setting you choose. You can choose from several pre-set options or choose a custom option. This selection may require you to scroll.



▶ To resize your host PC image

- From the View menu, select View and then your preferred image size:
 - Actual size
 - Scale to fit
 - Zoom to

Lock and Unlock your Host PC with Send Ctrl-Alt-Del

The Send Ctrl-Alt-Del feature can be used to unlock and lock a host PC. For more information please see the sections titled Remotely Unlock Your Host PC and Remotely Lock Your Host PC.



GoToMyPC PocketView

PocketView™

GoToMyPC PocketView enables you to securely access your host PC from your compatible handheld device. GoToMyPC PocketView includes support for use of a stylus, scrolling, scaling, and portrait or landscape orientation.

To help ensure the greatest possible usability, GoToMyPC PocketView does not include Sound, Chat, Remote Printing and File Transfer/Sync.

There is nothing you need to do to enable GoToMyPC PocketView. It will be automatically selected during the connection process if you are using a device with a supported operating system to connect to your host PC.

Note: To use GoToMyPC PocketView, see System Requirements at the beginning of this guide. Please note that performance will depend on the speed of the device's connection to the Internet.

Accessing Your Host PC Using PocketView

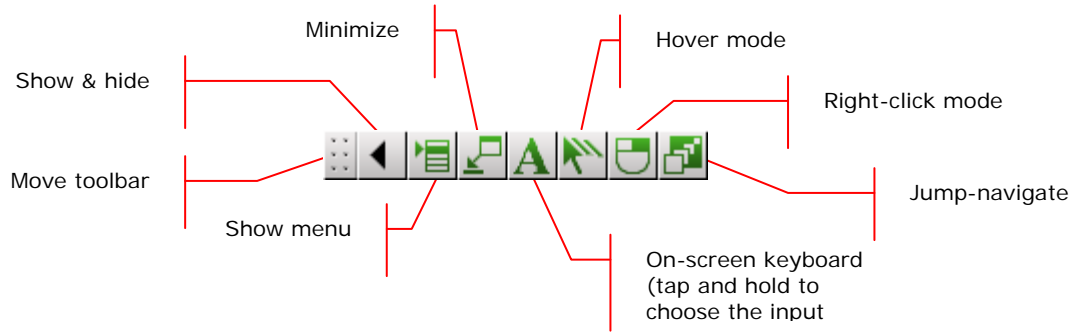
When accessing your host PC using a PocketView compatible device, follow the same procedure that is outlined for use with a desktop computer.

▶ **To remotely access your host PC**

1. In your Web browser, enter www.gotomypc.com.
2. Enter your *Email* address and account *Password* and click **Log In**.
3. PocketView users will need to click the Download link to begin the download. Select the checkbox to open the file after download. Overwrite the file if it already exists. Click **Yes**.
4. When prompted, enter the host PC's *access code* and click **OK**.
5. The host PC image will appear in the PocketView window.
6. You are now connected to your host PC and are ready to start accessing all your files, applications and email as if you were sitting at your PC!

The PocketView Toolbar and Menu

The toolbar appears at the top of the handheld device and enables you to quickly access common PocketView features.



The PocketView Menu

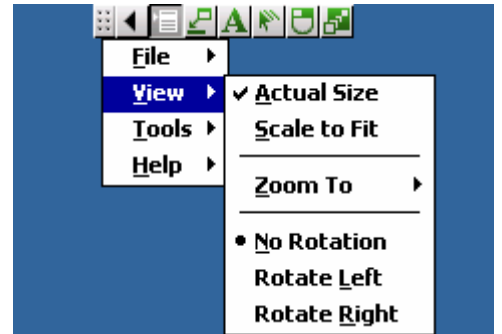
To display the menu, tap the Menu option on the PocketView toolbar.

▶ To adjust host PC image size

- From the View menu, use the Actual Size, Scale to Fit or Zoom To settings

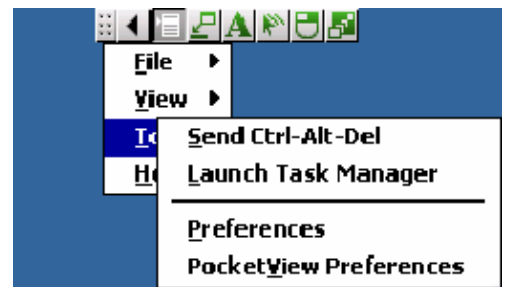
▶ To adjust host PC image orientation

- From the View menu, use the No Rotation, Rotate Left or Rotate Right settings



▶ To access PocketView tools

- Use the Tools menu to access Send Ctrl-Alt-Del, Preferences and PocketView Preferences



The PocketView Preferences Dialog

In addition to the standard GoToMyPC Preferences, PocketView has some per-device settings in its PocketView Preferences dialog. These settings always take precedence over any settings in the general GoToMyPC Preferences.

▶ Initial size

- The initial size may be set to Actual Size or Scale to Fit or it can start in Jump-Navigate mode in which the first tap will zoom to that point in Actual Size.

▶ Initial rotation

- The initial rotation may be set to No Rotation, Rotate Left or Rotate Right.

▶ Force 256 Colors (requires reconnect)

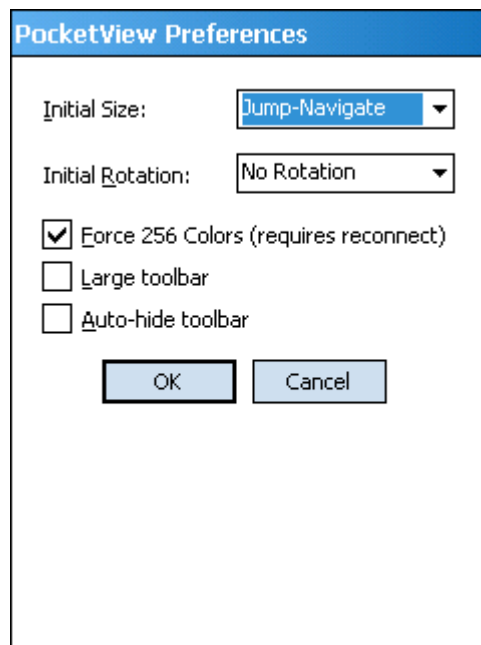
- Overrides host PC Color Quality preference set for True Color for improved performance.

▶ Large toolbar

- Increases the size of the toolbar

▶ Auto-hide toolbar

- Hides the toolbar after each action



Using PocketView

▶ To quickly scroll to another area on your desktop

1. Tap the **Jump-Navigation** button on the toolbar to temporarily put the Viewer into fit-to-screen mode so you can easily see your entire desktop.
2. Click the part of the screen where you wish to scroll to and you will be returned to your previous zoom level, but centered at the location where you clicked.

▶ To scroll host PC image

- Tap and hold the stylus on the edge of the screen to scroll in that direction. Scrolling will stop when the stylus is released. When dragging a selection on the host PC, if you drag the stylus to the edge of the screen, PocketView will automatically begin scrolling so that you can select non-visible areas of the host screen.

▶ To right-click

1. Tap the right-click mode button and the next tap will be a right-click.
2. Or you can use the tap-and-hold gesture to perform a right-click (not all devices support this).

▶ To move the cursor without left-clicking

- Tap the hover mode button and the next tap will only move the cursor.

▶ To change the soft input panel

- Tap, hold and release the on-screen keyboard button to choose an input panel.

▶ To create a shortcut to your host PC

- Choose *File* from the PocketView menu, then *Create Shortcut* (not all devices support this). The shortcut will be added to your Programs folder.



▶ To disconnect a PocketView session

- Choose *File* from the PocketView menu, then *Disconnect*.

▶ To restore PocketView (Pocket PC and Windows Mobile devices only)

- To restore PocketView after minimizing it, choose *Start*, then *Programs* and then *GoToMyPC PocketView*.

Note: For more information about GoToMyPC features, refer to the corresponding sections of the GoToMyPC User Guide.

PocketView Usage Recommendations


Choose a device that is appropriate for you:

1. A Pocket PC, Windows Mobile, or Windows CE device with WiFi provides the fastest access.
2. A Pocket PC Phone Edition or Windows Mobile Phone Edition device provides access over the largest geographical area.
3. An external or built-in keyboard is recommended if you enter text often.
4. A Windows Mobile device with a high resolution (VGA) screen is recommended for easiest viewing.

Optimize your PocketView experience:

1. Right-click the GoToMyPC icon on your host computer and select preferences. Under the host tab, turn on the following option:
 - Automatically adjust the host computer's screen area
2. From the View menu in PocketView:
 - Set the Zoom to 75%
 - Select Rotate Left or Rotate Right
3. From the File menu in PocketView:
 - Create a shortcut to your host PC

Using GoToMyPC Features

GoToMyPC is easy to use and comes with a complete set of features to help you get the most out of remotely accessing your PC. Outlined below are several of the main features you'll want to try. Most of the features are accessible through the Viewer; other features are accessible from the  system tray icon, which is usually located in the lower-right corner of your screen near the clock. Some features are incompatible with some operating systems. Please see the section titled Feature Requirements at the beginning of this document for more information.

Note: If you are a GoToMyPC Corporate user, your ability to access features may be disabled by your administrator. If you are unable to access a feature, please contact your administrator for further details.

Remote Printing

The Remote Printing feature enables you to print documents that are on your host PC to your local client computer printer. From your client computer, you have the ability to print documents from a host application that may not be installed on the client computer.

There are two ways to set up a remote printer:

- The GoToMyPC Printer (recommended) is a quick and effective method of printing files to your client computer's default printer. Simply select the GoToMyPC Printer from the Printer drop-down menu and print as you normally would. Please see the section titled GoToMyPC Printer for details.
- Printing with the GoToMyPC Printer is recommended for most jobs but there may be situations (e.g., printing checks or other cases where precision is required) where you will want to manually enable a specific printer. This process requires that you first set up the client computer's printer type on the host PC. Please see the section titled Manually Enable a Printer for details.

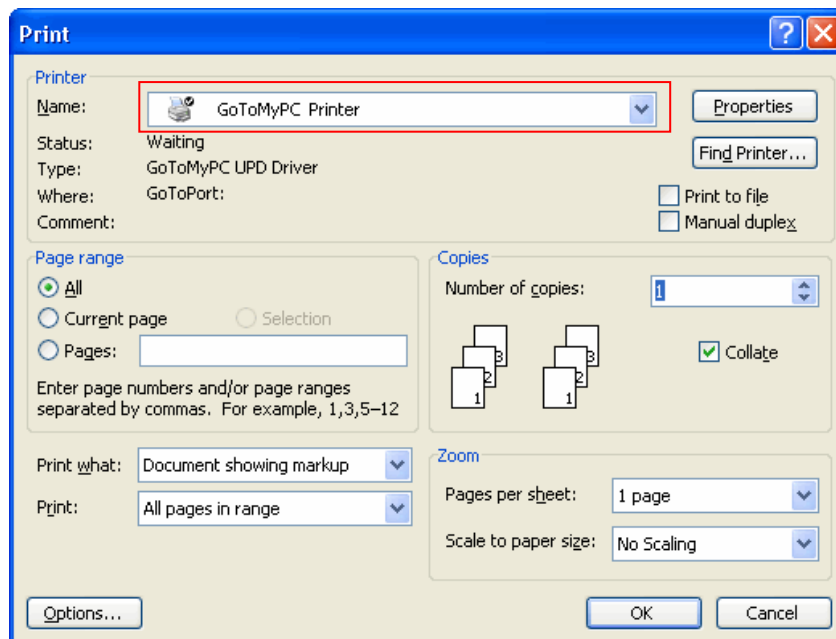
Note: To simplify the remote-printer setup, we recommend that you configure a printer while connected to your host PC from a client computer.

GoToMyPC Printer

When you connect to your host PC, the GoToMyPC Printer feature automatically detects the printers available to your client computer. By selecting the GoToMyPC Printer from the Print window, you are directing the print job to your client computer's default printer.

