Getting Started with Remote Access™

This guide provides basic instructions to help you start using Remote Access quickly. This guide assumes that you have an account on your Remote Access Web site. For detailed instructions on using Remote Access, please refer to Remote Access Help.

What You Can Do with Remote Access

Remote Access lets you remotely access your computer over the Internet, using another computer anywhere in the world. For example, if you are at home or traveling, you can access your office computer, and use it as if you were sitting at your office desk.

You can choose two types of Remote Access service:

- **Basic service**—You can remotely access your QuickBooks application from another computer.

- **Premium service**—You can remotely access all applications and your desktop from another computer. You can also transfer files to and from your remote computer, and you can print documents from your remote computer to a local printer.

> **N o t e**   If you upgrade or downgrade your service type, you must set up your computer again to use the Remote Access Web site.

If you have subscribed to premium service, you can do the following during a Remote Access session:

- use either specific applications or the entire desktop on a remote computer, depending on the options you specify when setting up Remote Access

- transfer files to and from the computer

- access network resources

- print remote documents on a printer at your current location

You can access a computer remotely using any type of Internet connection, including dial-up, DSL, cable modem, and local area network (LAN) connections.

## Overview of a Remote Access Connection

To use Remote Access, you must first download the *Access Anywhere Agent*, then install it on a computer that you want to access remotely that is, the *remote computer*. Then, using another computer that is connected to the Internet, called the l*ocal computer*, you can log in to your Remote Access Web site and establish a connection with the remote computer. The Access Anywhere window—a plug-in for your Web browser—starts the Remote Access session and displays the remote computer on your screen. Your Remote Access Web site automatically downloads and installs the plug-in the first time you access a computer remotely.

You can set up multiple computers for Remote Access. Each remote computer that you set up appears in your list of remote computers on your Remote Access Web site.

To provide a secure and reliable connection between your client and remote computers, Remote Access uses the *WebEx Interactive Network (WIN)* a global, high-performance network infrastructure.

webex™

The following figure shows an overview of a Remote Access connection.
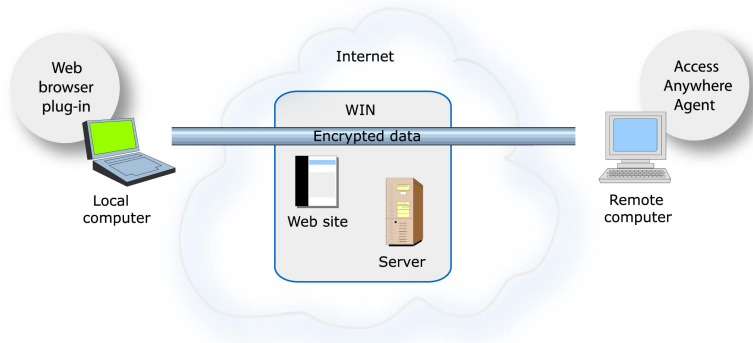
Setting Up a Computer for Remote Access

Before setting up a computer for ARemote Access, ensure that both the remote and local computers meet the minimum system requirements.

System Requirements

Requirements for the remote and local computers:

- Microsoft Windows 95, 98, Me (Millennium Edition), XP, 2000, or NT

- Intel Pentium 166 MHz or faster processor

- 32 MB RAM (64 MB recommended)

- Microsoft Internet Explorer 4.x or later, Netscape Navigator 4.x, or AOL 5.0 or later

- JavaScript and cookies enabled on the Web browser; ActiveX enabled on Internet Explorer

- Internet connection—For the remote computer, a dedicated, broadband Internet connection, such as a DSL, cable modem, ISDN, or T1 connection; for the local computer, at least a 56K connection

Installing the Access Anywhere Agent

To set up a computer for Remote Access, you must install the Access Anywhere Agent on the computer.

> ❗ **I m p o r t a n t**   To install the Access Anywhere Agent on a computer running Windows NT or 2000, you must do one of the following:
>
> - Sign in to your computer as an administrator before running the Access Anywhere Setup program.
>
> - Have an administrator set up the computer for you.
>
> Once you or an administrator sets up a Windows NT or 2000 computer, you need not log in to the computer as an administrator to use Remote Access.

1 On the computer that you want to access remotely, log in to your Web site, using your email address and account password.