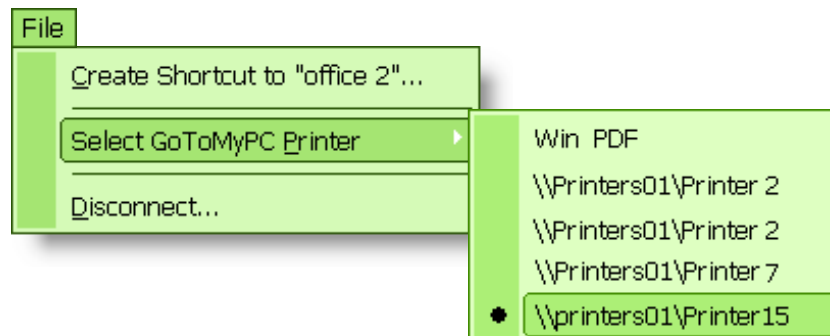
► To print from the client computer

1. Open your file and select *Print* from your application's *File* menu.
2. Verify that the *GoToMyPC Printer* is selected in the Printer drop-down menu.
3. Click **OK** to print to your client computer's default printer.




► To change the local printer that the GoToMyPC Printer will to print to

1. From the Viewer window menu, select *File*, then *Select GoToMyPC Printer*.
2. Select the local printer that you want the GoToMyPC Printer to print to.
3. Return to the client application and print the document by selecting the GoToMyPC Printer.




Manually Enable a Printer

If you wish to manually enable a printer and bypass the GoToMyPC Printer, you will be required to first set up the client computer's printer type on the host PC.

Some printers require a host PC reboot upon setup. This requires the GoToMyPC startup preference to be set to start automatically: Right-click the  icon in the system tray of your host PC and select Preferences, then Host. Under Start GoToMyPC, check "Automatically" and select "After startup."

Note: The add printer wizard will not be able to detect the type of printer if you attempt to install the printer from the system tray icon while you are not in session. The process of installing Remote Printing will vary depending upon operating system and access to printer drivers. If you do not have the necessary printer driver on your host PC, you may need to download the driver from the manufacturer's Web site before you can complete the installation of a remote printer.

► To manually install a printer to the client computer while remotely connected

1. From the Viewer window, right-click the  icon in the system tray and select Preferences.
2. On the Preferences menu, select the *Printing* tab.
3. Click the **Add Printer** button.
4. On the *Select a Printer to Set Up* screen, the drop-down menu will automatically select the default printer (from your Printers folder) installed on your local client computer. If you wish to select another printer, click the drop-down menu and choose the printer you want to set up.
5. Click **OK**.
6. The *Add Printer Wizard* screen opens. Notice the *GoToMyPC Printer Setup Instructions Tips* window attached to the left of the *Add Printer Wizard* screen. Please pay particular attention to this menu during the setup process; it will provide assistance in setting up a GoToMyPC printer. Click **Next**.
7. On the *Local or Network Printer* screen, select Local printer. Make sure that Plug and Play auto-detection is NOT selected. Click **Next**.
8. On the *Select the Printer Port* screen, scroll down and select the GoToPort. Click **Next**.
9. On the Install Printer Software screen, select the manufacturer and model of your printer. Click **Next**.

Note: Start by selecting the manufacturer and then select the printer model that is closest to the model you have. If you cannot find a match, you may need to download the driver from the manufacturer's Web site. Once you have downloaded the driver (be sure it is the correct driver for your host PC operating system), click the Have Disk button, browse to where you downloaded the driver, select the driver and click OK.

10. On the *Name your printer* screen, enter the name for this printer. We recommend that you keep the "GoToMyPC" preface to the printer name to help you identify the printer in the future. Select **No** if asked to set this printer as the default printer. Click **Next**.
11. On the *Printer Sharing* screen, select *Do not share this printer*. Click **Next**.
12. On the *Print Test* screen, select **Yes** if you are remotely connected; select **No** if not. Click **Next**.
13. Click **Finish**.

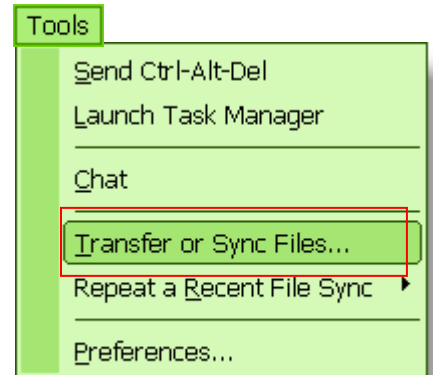
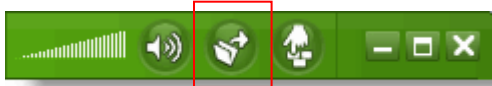
Note: If your host PC operating system is Windows 2000, XP or Vista and you wish to manually enable a printer, please ensure that you have administrator rights when you upgrade/install GoToMyPC.

File Transfer

File Transfer enables you to quickly and easily transfer files between your host PC and client computer. You can use the File Transfer feature or you can drag and drop files simply by clicking on a file and dragging it between computers.

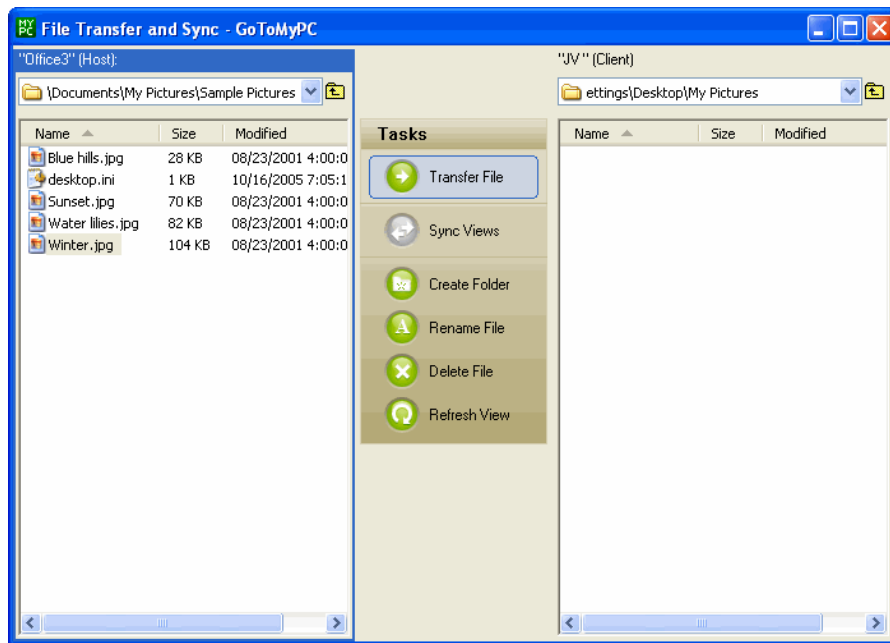
► To transfer files

1. From the Viewer menu, choose *Tools*, then *Transfer or Sync Files*. Or you can click the **File Transfer** button in the upper right-hand corner of the Viewer window.



The *File Transfer and Sync* window opens. The host PC files are in the left pane, the client computer files on the right.

2. For the computer you wish to transfer files to, browse to and select the folder to store the transferred files.
3. For the computer you wish to transfer files from, browse to and select the file or folder you wish to transfer and either click the **Transfer** button or drag-and-drop the desired files to the destination computer.
4. Click **Done** from the *File Transfer status* window when complete.



Note: If you are having difficulty finding the files to send, or finding the files you sent, it is likely due to the use of a user profile, which most often occurs with Windows 2000. To transfer desktop files stored in your profile or to find files you transferred to your desktop, you will need to look for the appropriate folder within your user profile. Windows 2000 users: go to C: Documents and Settings, then Your User Name, then Desktop.

Note: If you are having difficulty transferring files from Windows Vista, it could be that you are attempting to transfer files from a folder that requires privilege elevation. To transfer these files, first transfer them to a folder you have permission to write to, then move them to their final destination using Windows Explorer.

File Sync

The File Sync feature enables you to easily synchronize folder contents between the host PC and client computer while in-session. Since File Sync is bi-directional, files are transferred in either direction until both sides match. When files with the same name exist on both ends, you have the option to copy the newer file, copy the older file or skip the file.

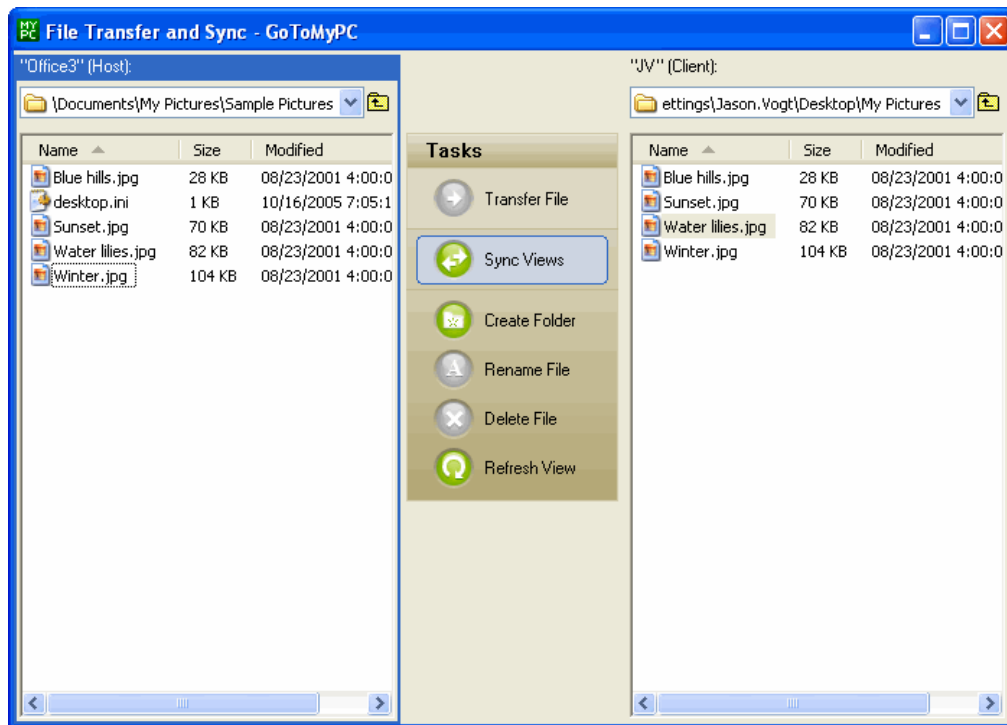
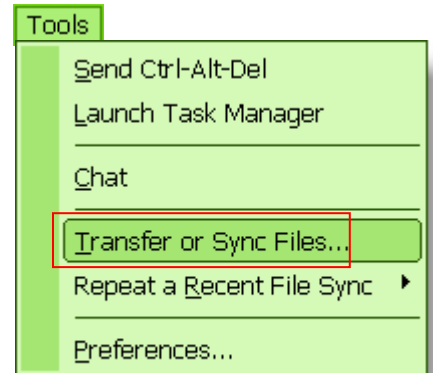
▶ To synchronize folders

1. From the Viewer menu, choose *Tools*, then *Transfer or Sync Files*. Or you can click the **File Transfer** button in the upper right-hand corner of the Viewer window.



The *File Transfer and Sync* window opens. The host PC files are in the left pane, the client computer files on the right.

2. Double-click the folder you want to sync on the host PC so that the contents are displayed in the left pane.
3. Next, double-click the corresponding folder you want to sync on the client computer so that the contents are displayed in the right pane.
4. Click the **Sync Views** button from the *File Transfer and Sync* window.



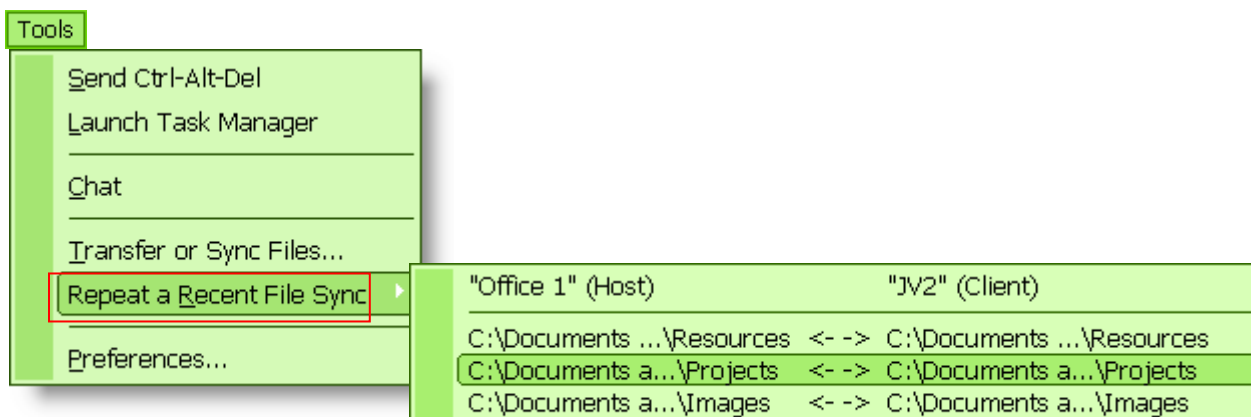
5. From the *Sync Confirmation* window, indicate how you prefer GoToMyPC to handle different files with the same name.
6. Click **Continue** to begin synchronization.

Repeat a Recent File Sync

Select the *Repeat a Recent File Sync* shortcut to save the step of navigating to the individual folders on your host PC and client computer. This feature displays a selectable list of the last three syncs for quick execution.

► To repeat a recent file sync

1. From the Viewer menu, choose *Tools* and then *Repeat a Recent File Sync*.
2. Select a folder pair from one of the three most recent file syncs.
3. Confirm the folder locations and indicate how you prefer GoToMyPC to handle different files with the same name.
4. Click **Continue** to begin synchronization.



Remote Sound

GoToMyPC now supports one-way sound from your host PC to your client computer. The sound settings can be optimized for system sounds or music depending on your sound card, personal preferences and the speed of your network connection. Temporary adjustments to your in-session sound settings can be made directly from the Viewer window. Adjustments to your sound settings can be made at any time in the Preferences window or directly from the **Sound** button in the upper right-hand corner of the Viewer window.

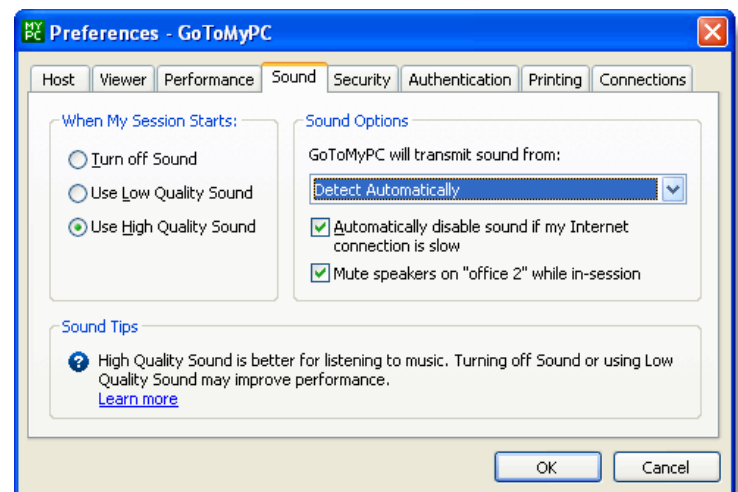


► To modify your sound preferences

1. Click the **Sound** button in the upper right-hand corner of the Viewer window.
2. Select Sound Settings from the menu.
3. From the *Sound* tab modify your sound settings and click **OK**.

Sound Features

- **When my session starts:** Select your preferred sound settings on startup. Select the *Turn off Sound* option for optimal system performance. If you intend to listen to music, select *Use High Quality Sound*.
- **Sound options:** Select your preferred audio source or let GoToMyPC detect the source automatically. If desired, GoToMyPC can automatically disable the Sound feature if a slow network connection is detected. For in-session privacy, leave the "Mute speakers on the host PC while in session" option selected.



The *Manual* option on the Sound Options drop-down list is not recommended for typical use. When selected, GoToMyPC records sound from the Windows default recording device without changing the active input or volume level. If these inputs are not configured correctly the sound may not work or have poor quality.

Please see the Troubleshooting Sound Issues section for more information on the Sound feature.

Note: If you are listening to music from your host PC, be sure to stop the music before disconnecting your session. If you do not stop the music on the host PC before disconnection, the music will no longer be muted and could be heard by anyone close to your host PC.

Note: For optimal music quality, install the latest approved Windows Media Player on both the host PC and client computer.

Note: The High Quality Sound option is currently not available on Windows Vista. Sound is not available with the Universal Viewer or PocketView.

Note: GoToMyPC software may be used to access materials on a remote computer. It is licensed to you only for access to remote computers which you are authorized to access or make use of, and for access to non-copyrighted materials, materials in which you own the copyright, or materials you are authorized or legally permitted to access. If you are uncertain about your right to access any material you should contact your legal advisor.

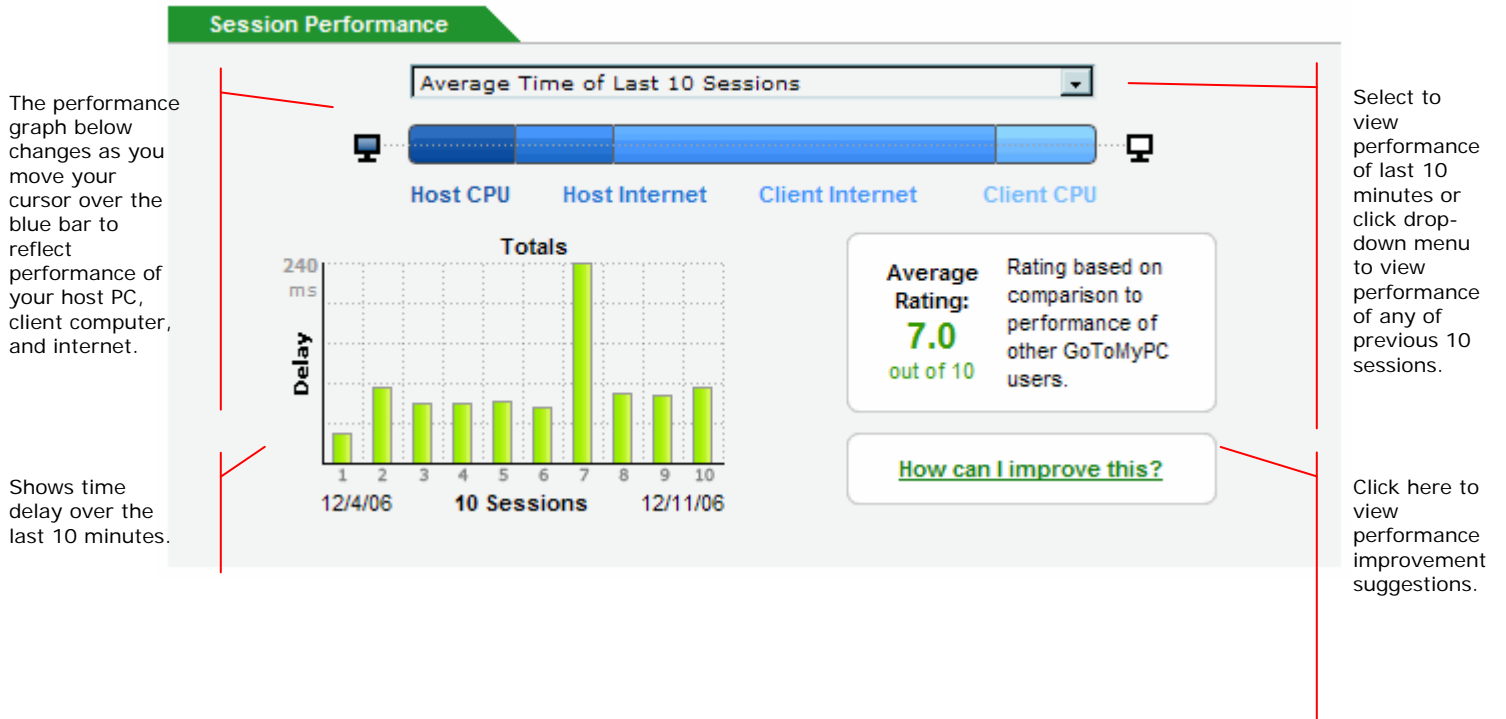
Session Performance

While remotely connected to your PC, you can review your session performance and tips for improving the performance.

Note: GoToMyPC will automatically disable Vista's Aero Glass Windows theme to maintain optimal performance.

▶ To view your session performance


1. In the GoToMyPC Viewer window, click **Help** in the top menu.
2. Select **Session Performance**.
3. Your session performance will be displayed for the host PC to which you are currently connected.

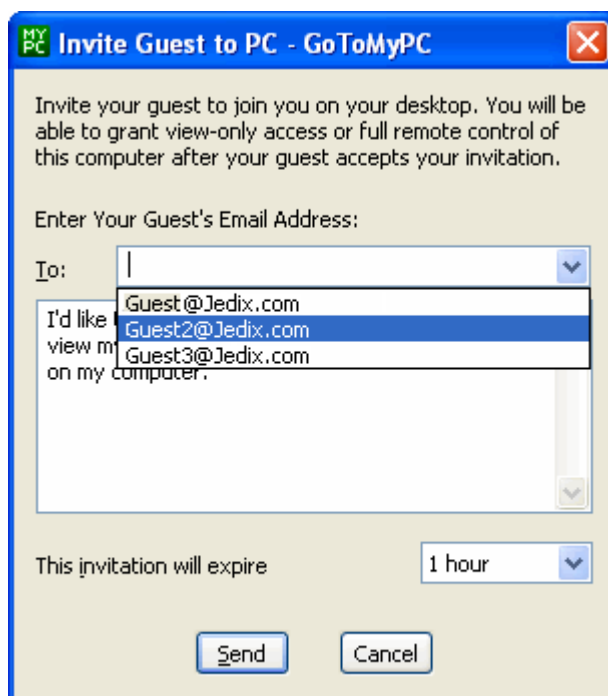
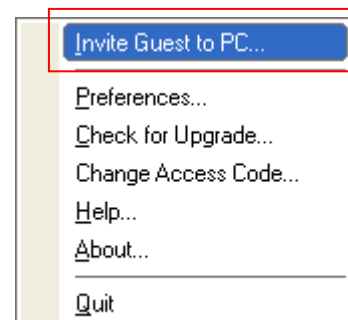


Guest Invite

The Guest Invite feature enables you to invite a guest to view the desktop of your host PC while you are physically present at your host PC.

► To invite a guest to your host PC

1. Right-click the  system tray icon and select *Invite Guest to PC*.
2. When prompted, type in the email address of the guest you want to invite. Or you can select an email from a list of recently invited guests by clicking the drop-down menu.
3. Add to or customize the message that will be sent to your guest (optional).
4. From the drop-down menu, select the time when the invitation will expire.
5. Click **Send**.



6. When prompted, enter the email address and password you use to log in to GoToMyPC.
7. Click **OK**.
8. Your invitation is sent to your guest, who will receive it via email. Click **OK** to close the send notification.

Note: You must be at your host PC to invite a guest to connect to it. After you send an invitation, you can check the time left on the invitation or cancel it by right-clicking the system tray icon and selecting Guest Invited. You can invite guests on any operating system and GoToMyPC will provide the appropriate Viewer window.

Connect to an Invited Guest

To accept the invitation, your guest will need to click the activation link included in the invitation email. If your guest accepts within the time you allotted, you receive a Guest Arrived notice.

▶ To connect with the guest on your host PC

1. In the *Guest Arrived* window, select the corresponding check box to give your guest view-only access or full remote-control access to your computer.
2. Uncheck the Sound box if you do not want your guest to hear the sound on your PC.
3. Click **OK**.


A chat box will appear on your desktop and your guest will be able to view your desktop with a Viewer window on his or her desktop.