2 On the navigation bar, click **My Computers**.

3 Click **Set Up Computer**.

4 The WebEx Access Anywhere Setup Wizard starts.
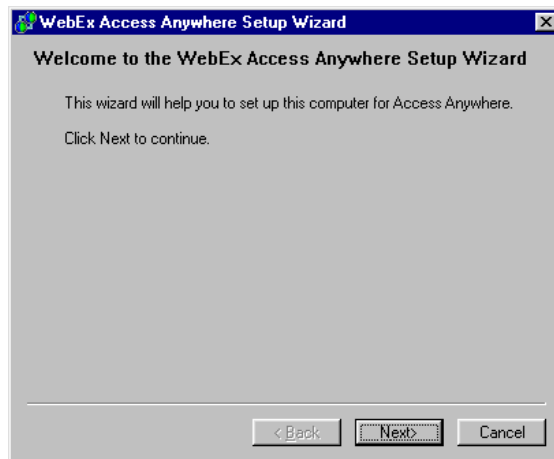
5 Using the Access Anywhere Setup Wizard, provide information and specify options on the following panels:

- **Account Information**—Specify a nickname name for the computer, then provide the password that you use to log in to your Remote Access Web site.

- **Options**—Specify the options for the computer that you want to take effect once you access the computer remotely. You can change any of these options during an Remote Access session. If you are unsure which options to select, accept the default selections.

- **Access**—Select the specific applications that you can access on the remote computer, or choose to access the computer's entire desktop.

- **Authentication**—Specify the security options that you want to use when accessing the computer remotely. You can choose to use Web-based authentication—in which you provide an access code on a Web page—or phone-based authentication—in which you receive a phone call at a phone number that you specify, then key in a pass code.

6 On the Setup Complete panel, click **Finish** to install the agent on your computer.

The Access Anywhere Agent logs the computer in to the Access Anywhere Server.

The **Access Anywhere - Available** icon appears on your computer's taskbar. You can now access the computer remotely.

Keeping a Remote Computer Accessible
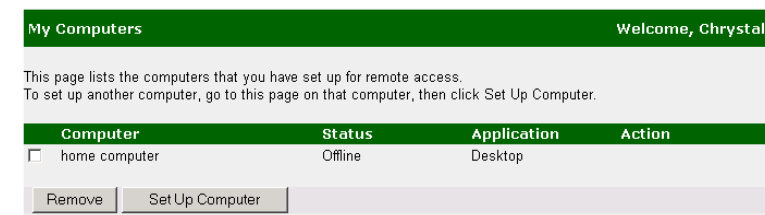
You can access a computer remotely if

- the Access Anywhere Agent is running on the computer—that is, if the **Access Anywhere** icon appears on your computer's taskbar

- the computer is connected to the Internet

- the computer is logged in to the Access Anywhere Server—that is, its status is **Available**.

Accessing a Computer Remotely

To remotely access a computer, you simply open your list of remote computers on your Web site, then establish a connection with the computer.

1 On the local computer on which you want to access another computer remotely, log in to your Web site.

2 On the navigation bar, click **My Computers**.

A list of computers that you have set up for Remote Access appears.

You can access any computer in the list for which the status is **Available**.

3 Under **Action**, click **Connect** to access the computer.

If this is the first time you have accessed a computer remotely using your local computer, the Access Anywhere Agent automatically downloads and installs a plug-in for your Web browser.

4 Do one of the following:

■ If you chose access code authentication, type your access code in the box that appears, then click **OK**.

Your access code is case-sensitive, so you must type the access code exactly as you specified it when setting up the computer.

■ If you chose phone authentication, wait to receive a phone call at the number you specified, then follow the voice instructions to provide your pass code.

The Remote Access window opens, displaying the remote computer's desktop or the application that you selected.

✎ **N o t e**   If the remote computer is running Windows NT or 2000, and you must log in to or unlock the computer, you can send a **Ctrl+Alt+Del** key combination to the computer. See "Managing a Remote Computer During a Remote Access Session."

Controlling Full-Screen View of a Remote Computer

You can switch the display of a remote computer between a standard window and a full-screen view.

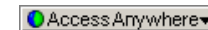**1** Click the **Access Anywhere** button.
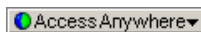
2 On the menu that appears, choose **Control Full-Screen View**.
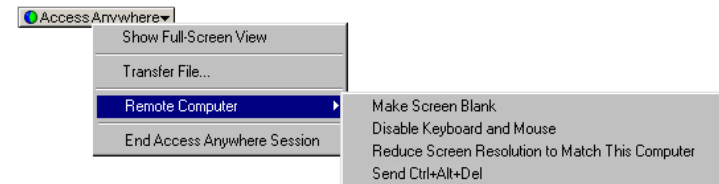
Managing a Remote Computer During a Remote Access Session

During a Remote Access session, you can manage a remote computer by setting options and sending commands, as follows:

1 Click the **Access Anywhere** button.

2 On the menu that appears, point to **Remote Computer**.

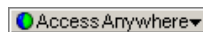**3** On the menu that appears, choose any of the following commands:

Command	Description
Reduce Screen Resolution to Match This Computer	Reduces the remote computer's screen resolution to match that on your local computer. This option reduces the need to scroll while viewing the remote computer. The Access Anywhere Agent restores the resolution to its original setting once you end the session.
Disable Keyboard and Mouse	Disables the keyboard and mouse on the remote computer, preventing anyone at the remote location from using the computer.
Make Screen Blank	Makes a remote computer's screen blank, thereby preventing anyone at the remote computer's location from viewing the contents on the screen.

| Command	Description
Send Ctrl+Alt+Del	This command appears only if the remote computer is running Windows NT or 2000. Sends a **Ctrl+Alt+Del** key combination to a remote computer, which allows you to
	■ log in to or out from the computer
	■ lock or unlock the computer
Bring Shared Application to Front	Restores a remote application that is minimized, or displays a remote application that is behind another window that you cannot control. This option is available only if you set up a remote computer so you can access specific applications rather than its entire desktop.

Transferring Files During a Remote Access Session

During an Remote Access session, you can transfer files or folders to or from the remote computer.

1 Click the **Access Anywhere** button.

2 On the menu that appears, choose **Transfer File**.

The Transfer File window appears.
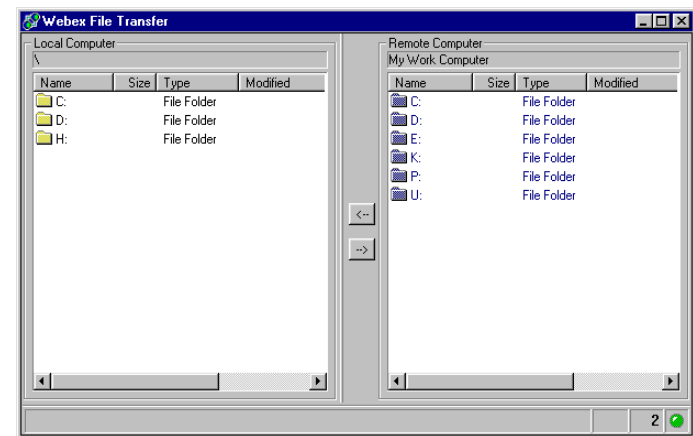
In the pane on the left, the file directory for the local computer is labeled **Local Computer**. The file directory for the remote computer is labeled with the name that you specified when setting up the computer for Remote Access.

3 In the pane on either the left or right, browse to the folder in which you want to transfer files.

4 In the other pane, browse to the folder containing the files or folder that you want to transfer.

5 Select the files or folder that you want to transfer.

6 Click the either the left- or right-pointing arrow, as appropriate, to transfer the file from one computer to the other.

Printing Remote Documents

During a Remote Access session, you can open a document that resides on the remote computer and print it to a printer attached to your local computer.

1 On the remote computer, open the document that you want to print.

2 In the remote application, open the print options.

3 Print the document using the **ActiveTouch Document Loader**, which appears in the list of printers.

The ActiveTouch Document Loader prints the document to a file. A print options dialog box then opens on your computer.

**4** Select a local printer, the click **Print**.

Ending a Remote Access Session

Once you end a Remote Access session, the Access Anywhere Server disconnects your local computer from the remote computer. The remote computer remains logged into the Access Anywhere Server, so you can access it again at any time.

To ensure your privacy and the security of the remote computer, do one of the following before you end a Remote Access session:

■ Close any applications that you started during the Remote Access session.

■ If the remote computer is running Windows NT or 2000, and you have administrator rights on the computer, log off from or lock the computer. To access these options on the computer, send a **Ctrl+Alt+Del** key combination to the remote computer. See "Managing a Remote Computer During a Remote Access Session."

■ Specify a screen saver password, and set the screen saver to appear after 1 minute of inactivity.

1 Click the **Access Anywhere** button.
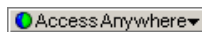
2 On the menu that appears, choose **End Access Anywhere Session**.

3 In the message box appears. click **Yes**.

Managing Remote Access

Once you start the Access Anywhere Agent on a remote computer, you can manage Remote Access by logging the computer in to and out from the Access Anywhere Server, specifying preferences for Remote Access, and closing the Access Anywhere Agent.

Starting the Access Anywhere Agent

To start the Access Anywhere Agent on a remote computer, do one of the following:

■ On the remote computer's **Start** menu, point to **Programs**, then point to **WebEx Access Anywhere**. On the menu that appears, choose **Access Anywhere Agent**.