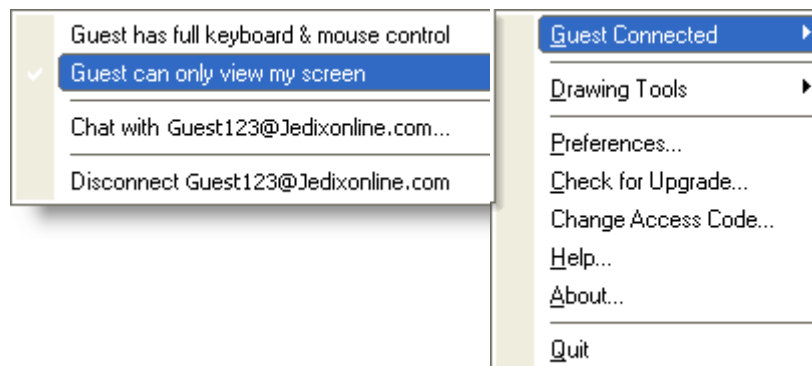


Change Guest Access

You may change your guest's access or disconnect the session at any time.

▶ To modify guest access from your host PC

1. Right-click the  system tray icon and select **Guest Connected**.
2. Select the desired level of access or disconnect the session.



Chat


Chat is a function that enables you to communicate with a guest you have invited to your computer. To communicate with Chat, simply enter your text into the text entry field and click **Send** or press the <Enter> key on your keyboard. The chat dialog is automatically displayed once your guest is connected.

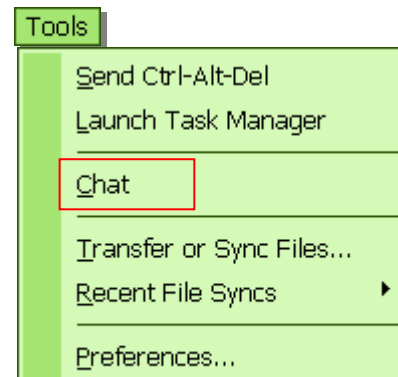
► To open a Chat dialog

- From the Viewer window menu, select **Tools**, then **Chat**.

The chat box will appear on both the host PC and client computer.

► To end Chat

- From both the host and client chat box, simply close the box by clicking  in the upper-right corner of the chat dialog.



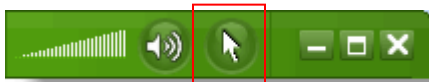
Drawing Tools in Guest Session


The Drawing Tools feature enables you and your guest to use a mouse to draw or highlight on the screen for greater communication.

Note: The Drawing Tools feature is only accessible while connected to a guest.

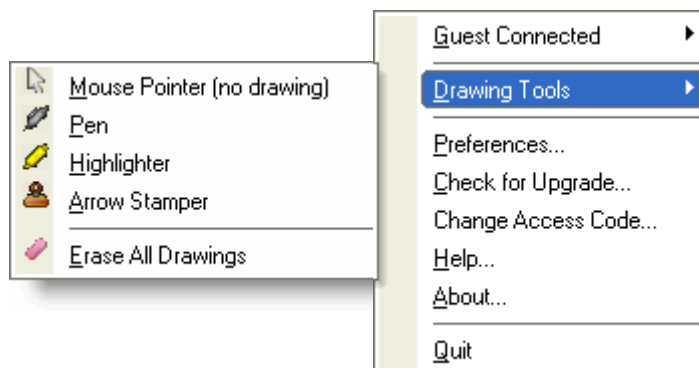
► To use a drawing tool

1. To access the drawings tools from the guest's Viewer window, choose *Tools*, then *Drawing Tools*. Or the guest can click the **Drawing Tools** button in the upper right-hand corner of the Viewer window.



To access the drawing tools from the host PC, right-click the  icon in the system tray and select *Drawing Tools*.

2. Select the desired tool and click and drag to draw on the screen.



► To erase drawings

- With one of the drawing tools enabled, right-click the screen and select **Erase All Drawings**.
This will erase your drawings but keep you in the drawing mode.

► To exit the drawing mode

- Press the <Escape> key or right-click the screen and select **Mouse Pointer** from the Drawing Tools menu to exit the drawing mode.

Cut/Copy and Paste

The cut/copy and paste feature enables you to cut/copy and paste text between the host PC and client computer.

▶ To cut/copy and paste text

1. Select the text you want to cut or copy by left-clicking your mouse and dragging the cursor over the text.
2. Right-click your mouse on the selected text and choose *Cut* or *Copy*.
3. Place your mouse in the location where you want to paste the text and left-click your mouse.
4. Right-click your mouse and select *Paste*.

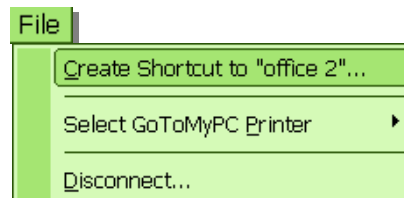
Note: The cut/copy and paste feature has a text-only maximum of 32kb of data.

Desktop Shortcut

The Desktop Shortcut feature adds a shortcut to the client computer desktop that links directly to your host PC to enable fast and easy access to the PC. Desktop Shortcut is convenient for users who frequently use the same client computer to access the same host PC (e.g. access a work PC from a home computer). The shortcut saves time by directing you to the Enter Access Code window, bypassing the usual browser/password login page.

► To create a desktop shortcut

1. Log in and remotely connect to your host PC from the client computer on which you want to create the desktop shortcut.
2. From the client computer Viewer window, choose *File*, then *Create Shortcut to "Host PC Name"*.
3. Click **Yes** to authorize creation of a desktop shortcut.
4. Enter your account password and click **Continue**.
5. Click **OK**.



A desktop shortcut will be created on your client computer desktop.

Note: The first time you use a shortcut from a client computer, you will be required to authenticate your account by entering your email address and password. If this first-time log in is successful, subsequent uses of Desktop Shortcut on the client computer will not require authentication. The Create Shortcut menu item on the File menu will not be visible when a guest is connected to your PC during a Guest Invite session so that guests cannot create shortcuts from their computers to yours. You can revoke all shortcuts associated with your host PC by clicking the Edit link on the My Computers page.

► To access your host PC using a desktop shortcut

1. From the desktop of the client computer, double-click the GoToMyPC Desktop Shortcut icon.
2. When prompted, enter the access code for your host PC.
The GoToMyPC connection will begin.



► To revoke all desktop shortcuts to your host PC

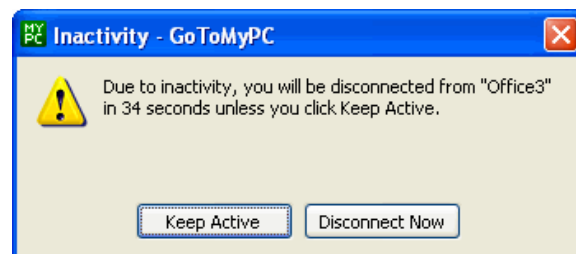
1. Log in to your GoToMyPC *My Computers* page.
2. On the My Computers page, click **Edit** next to the name of the PC for which you wish to revoke all desktop shortcuts.
3. Next click the **Revoke** button; this will invalidate all shortcuts to your host PC.

Note: If you are a GoToMyPC Corporate account user, your ability to access features may be disabled by your GoToMyPC account administrator. If you are unable to access a feature, please contact your account administrator for further details.

Reconnect

GoToMyPC warns you if a session is about to be disconnected due to inactivity. If prompted, simply click **Keep Active** to keep the session active; otherwise, click the **Disconnect Now** button to end the session.

If your session is timed-out, you are given an option to begin a new session by clicking **Reconnect** from the Inactivity window. If you used the Shortcut feature to begin the session, you are quickly directed to the Enter Access Code window.




Remember Me

The Remember Me feature enables you to set a cookie in your browser that will automatically log you in to a specific GoToMyPC account - without the need for you to enter your email and password – simply by returning to the GoToMyPC Web site.

▶ To enable Remember Me

1. From the client computer on which you want to activate the Remember Me feature - log in to your GoToMyPC account.
2. Click the *My Account* link in the left navigation bar.
3. Select the check box for *Remember Me*.
4. Enter your current password to make changes.
5. Click **Save Changes**.

The screenshot shows the 'User Information' form. At the top, it displays 'Account Status: Active' and 'GoToMyPC Plan: Personal 1-PC 5 Year'. Below this, there is a prompt: 'To make changes, enter your current password:' followed by a text input field. The form is divided into two columns. The left column contains fields for 'First Name:' (with 'User' entered), 'Last Name:' (with 'name' entered), and 'Email:' (with 'user@email.com' entered). The right column contains 'Change Password:' and 'Re-Type Password:' fields. A note below these fields states: 'Note: For maximum security, your account password must contain at least 8 characters and include both letters and numbers.' At the bottom left, there is a checkbox labeled 'Remember Me' which is checked, with the text: '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.' A 'Save Changes' button is located at the bottom center.

Note: Use of the Remember Me feature requires that cookies be enabled for your browser (please see your browser's Help for directions on how to enable cookies). To use the Remember Me feature, you must close your browser by clicking the  button in the upper-right corner of the browser window, or by choosing File then selecting Close from the menu. The Remember Me feature will NOT work if you click the Log Out link in the left navigation bar.

▶ To disable Remember Me

1. From the client computer on which you want to activate the Remember Me feature, log in to your GoToMyPC account.
2. Click the *My Account* link in the left navigation bar.
3. Uncheck the *Remember Me* check box to clear.
4. Enter your current password to make changes.
5. Click **Save Changes**.

View Access Activity Report

The Access Activity Report enables you to view your account's connections for a selected date range. The report will tell you the source of the connection, the time it occurred, the client IP, the type of access and the duration of the connection.

► To view the Access Activity Report

1. Log in to your GoToMyPC account at www.gotomypc.com.
2. Click the *My Computers* link in the left menu.
3. Click the *Access Activity* link in the left menu.
4. Select the desired date for the access activity.
5. Click the **View Access Activity** button.

One-Time Passwords


The use of One-Time Passwords (OTPs) offers an additional level of security that can protect you while you are using public terminals that may have keyboard loggers or other keystroke-capture hardware or software. Our One-Time Passwords system ensures that a discovered password is useless to the person who discovers it.

One-Time Passwords are composed of six words, and each six-word combination provides one-time access to a host PC. Password lists are numbered in reverse order from highest to lowest and end in zero.

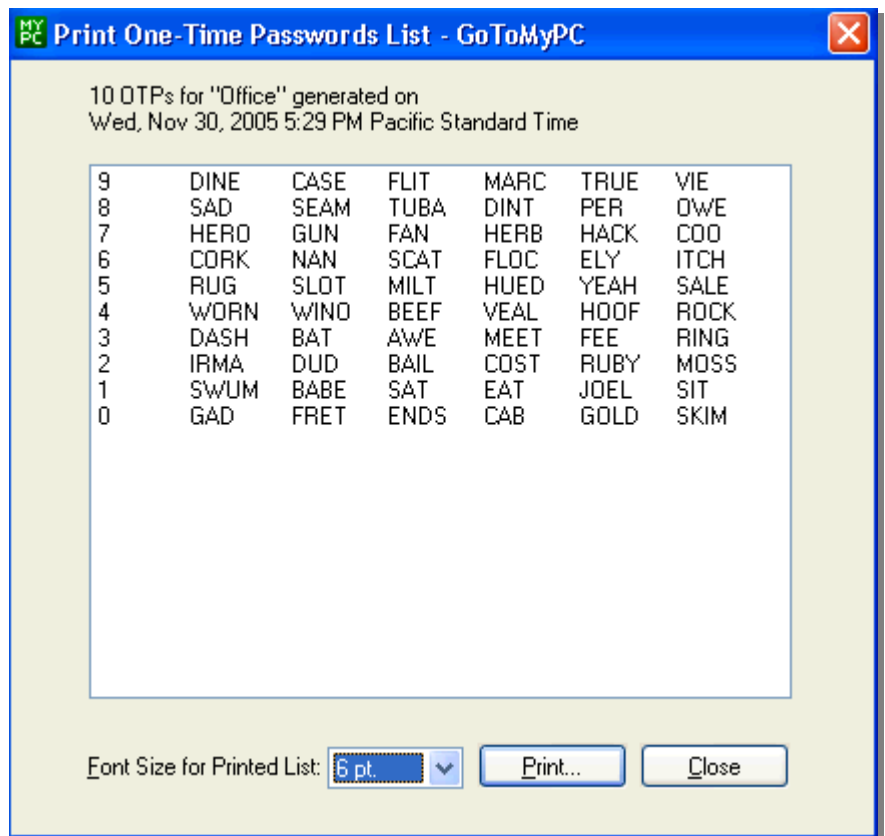
The use of One-Time Passwords enables you to generate a list of One-Time Passwords that you will be prompted to enter after you enter your access code each time you access your host PC.

Note: Your administrator may require that you use One-Time Passwords. The One-Time Passwords feature cannot be used in conjunction with the Share Access feature.

▶ To enable One-Time Passwords

1. While physically present at the host PC you want to enable for One-Time Passwords, right-click the  system tray icon and choose Preferences.
2. Click the *Authentication* tab, then click the **Enable OTPs** button.
3. On the Generate One-Time Passwords dialog box, select the number of One-Time Passwords to generate (min. of 10, max. of 99) and click **OK**.
4. On the *Enter Access Code* box, enter the access code for the host PC and click **OK**.
5. On the *Print One-Time Passwords List* dialog box, select the font size to print and click the **Print** button.
6. Verify your list of One-Time Passwords has printed and click **Close**.
7. On the *GoToMyPC Preferences* dialog box, click **OK**.

You have now enabled use of One-Time Passwords on your host PC and you will be prompted to enter an OTP next time you access your host PC from a client computer.




► **To access your host PC using One-Time Passwords**

1. Point your Web browser to www.gotomypc.com.
2. Enter your email address and account password and click **Log In**.
3. If prompted, choose the account you want to access and click **Go** (only applies if you have multiple accounts associated with one email address).

This will load your *My Computers* page.


4. To the right of the computer Nickname, click the **Connect** button.
5. When prompted, click **Yes** or **Grant** to download the GoToMyPC Viewer.
6. When prompted, enter the host PC's access code and click **OK**.
7. When prompted, enter the requested six-word *One-Time Passwords* and click **OK**.
8. The host PC image will appear in the Viewer window.
You are now connected to your host PC and are ready to begin accessing all your files, applications and email as if you were sitting at your PC!

► **To generate a new list of One-Time Passwords**

1. While physically present at, or connected to, the host PC for which you want to generate a new list of One-Time Passwords, right-click the  system tray icon and choose **Generate One-Time Passwords**.
2. On the *Generate One-Time Passwords* dialog box, select the number of One-Time Passwords to generate (min. of 10, max. of 99) and click **OK**.
3. On the *Enter Access Code* dialog box, enter the access code for the host PC and click **OK**.
4. On the *Print One-Time Passwords List* dialog box, select the font size to print and click the **Print** button.
5. Verify that your list of One-Time Passwords has been printed and click **Close**.

Note: You can generate a new list of One-Time Passwords at any time while still have OTPs available. Should you use all your OTPs before generating a new list, you will have to return to your host PC to generate a new list or to disable One-Time Passwords.

► **To disable One-Time Passwords**

1. While at the host PC for which you want to disable One-Time Passwords, right-click the  system tray icon and choose *Preferences*.
2. Click the *Authentication* tab.
3. Click the **Disable OTPs** button.
4. Click **Yes** on the warning dialog box that you want to disable One-Time Passwords.
5. On the Change Access Code dialog box:
 - Enter your old access code.
 - Enter your new access code.
 - Confirm your new access code.
 - Click **OK**.
6. On the GoToMyPC Preferences dialog box click **OK**.

Note: To help protect your security, you will be required to change your access code for your host PC anytime you disable the use of One-Time Passwords.


Host Authorization (GoToMyPC Corporate only)

If you are a GoToMyPC Corporate user, your administrator may require you to request authorization for your host PC before you can set up or access that host PC. Authorization requires that you send your host PC's MAC address and C: Drive serial number to your administrator.

▶ To authorize your host PC for a new host PC installation

- Upon completion of the GoToMyPC Corporate installation, you will be presented with an installation confirmation window that will also provide you with the MAC address and C: Drive serial number; copy the information and email it to your administrator. Your administrator will authorize your host PC and should notify you when authorization is complete.

▶ To authorize your host PC for an existing host PC

1. While physically present at the host PC you want to authorize, right-click the  icon in the system tray and choose *Preferences*.
2. Click the *Host* tab.
3. Click the **Authorization ID** button.
4. On the *Host Authorization Identification* dialog box, copy the MAC address and C: Drive serial number and email it to your administrator.
5. Your administrator will authorize your host PC and should notify you when authorization is complete.

Client Authorization (GoToMyPC Corporate only)

If you are a GoToMyPC Corporate user, your administrator may require you to request authorization for your client computer before you can use it to access your host PC. Authorization requires you to send your client computer's MAC address and C: Drive serial number to your administrator.

▶ To authorize a client computer

- While at the client computer you want to authorize, access your GoToMyPC Corporate account and begin a connection to your host PC. Once the download process is completed and the Viewer window appears you will be notified that the client computer requires authorization. The notification dialog box will contain the client computer's MAC address and C: Drive serial number; copy the MAC address and C: Drive serial number and email it to your administrator. Your administrator will authorize your client computer and should notify you when authorization is complete.

RADIUS Integration (GoToMyPC Corporate only)


If you are a GoToMyPC Corporate user, your administrator may configure your GoToMyPC account to integrate with RADIUS.

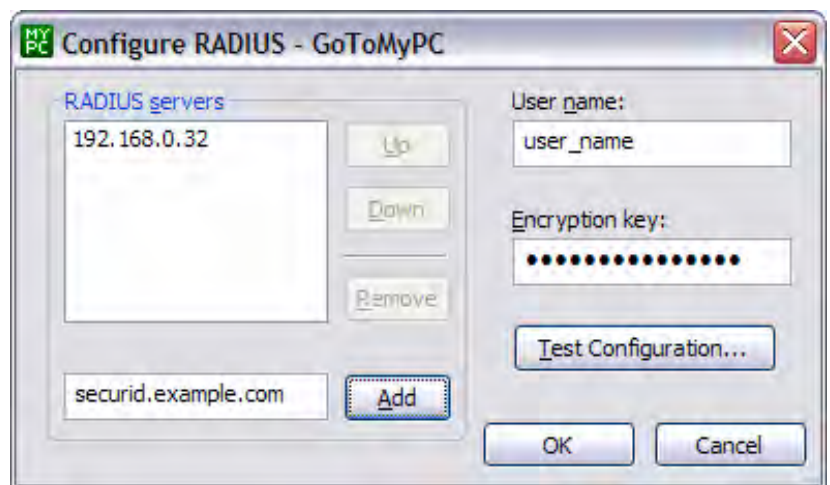
RADIUS is a two-factor authentication method based on something you *know* (a password or PIN) and something you *have* (an authenticator), providing a more robust level of user authentication.

Use of RADIUS will prompt you to enter your RADIUS credential (PIN and tokencode) after your access code each time you access the host PC.

Note: RADIUS Integration is only available if your administrator has required the use of RADIUS. This option will not appear to users who are not configured to use RADIUS.

► **To configure RADIUS on your host PC**

1. While at the host PC you want to enable for RADIUS, right-click the  system tray icon and choose *Preferences*.
2. Click the *Authentication* tab.
3. Click the **Configure RADIUS** button.
4. On the Configure RADIUS dialog window, enter the RADIUS server name to the list by entering its hostname or IP address, then click **Add**.
5. Enter your RADIUS user name (name of the user in the RADIUS database).
6. Enter the *RADIUS encryption key* (provided by the system administrator).
7. Click the **Test Configuration** button.
8. When complete with configuration and testing, click **OK** to close the Configure RADIUS dialog box.
9. Click **OK** to close the GoToMyPC Preferences dialog box.




Note: Before you can configure your host PC with RADIUS, your administrator must enable you to view the option to configure RADIUS, which is located on your GoToMyPC Preferences menu. Your administrator may choose to configure your host PC for you.

▶ **To connect to your host PC with RADIUS**

1. Point your Web browser to www.gotomypc.com.
2. Enter your *email* address and *account password* and click **Log In**.
3. If prompted, choose the account you want to access and click **Go** (only applies if you have multiple accounts associated with one email ID). This will load your *My Computers* page.
4. To the right of the Nickname of the PC to which you want to connect, click the **Connect** button.
5. When prompted, click **Yes** or **Grant** to download the GoToMyPC Viewer.
6. When prompted, enter the host PC's *Access Code* and your RADIUS credential (your PIN and tokencode from token) and click **OK**.
7. The host PC image will appear in the Viewer window.
You are now connected to your host PC and ready to start accessing all your files, applications and email as if you were sitting at that computer!

▶ **To disable RADIUS**


1. While physically present at your host PC, right-click the  system tray icon and choose *Preferences*.
2. Click the *Authentication* tab.
3. Click the **Disable RADIUS** button.
4. On the Change Access Code dialog box:
 - Enter your old access code.
 - Enter your new access code.
 - Confirm your new access code.
 - Click **OK**.
5. On the GoToMyPC Preferences dialog box click **OK**.

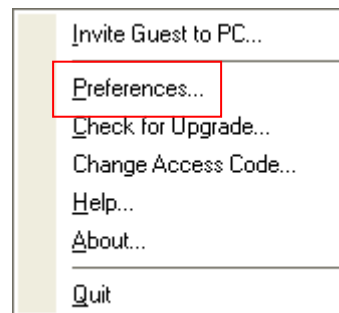
Note: You cannot disable the use of RADIUS unless your administrator has turned off the requirement to use RADIUS.

Setting Preferences

GoToMyPC has several options that can be configured to suit your personal needs.

▶ To set preferences

1. Right-click the  icon in the system tray of your host PC and select *Preferences*.
- Or -
Access Preferences from the Viewer Tools menu.
2. Select the appropriate tab for the set of preferences you want to customize.
3. Select your preferences.
4. Click **OK**.



Note: Your Preferences options may be affected by the type of operating system you are running and the type of rights your user account allows. Grayed-out options are not available for selection with your operating system or for the rights assigned to your computer profile.

Host Preferences

The host preferences option enables you to configure settings for the host PC.

1. Choose how to start GoToMyPC:
 - Run GoToMyPC automatically: Start GoToMyPC when you start your computer (default) or when you log in (optional for users with administrative rights). To ensure maximum availability of the host PC, we recommend you choose to start GoToMyPC automatically after startup.
 - Run GoToMyPC manually: Uncheck "Automatically" and GoToMyPC will start only when you launch the application from your Programs menu.
2. Choose desktop options while connected:
 - Automatically adjust host screen area for best full-screen viewing: If possible, it will resize the host PC screen resolution to best match the client computer resolution.
 - Disable sleep mode on host PC: Disables sleep mode so host PC remains accessible.
 - Show host PC cursor: Enables the viewing of both host and client cursors.
3. Desktop Notifications (Personal and Pro only): Delivers access to complimentary Citrix Online upgrades, information, news and discounts that you may be eligible for.
4. Authorization ID (GoToMyPC Corporate only): Provides host PC MAC Address and C: Drive Serial Number for use when host PC authorization is required by administrators.

Note: MAC addresses cannot be used for authorization when either the host PC or client computer connects to the Internet via a dial-up modem because, unlike with Ethernet and Wireless network adaptors, dial-up modems don't have MAC addresses. In these cases, using the C: drive serial number of the computer is the option if host or client Authorization is desired.

Viewer Preferences

The Viewer preferences option enables you to configure settings for the Viewer window.

1. Screen size:
 - Start host PC desktop in: Choose to start the host PC desktop in either full-screen mode or in Window (in Viewer) mode.
 - Show host screen: Choose to view the host desktop image in actual size (may require scrolling in the Viewer) or scale-to-fit.
2. Viewer options:
 - Show update regions: Provides an outline around the area of the screen that is redrawn when your Viewer refreshes its image.
 - Dim Viewer when inactive: Dims your Viewer window whenever you switch to your local client computer window.
 - Copy/paste between computers: Enables cut, copy and paste text between host PC and client computer.
 - Pass Windows keys to host PC: Enables special key combinations such as Alt-Tab and Alt-Shift-tab, Windows key and Print Screen to be passed to the host PC.