■ On the remote computer's desktop, double-click the **Access Anywhere Agent** shortcut.

Logging a Computer In to the Access Anywhere Server

Once you install and set up the Access Anywhere Agent on a remote computer, the agent automatically runs and logs the computer in to the Access Anywhere Server. However, if you have logged the computer out from the server, you must log it in again to access the computer remotely.

1 If you have not already done so, connect the computer to the Internet.

2 On the remote computer's taskbar, right-click the **Access Anywhere - Offline** icon.

3 On the menu that appears, choose **Log In**.

The Access Anywhere Login dialog box appears.

4   Type the password for your user account in the **Password** box, then click **OK**.

Logging a Computer Out from the Access Anywhere Server

Once you log a computer out from the Access Anywhere Server, you can cannot access the computer remotely until you log back in to the server.

1   On the remote computer's taskbar, right-click the **Access Anywhere - Available** icon.

2   On the menu that appears, choose **Log Out**.

3   In the message box that appears, click **Yes**.

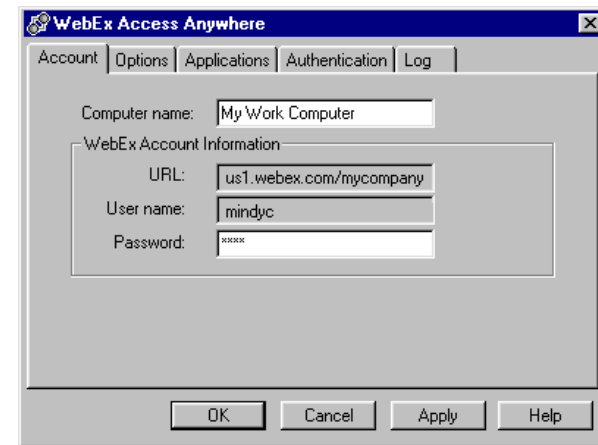## Specifying Preferences for Remote Access

When setting up a remote computer for Remote Access, you specified preferences for the Access Anywhere Agent, using the Access Anywhere Setup Wizard. At any time, you can change any of the following preferences that you specified.

1   On the remote computer's taskbar, right-click the **Access Anywhere** icon.

2   On the menu that appears, choose **Preferences**.

The WebEx Access Anywhere Preferences dialog box appears.

**3**   Specify options on any of the following tabs:

Tab	Description
Account	Allows you to rename a remote computer that you set up for Remote Access. A remote computer's name appears in your list of remote computers on your Web site.
Options	Allows you to turn the following default options on or off. These options take effect once you access the computer remotely:
	■ **Automatically reduce screen resolution to match local computer**
	■ **Use full-screen view by default**
	■ **Disable this computer's keyboard and mouse**
	■ **Make this computer's screen blank**
	You can also specify a time-out period for an Remote Access session, such that the local computer automatically disconnects from the remote computer if there is no activity for the specified duration of time.

Tab	Description
Applications	Allows you to choose whether to access specific applications on the remote computer, or the computer's entire desktop.
	If you choose to access specific applications, you can add applications to or remove them from the list of applications that you can access.
Authentication	Allows you to change the authentication options that you set when setting up a remote computer for Remote Access. You can choose either of the following types of authentication, which help to prevent unauthorized access to a remote computer:
	■ **Access code authentication**—Requires you to provide a code, or password, by typing it on a Web page, to access a remote computer.
	■ **Phone authentication**—Calls a phone number that you specify, then requires you to provide a pass code, using the keys on your phone's keypad, to access a remote computer.

Closing the Access Anywhere Agent

Once you close the Access Anywhere Agent on a computer that you set up for Remote Access, you cannot access the computer remotely until you restart the agent.

1 On the remote computer's taskbar, right-click the **Remote Access** icon.
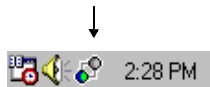
2 On the menu that appears, choose **Close Access Anywhere Agent**.

3 In the message box that appears, click **Yes**.

For More Information

Remote AccessHelp provides detailed instructions for using all of the options in Remote Access. Help includes an index and full-text search to help you find the information that you need.

Receiving Technical Support

For information about receiving technical support, please refer to the Support or Help page on your Remote Access Web site. This page also provides frequently asked questions (FAQs) and release notes.

Providing Feedback About This Documentation

If you have comments about WebEx Access Anywhere documentation, please send an email message to docs@webex.com.

In your email message, please specify the section or Help topic to which your comment applies. If you would like to receive a response to your comments, please include your name and contact information in your message.

webex

Document version: AA-GS-EN-IN_A