Note: This feature is not available from the Universal Viewer.

- Select Viewer Color: Enables you to change the color of your Viewer window.

Performance Preferences

The Performance preferences option enables you to adjust the speed, color quality and display settings to get the performance that best suits your needs.

1. Color Quality:
 - True Color: Select True Color for better appearance.
 - 256 Colors: Select 256 Colors for better speed.
2. Performance:
 - Better Speed: Move the slider to the left to disable settings that affect performance. The disabled settings will be displayed in the bottom pane.
 - Better Appearance: Move the slider to the right to enable settings that affect appearance.
3. Performance History:
 - Click the Performance History link to review current and historical session performance and improvement tips.

Sound Preferences

GoToMyPC supports one-way sound from your host PC to your client computer. The sound settings can be optimized for system sounds or music depending on your sound card, personal preferences and the speed of your network connection.

1. When my session starts:

- Turn off sound: Select this option to optimize performance.
- Use Low Quality Sound: Enables lower quality sound for better performance.
- Use High Quality Sound: Select this option if you intend to listen to music from your host PC.

Note: The High Quality Sound option is not available on Windows Vista.

2. Sound options:

- GoToMyPC will play sound from: Select your preferred audio source or let GoToMyPC detect the source automatically.
- Automatically disable sound if network connection is slow: This option automatically disables the Sound feature if a slow network connection is detected. If the network performance improves, you will need to manually enable the Sound feature.
- Mute speakers on the host PC while in-session: Leave this option checked for in-session privacy.

Note: If you are listening to music from your host PC, be sure to stop the music before disconnecting your session. If you do not stop the music on the host PC before disconnection, the music will no longer be muted and could be heard by anyone close to your host PC.

Security Preferences

The security preferences option enables you to configure additional security settings.

Security Features:

- **Lock Upon Disconnection:** Automatically lock the host PC when you end your GoToMyPC connection.
- **Screen Blanking:** Enables you to blank out the screen of the unattended host PC while you are remotely connected.

Note: Hardware limitations may prevent host PC screen blanking from working with multiple monitors using a single video card.

- **Keyboard/Mouse Locking:** This security feature prevents others from using your host mouse or keyboard while you are remotely connected.
- **Viewer Security Time-Out:** Enables you to set the amount of time in minutes for the Viewer window to time-out if no mouse or keyboard activity is detected. Default for this setting is 15 minutes.

Note: To maximize your security, we recommend that you enable all security settings.

Authentication Preferences

The authentication preferences option enables you to configure settings for the host PC access code, use of One-Time Passwords (OTPs) and configuring RADIUS integration (GoToMyPC Corporate users only.) If the Shared Access feature is turned on by your administrator, you can view information on your host PC's accessibility.

1. **Access Code:** All users are required to have an access code for each host PC. The access code is only stored on the host PC and is never transmitted across the Internet.
 - **Change Access Code:** Enables you to change your access code by entering your old access code, entering a new access code and confirming the new access code.
 - **Forgot the Access Code:** Click the [Forgot it?](#) link and enter your email address and password to reset your access code. You must be physically present at the computer to reset it.

2. **One-Time Passwords:** Provides the ability to enable the use of One-Time Passwords and to generate password lists. One-Time Passwords is a secondary authentication method that requires you to enter a string of one-use passwords in addition to your access code to access your host PC.

- **Enable OTPs:** Turns on the requirement to use One-Time Passwords.
- **Generate OTPs:** Generates a new list of One-Time Passwords.

Note: To disable One-Time Passwords, you must be physically present at your host PC and will be required to change your access code. The One-Time Passwords feature will not be available to you if your administrator has designated your account a Shared Access host.

- **Configure RADIUS:** Enables you or your administrator to enter configuration information to enable the host PC to communicate with the RADIUS servers. Configuration information required is: RADIUS server name, RADIUS user name and RADIUS encryption key.

Note: RADIUS Integration is only available if you have GoToMyPC Corporate and your administrator has required the use of RADIUS. This option will not appear to users who are not configured to use RADIUS.

3. **Shared Access:** If you are a corporate user and your administrator has designated your host PC as a Shared Access host PC, this section displays the PC name and the number of users who have access to it.

Printing Preferences

Printing with the GoToMyPC Printer is recommended for most jobs but there may be situations (e.g., printing checks or other cases where precision is required) where you will want to manually enable a specific printer. The Printing tab enables you to add or delete printers and set the default printer you wish to use during a GoToMyPC session.

Note: To simplify the remote-printer setup, we recommend that you configure a printer while connected to your host PC from a client computer.

Connections Preferences

The Connections tab enables you to test the status of your host PC connection.

Note: To ensure a valid connection test, we advise that you refrain from testing your connection unless a GoToMyPC customer-support representative directs you to perform the connection test.

Managing Your PCs

Add, Reinstall or Remove Host PCs

You can add, remove and reinstall host PCs at any time, which gives you the flexibility to rotate host PCs on your account.

▶ **To add or reinstall a host PC to your account**

1. Go to the PC you want to add to your account.
2. Log in to your GoToMyPC *My Computers* page.
3. Click the **Install GoToMyPC** button to install the PC.
4. Follow the normal process to download GoToMyPC and register a host PC.

Note: Your ability to add PCs will depend upon the plan you have purchased or, if you are a GoToMyPC Corporate account user, the number of computers your administrator has authorized.

▶ **To remove a host PC from your account**

1. Log in to your GoToMyPC *My Computers* page.
2. On the *My Computers* page, click on the link to edit the PC you wish to remove.
3. Click **Delete** to remove the host PC.
4. To remove the GoToMyPC service from the host PC, please use Add/Remove Programs feature on your host PC.

Note: You may add and remove host PCs as often as you wish. You may also want to consider upgrading your account to allow for a greater number of PCs to be permanently available to you. If you are a GoToMyPC Corporate user you cannot delete a Shared Access host PC if it is shared with another user. Contact your administrator to remove all shared-access users so that you can delete your host PC.

Revoke Desktop Shortcuts

If you have left a desktop shortcut on one or more client computers, such as a public computer at an Internet kiosk, you can revoke the shortcut and it will no longer be valid.

▶ **To revoke all desktop shortcuts to your host PC**

1. Log in to GoToMyPC and click *My Computers*.
2. From the *My Computers* page, click the link to edit the host PC you wish to revoke all desktop shortcuts.
3. Click the **Revoke** button to invalidate all shortcuts to your host PC.

Move Host PCs between Accounts

To move a host PC from one account (e.g., individual account) to another account (e.g., Corporate account) you will need to uninstall and reinstall the GoToMyPC software for each PC you wish to move. Moving a host PC from one account is a two-step process.

▶ To move a registered PC to another account

Step One - Remove GoToMyPC from your host PC and My Computers page.

1. First, remove the PC from the My Computers page for the account.
 - Log in to your GoToMyPC My Computers page. Click the link to edit the host PC you wish to remove and then click the **Delete** button.
2. Then, remove the GoToMyPC service from your host PC.

Go to the host PC from which you want to remove the GoToMyPC service and uninstall GoToMyPC from the PC.

- From the Windows Task bar click **Start** and select *Settings, Control Panel, Add/Remove Programs* and then select and remove **GoToMyPC**.

Step Two - Add GoToMyPC to your new host PC and My Computers page.

1. First, go to your new host PC and download the GoToMyPC software.
 - Log in to your GoToMyPC My Computers page for the specific account and download and set up GoToMyPC on that PC.

Change Your Host PC Nickname

You can change your host computer's nickname at anytime.



▶ To change your host PC nickname

1. Log in to your GoToMyPC *My Computers* page.
2. Click on the link to edit the host PC settings.
3. In the *Nickname* field, type in the new nickname and click the **Rename** button.
The Nickname is changed.

Forgot Host PC Access Code

You may change the host PC access code at any time.

▶ To create a new access code

1. Go to the host PC whose access code you would like to change.
2. Make sure that the GoToMyPC service is running (look for  icon in the system tray).
3. Right-click on the  system tray icon and select *Change Access Code*.
4. Click the *Forgot it?* link.
5. Enter your *email* address and account *Password*.
6. On the New Access Code dialog box, enter your new access code, confirm the new access code and click **OK**.

Note: You will need to be physically present at your host PC to create a new access code because you will not be able to log in to your host PC without knowing the access code for that computer.

Forgot Account Password

If you forget your account password, you will have to create a new account password.

▶ To create a new account password

1. Go to www.gotomypc.com and click the *Forgot your Password?* link below the log in box.
2. Enter your email address that was used to create your account and click **Submit**.
An email will be sent to your email address with a link to create a new account password.
3. Go to your email and click the link to create a new account password.
A Web page will generate for you to enter your new account password.
4. Enter your new account password.
5. Re-enter your new account password to confirm.
6. Click **OK**.

Note: You will receive an email with instructions for creating a new password. The email will be sent to the email address you provided when you created your GoToMyPC account. If the email account is accessible only from the host PC you are trying to access, you will need to be physically present at your host PC to view the email.

Shared Access (GoToMyPC Corporate only)

If your company account is enabled with shared access, your administrator may give access rights to other users – most often people who manage your PC. For example, your company's IT specialist may use GoToMyPC Corporate to remotely maintain your PC. If your administrator has enabled shared access to your PC, you will:

- Receive an email from GoToMyPC Customer Care notifying you that your administrator has enabled shared access on your PC with at least 1 other user.
- Be asked to provide the additional user with your access code. After the shared-access user's initial login to your PC, it is recommended that you change your access code.

Access Codes for Shared Users

When a secondary user is granted access to a host PC, he or she inherits the owner's access code from the time the invitation was granted. The secondary user will use this access code even if the owner changes his access code after sending the invitation. If the original access code is forgotten by both the secondary user and the owner, then the administrator will need to revoke the original invitation and grant a new one so that the secondary user can inherit the new access code. If the secondary user has physical access to the host PC, he can change the access code by following the steps described in the [Forgot Host PC Access Code](#) section.

Note: If a shared access user fails to log in after 3 attempts, all users who have access to that PC will be locked out. Contact your administrator to unlock the Shared Access host PC.

If you have any questions about shared access to your PC, please contact your administrator.

What to Do When Your Host PC is Offline

If you log in to your GoToMyPC account and see that the My Computers page is showing that one of your PCs is Offline, then one of three conditions, or a combination of conditions, may exist. The three conditions are:

- The host PC is powered off.
- The host PC is not connected to the Internet.
- The GoToMyPC host software is not running.

▶ To start the GoToMyPC service


- From the taskbar, choose *Start, Programs, Citrix* and then *GoToMyPC*.

What it means when your Host PC is In Session

If you log in to your GoToMyPC account and see that the My Computers page is showing that one of your PCs is In Session, then one of three conditions, or a combination of conditions, may exist. The three conditions are:

- You have not reloaded the My Computers page since you last connected to your host PC. Click the browser refresh button to reload the page and the In Session notification should disappear.
- The host PC has not yet sent notification to the Citrix Online servers that it is no longer in session. Wait a few minutes and reload the My Computers page and the In Session notification should disappear.
- The PC is a shared PC and is being accessed by another user on the GoToMyPC account. If you click the connect button you will disconnect the user that is in session with the host PC. If you have any questions about shared access to your PC, please contact your administrator.

Upgrade GoToMyPC


GoToMyPC will notify you when new updates are available. You can also check for new updates at any time by right-clicking the  system tray icon (usually located in the lower-right corner of your screen near the clock) and selecting Check for Upgrade. If a new version exists, you will be notified and asked if you want to upgrade.

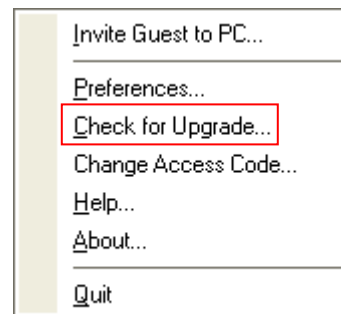
Note: You can upgrade GoToMyPC versions 5.0 and higher while remotely connected to your host PC.

If you want to upgrade, click **Yes**; if not, click **No**. If you click Yes, GoToMyPC will download the new version and prompt you to reinstall with the install wizard.

Should the automatic upgrade fail, you will need to manually upgrade the service. Simply open a Web browser, go to <https://www.gotomypc.com/setupSoftware.tmp>, login and follow the directions.

Access Online Help

You can access product help at anytime by selecting the Help link from the Viewer menu or from the  system tray icon.



Security Tips

GoToMyPC provides stringent built-in security features so that you can confidently access your PC from anywhere. For added security, here are a few things you can do.

1. Keep Your Password and Access Code Secure
 - Maintaining password security is the best way to protect your GoToMyPC account and host PC. Don't share your password with anyone, and change your password regularly. You can change your access code from your host PC by right-clicking the system tray icon and selecting Change Access Code.
 - GoToMyPC requires that your passwords have at least eight characters that include letters and numbers. When choosing your passwords, do not use common or easily guessed words. For the highest level of security, your account password and host PC access code should be different.
 - When using shared or public computers, exercise special care by not using GoToMyPC Remember Me feature to log in automatically. Additionally, you should not use your Web browser's "auto complete" feature.
 - Use the One-Time Passwords feature for additional protection when traveling and using public terminals.
 - Protect Your Host PC When Remotely Connected
 - Use the Blank Host PC Screen feature to prevent someone at your host PC from viewing your activity (most configurations).
 - Use the Lock Host Keyboard and Mouse feature to prevent others from using your host PC mouse and keyboard when you are remotely connected (this option available for most operating systems).
2. Use Safety Features When Inviting Guests
 - You choose the expiration period for each invitation so you know when to be available when your guest arrives. The invitation expires if the guest does not connect to your host PC within your designated period. Because the invitation automatically expires, your guest cannot attempt to connect when you are away from your computer.
 - You choose the level of access to grant your invited guests. To limit a guest's access to your computer, grant view-only control. Alternatively, you can allow full control of your keyboard and mouse.
3. Completely Disconnect
 - Make sure to completely disconnect when you are finished by closing the Viewer and logging out of the GoToMyPC Web site.
 - Be certain that you do not leave the client computer while you are remotely connected to your host PC.
 - When you log out, remember that if you do not close the programs you were last working on, they will remain visible the next time you access your host PC. Make sure to close any sensitive documents or programs before you disconnect.
 - You can have GoToMyPC automatically lock your PC when you end your session. This prevents someone at your host PC from using your computer after you have disconnected. Enable this feature from the Security tab of GoToMyPC Preferences.

FAQs and Troubleshooting

General FAQs

Q. Can multiple accounts be set up on one host computer?

A. No. Multiple accounts cannot be set up on one host computer. If a computer is already registered to one account as a host and another user wants to add that same computer as a host onto their account, the first account will be overridden. In other words, the most recent user who added that computer to their account will have sole access.

Q. I have two computers under my GoToMyPC account. Can I access both my computers at the same time?

A. Yes, you may access two different computers at the same time. To do this, wait for a connection to be established on one computer and then go back to our GoToMyPC Web page and connect to the other computer. Please note that you may experience an increased lag time due to the multiple connections.


Q. How do I install GoToMyPC on my new computer and take it off the old one?

A. To free up your GoToMyPC license, first log in to your GoToMyPC My Computers page. Click the link to edit the host PC you wish to remove and then click the **Delete** button. Next, go to your old host PC and uninstall GoToMyPC. Finally, log in to your GoToMyPC My Computers page from your new PC and install GoToMyPC.

Q. My company has the Shared Access feature enabled. Can I delete my host PC if it's shared with another user?

A. No, you cannot delete your host PC if it is shared with one or more users. Your administrator must remove all shared-access users before you can delete the host PC from your account.

Q. Is there a way to stop GoToMyPC from automatically launching?

A. You can start GoToMyPC manually by right-clicking the  icon and choosing *Preferences*. Under the *Host* tab, uncheck *Automatically* and then click **OK**.

Q. Can GoToMyPC run without having the GoToMyPC icon active in the system tray?

A. No, GoToMyPC must be running in the system tray for you to access the host PC.

Setup FAQs


Q. Can I install GoToMyPC 6.0 on a Windows 95, 98, ME or NT computer?

A. No. GoToMyPC 6.0 must be installed on a PC with Windows 2000, XP or Vista. You can remotely connect to your host PC from computers with older operating systems. If installation is attempted on a PC with an older OS, you will be redirected to install GoToMyPC 5.0. Please see the System Requirements section for more information.


Q. I tried to use your product, but cannot get past the window that asks for my user name and password. Help!

A. In this case, you are stuck in the authentication loop. This usually means that the computer you are on is behind a firewall. Our product, currently, cannot get through some highly-selective firewall systems. As a possible work-around, in addition to the usual ports 80 and 443 that are used to access the Internet, we suggest opening port 8200. Please see www.gotoassist.com/iprange for current IP addresses. If you use personal firewall software, make sure GoToMyPC has been added to its list of software that is allowed to access the Internet.

Q. The GoToMyPC icon in the system tray has a yellow exclamation point. What does this mean?

A. The  icon generally indicates that you did not complete the set-up and installation process. Please right-click on our icon in the system tray and select Register. This will bring you back to where you previously quit the installation process.

Q. Sometimes your icon on the bottom has a red "x." What does this mean?

A. The  icon means that your computer is not connected to the Internet or cannot access the GoToMyPC servers. If the problem persists, check if there is a firewall (personal or Corporate) or proxy server.

Session FAQs

Q. I get horizontal lines on my screen when I access the host PC. How do I get rid of this?

A. You may see this if your host PC is scheduled to go into "Sleep Mode," has a screen saver or has an open DOS program. Click in the center of the viewer multiple times or access the *Tools* menu and then select *Send Ctrl-Alt-Del* to wake up the computer.

Q. Why do I see a blinking cursor on the host PC?

A. GoToMyPC is unable to blank the cursor with certain video cards. Try turning off the monitor on the host PC.

Q. How can I transfer more than one file at a time?

A. You can select more than one file at a time by holding down the Ctrl key while selecting files with the mouse.

Q. The resolution is very bad. I can barely make out the icons on my desktop or read my email text. What can I do to clear this up?

A. When you connect to a host PC with a resolution set higher than the client, GoToMyPC automatically condenses the host desktop image in the viewer. You can resize the image of the host PC's desktop from the View menu. You can also try modifying the host PC's screen resolution in the Screen Properties control panel.

Q. I am getting a bluish screen or purple boxes on my screen when I connect.

A. Right-click on the host PC's desktop and select *Properties*. Click on the *Settings* tab, change the color to 16-bit and then click **Apply**.

Q. I cannot connect from my client computer.

A. Be sure that the Java settings are enabled in the browser and then reboot. Modify any firewalls to accept GoToMyPC. See the *Using GoToMyPC with Firewalls* for more information.

Q. I am running Windows XP and would like to switch users while connected to my host PC. Will I be disconnected or lose any information?

A: Fast User Switching allows you to connect to your host computer regardless of which user (if any) is active at that time. Once connected to your host PC, you can switch users at any time; however, any queued or active file transfers and remote printing jobs in progress are terminated when a user switch is performed. A black screen with a status message is displayed when a user switch is taking place. We recommend that you avoid logging off your PC from the Task Manager Users Page when using Windows XP Fast User Switching since this may shut down GoToMyPC. Fast User Switching is available on XP and later, including Vista.

Q. Why are the letters the wrong case (Shift and/or Caps Lock do not work properly) when the Input Blocking feature is enabled on Windows XP?

A. Some versions of Windows XP have an issue with Input Blocking. To resolve, install Windows XP Service Pack 2 or go to Windows Update and install all of the Critical Updates.

Printing FAQs**Q. I am trying to print checks with the GoToMyPC Printer but the alignment is off.**

A. Manually enable the client computer's printer when precision printing is required. Please see the section titled Manually Enable a Printer for details.

Q. I am unable to print to my Dell or Lexmark printer from my client computer

A. Complete the following steps with administrative rights on the client computer:

1. Click **Start** and select *Settings* and then *Printers and Faxes*.
1. Right-click on the Lexmark or Dell printer you plan to use and select *Properties*.
2. Select the *Advanced* tab and then click the **Print Processor** button.
3. If the default is set to LEMF, change it to NT EMF 1.008.
4. Click **OK**.

Note: Changing the default data type to NT EMF 1.008 should allow you to use the GoToMyPC Printer for remote printing but it could impact your regular print projects. If you notice subtle differences in the color output or have problems with special printer features you will need to change the default data type back to LEMF.

Q. I was trying to set up a remote printer and now I've lost my connection.

A. Some printers require a host PC reboot upon setup. This requires the GoToMyPC startup preference to be set to start automatically. Before you begin setting up remote printing, make sure GoToMyPC is set to start up automatically: Right-click the icon in the system tray of your host PC and select Preferences and the Host tab. Under Start GoToMyPC, check "Automatically" and select "After startup." If your preference was set to start GoToMyPC manually and the printer you were setting up required a reboot, your connection will have been lost and the printer installation will have to be repeated. Physically go to your host PC and reboot. Navigate to the newly created printer by clicking Start, Settings, Control Panel and then double-clicking Printers and Faxes. Delete the new printer and restart the printer setup process. Administrator privileges may be required to remove the printer.

Q. I am not sure which options to select in the Printer Setup Wizard during the printer setup process.

A. Read and follow the tips in the GoToMyPC Printer Setup Wizard Tips window to the left of the Printer Setup Wizard window or review the Remote Printing section.

Q. I can't find my printer manufacturer, printer or printer driver in the Printer Setup Wizard process.

A. The Windows operating system you are running does not have your printer's driver in its database. Download and install the printer driver from the manufacturer's Web site and select the "Have Disk" option in the Printer Setup Wizard when prompted for the manufacturer and printer.

Q. I can't get GoToMyPC to recognize the printer driver.

A. The printer manufacturer may require a custom installation. While remotely connected to your GoToMyPC host PC, download the driver for the client printer from the manufacturer's Web site to the host PC.

Install the driver on the host PC. The installation will depend on the install packaging of each driver so be sure to follow the manufacturer's install instructions. When prompted for the printer port, accept the default selection.

Once the installation is complete, click Start, Settings and then Printers. Right-click on the newly installed printer and click Properties. Click on the Ports tab. In the list of ports, select the "GoToPort". Click OK.

It is recommended that you add GoToMyPC as a preface to the printer name. To do this, in Printers, right click on the newly installed printer and click Rename. Enter "GoToMyPC –" to the beginning of the name so you know that this printer is for GoToMyPC.

From the GoToMyPC Viewer menu select Tools, Preferences and then the Printing tab. The new printer is listed as GoToMyPC Printer and you are ready to print from the client computer.

Q. I receive an error message telling me that I do not have the proper permissions or "Administrator Rights" to install a printer driver.

A. This is due to your user profile rights. You need to have administrator rights to install printer drivers. Please see Windows help or your network administrator for help ensuring you have administrator rights to install GoToMyPC.

Q. I downloaded and installed the printer driver and completed the setup process, but it prints incomprehensible text.

A. You may have the wrong printer driver on the host PC for the client computer's printer.

Make sure the printer driver you installed on your host PC matches the printer model you are trying to print to on the client computer. Also, make sure you have the correct driver version for your operating system.

Q. I clicked the print icon on the toolbar of my application but it did not print to the client printer (or printed to the host).

A. The GoToMyPC Printer may not be selected as the default printer while in session. To make the GoToMyPC Printer the default while in session, change the *Printing* preferences so the GoToMyPC Printer is automatically set as the in-session default.

If you do not want the GoToMyPC Printer to be the in session default, you will need to print by going to File > Print in your application and select the GoToMyPC Printer.

Q. I receive the error message: "There was an error found when printing the document <document_name> to GoToPort:. Do you want to retry or cancel the job?"

A. You are trying to print to the GoToMyPC printer when the GoToMyPC session is over. Some applications remember which printer was used the last time the document was printed. Print from the file command in your application and select a non-GoToMyPC printer.

- or -

The default printer was not restored after the GoToMyPC session ended. Open the Windows printer folder, select a non-GoToMyPC printer, and click Set as Default in the File menu.

PocketView FAQs**Q. How do I install GoToMyPC PocketView?**

A. You do not need to install PocketView. Once you have set up a GoToMyPC account and installed the software on your host PC, simply log in to the GoToMyPC Web site from your Windows Mobile, Pocket PC, or Windows CE device and choose the host PC you wish to connect to. You will then be presented with the download needed to connect to that computer.

Q. Do I have to download PocketView every time I connect to my remote computer?

A. You must download the loader program each time you connect, but it is only 50KB. Once the correct version of the main PocketView program (about 550KB) is downloaded, it will be cached on your device so it will not need to be downloaded again. To bypass the login screen and quickly begin a session, create a shortcut from the File menu.

Q. Can I pre-install PocketView?

A. PocketView is installed through download-on-demand. If you want to avoid going through the initial download while using a slower wireless connection, connect once while the device is in its cradle (using ActiveSync for the Internet connection). After that, the main program will be cached and will not need to be downloaded again.

Q. What kind of handheld device is needed to use PocketView?

A. PocketView supports Microsoft Windows Mobile 5.0 / 2003SE / 2003 for Pocket PC (including Phone Edition) and most devices running Windows CE 4.0 or later with a touchscreen or mouse, such as thin clients. For more detailed information, please see the System Requirements section.

Q. What kind of Internet connection is needed to use PocketView?

A. An Internet connection with a typical speed of at least 40 kbps is recommended.

Q. How do I rotate the on-screen keyboard or other soft input panel?

A. If your device is running Windows Mobile 2003SE or later, you can rotate the screen using its built-in capability instead of using PocketView's rotation. From the Start menu, choose Settings > System > Screen to change the device's orientation.

Q. How do I remove PocketView from my handheld device?

A. If you wish to remove the cached PocketView program, use File Explorer to navigate to Programs Files\Citrix\GoToMyPC; locate the g2viewer.exe file and tap-and-hold it; and then select Delete from the popup menu.

Using GoToMyPC with Firewalls

You can use GoToMyPC with firewalls (ZoneAlarm, Norton Personal Firewall, etc.) installed on either a host PC or client computer. The steps you need to take to enable GoToMyPC will depend on whether the firewall is installed on the host PC or client computer.

Using GoToMyPC with a Firewall on a Host PC

Setting up a firewall to enable GoToMyPC to work requires that you take a little extra time to configure your software to allow GoToMyPC to run without interruption. Setting up GoToMyPC to work with a firewall involves three steps.

► To set up a firewall to allow GoToMyPC to run as a host PC

Step One: Enable GoToMyPC to access the Internet

The first time you run GoToMyPC on a host PC that has a firewall installed, you will set off the firewall and be prompted to allow GoToMyPC to access the Internet.

1. Select the check box to Remember the answer each time I use this program.
2. Click **Yes** to enable GoToMyPC to access the Internet.

Step Two: Enable GoToMyPC to be the host PC

Before you can remotely access a host PC you will need to authorize your firewall to allow the following GoToMyPC files to access the Internet: g2audioh.exe, g2comm.exe, g2fileh.exe, g2host.exe, g2mainh.exe, g2pre.exe, g2printh.exe, G2ProcessFactory.exe, g2svc.exe, g2tray.exe, gopcsrv.exe, g2vistahelper.exe.

You must be physically present to authorize these files on your host PC.


1. When prompted for each component, select the check box to *Remember the answer each time I use this program*.
2. When prompted for each component, click **Yes** to enable each component to access the Internet.

Step Three: Configure your firewall to accept all GoToMyPC files

Open your firewall console and manually select the option to allow each of the above components. After doing this once, you should not need to repeat this process again.

Using GoToMyPC with a Norton Internet Security Firewall on a Host PC




► To set up a Norton firewall to allow GoToMyPC to run as a host PC

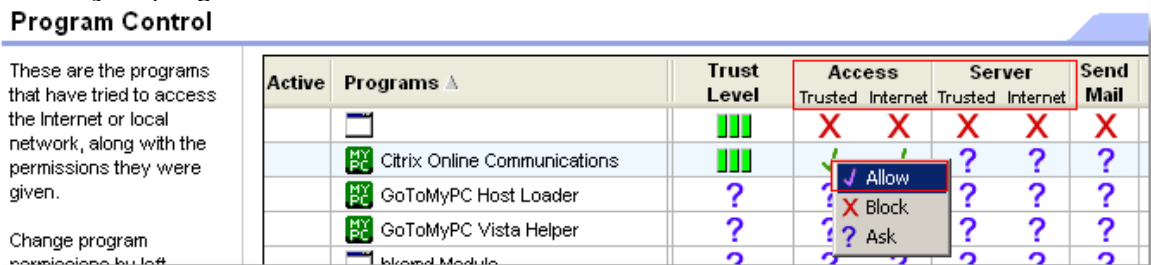
1. While physically present, right-click on the Norton Internet Security  icon on your host PC's system tray.
2. Select *Open Norton Internet Security* from the system tray menu.
3. Select *Personal Firewall* from the Status & Settings menu and click the **Configure** button.
4. Select the *Programs* tab, locate GoToMyPC and then click **Add**.
5. To begin adding files, click on g2audioh.exe and click **Open**.
6. From the *Program Control* prompt select *Permit* from the drop down menu and click **OK**.
7. Repeat these two steps to add the remaining GoToMyPC files:

g2comm.exe	G2ProcessFactory.exe
g2fileh.exe	g2svc.exe
g2host.exe	g2tray.exe
g2mainh.exe	gopcsrv.exe
g2pre.exe	g2vistahelper.exe
g2printh.exe	

Using GoToMyPC with ZoneAlarm Firewall on a Host PC

► To set up a ZoneAlarm firewall to allow GoToMyPC to run as a host PC

1. While physically present, double-click the ZoneAlarm  icon on your host PC's system tray.
2. Select *Program Control* from the menu on the left.
3. Verify that you are viewing the *Programs* tab.
4. Click the **Add** button on the bottom-right of the screen.
5. Navigate to the GoToMyPC folder on your computer (C:\Program Files\Citrix\GoToMyPC).
6. Highlight all of the GoToMyPC files in that folder and click **Open** to add the GoToMyPC files.
7. Locate the GoToMyPC file in the Programs list, click the  icon in the Trust Level column and select *Super*. Repeat this step for each of the GoToMyPC files.
8. Finally, click each  icon in the Access and Server columns that correspond to a GoToMyPC program and select *Allow*.

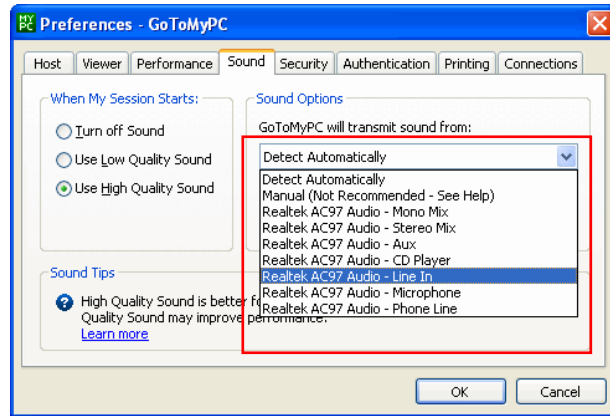


Using GoToMyPC with a Firewall on a Client Computer

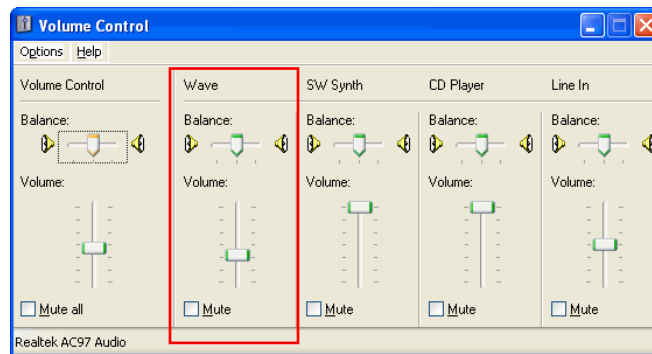
If your client computer has a firewall, you will have to authorize the GoToMyPC Viewer Downloader component each time you connect to your host PC.

Troubleshooting Sound Issues

- The Sound feature is available on host PCs with Windows 2000 or later. It is not available on PocketView or the Universal Viewer.
- For optimal sound quality and to eliminate many sound problems, install the latest Windows Media Player on both the host PC and client computer.
- In rare cases, GoToMyPC is unable to detect the loopback input correctly. Manually select the loopback input from the drop-down menu in the Sound Preferences window. Typical names for the loopback input are: Stereo Mix, Wave Out Mix, What U Hear, Stereo Mixer, Sum and Stereo. This does not apply to PCs with Windows Vista.



- If the sound quality is poor, it might be because the Wave output is set to 100% on the host PC. Reduce the Wave output volume from the host PC Windows Volume Control panel. This does not apply to PCs with Windows Vista.



- If the Sound feature is enabled but there is no sound, verify the speakers are securely connected to the client computer.
- If you attempt to use Skype VoIP while remotely connected to your host PC, GoToMyPC may reconfigure the audio source which will disable the sound. To reactivate the Sound feature, turn sound off and then on by clicking the **Sound** button in the upper right corner of the Viewer window. This does not apply to PCs with Windows Vista.
- If you receive the warning "Sound is still playing" upon disconnect after you disabled the music, GoToMyPC may be detecting sound at very low levels. This does not apply to PCs with Windows Vista.

Sound Cards

A sound card provides the audio component to your PC and is required on both the host PC and the client computer in order to use the Sound feature. The host PC sound card needs to have a loopback input device so that the computer can record what it is outputting. GoToMyPC 6.1 is compatible with a wide variety of sound card types but there are a few compatibility issues:

- A number of problems can be resolved by downloading and installing the latest driver from the sound card manufacturer's Web site. See the instructions below to determine the sound card in your computer.
- There are known compatibility issues with older SigmaTel sound card drivers. Try installing the latest sound card driver with loopback input support. This does not apply to PCs with Windows Vista.
- On a few sound cards, GoToMyPC cannot capture sound if the host PC is muted or the sound volume is very low. If you have Realtek HD 88x or Soundblaster Audigy SE, uncheck "Mute speakers on (your PC name) while in-session" in the Sound Preferences window. This does not apply to PCs with Windows Vista.
- Sound is not supported on host PC sound cards that do not have loopback input, which is typically an issue with USB sound cards. Installing the latest sound card driver may resolve this issue. This does not apply to PCs with Windows Vista.

▶ To determine the sound card installed on your computer

1. Click the Windows **Start** button and then select the *Programs* folder.
2. Select *Accessories*, *System Tools* and then *System Information*.
3. From the System Information window, click the + symbol next to the Components folder.
4. Click **Sound Device** (or **Multimedia** and then **Sound Device**) and view the sound card details on the right.

Note: In cases where Windows installed a compatible sound card device, the listed sound card may not be the exact manufacturer and/or model installed in your computer.

Contact Customer Support

There are three types of GoToMyPC account. Please contact the support center best suited to support your version.

- *GoToMyPC* — Secure remote access for individual users
- *GoToMyPC Pro* — Secure remote access for teams and small companies
- *GoToMyPC Corporate* — Secure remote access for small and medium-sized businesses

GoToMyPC Personal

If you are experiencing problems with GoToMyPC Personal or have questions, please contact:

- Customer support: gotocustomer@citrixonline.com
- Billing questions: gotobilling@citrixonline.com
- Feedback or comments: gotofeedback@citrixonline.com
- To contact Customer Care by phone, please call:

North America*	(888) 646-0020
Direct dial	+1 (805) 690-2900
Europe*	00-800-5744-2340
Mexico*	001-800-574-4234
India*	800-100-3093
Australia*	001-1800-5744-2340
Asia-Pacific*	800-5744-2340

*Toll-free service unavailable in some areas.

GoToMyPC Pro

To contact Customer Care with any GoToMyPC Pro account or billing questions, please contact:

- Customer support: gotopro@citrixonline.com

GoToMyPC Corporate

If you are experiencing problems with GoToMyPC Corporate (you are a corporate customer with a dedicated account manager) or have questions, please contact your IT administrator or:

- Customer support: support@citrixonline.com