I'm InTouch Server Edition (SE)

Administration Features

Administration Features

- Add user accounts
- Create user remote access rights
- Edit user accounts
- Remove user accounts
- View statistics on remote access usage
- View user account profiles
- View number of accounts/licenses created on the system

Adding Users

For the Administrator to add new users on the system, he/she selects "Add" from the toolbar.

Creating the Users' Remote Access Rights

Please reference the corresponding topic number on the Administration Tool screenshot to assist in identifying user access rights that can be defined.

User Identification (1)

This section is used to identify the user that you are creating. The user's full name and email address is input. While it is not mandatory, by inputting a valid email address for this user, the system will (upon your successful creation of this account) utilize this email address to send a notification message to the user informing him/her that you have created a remote access account for them. A unique Activation Code is automatically assigned by the system and this will be the user's unique key that will be prompted for input during the user workstation program installation. This Unique Activation Code, along with a download link to invoke the workstation program installation and activation process will be delivered to the email address input for this user.

<u>Physical Authentication (2)</u>

Allows the Administrator to specify what devices a user can utilize to remotely login to their workstation. Remote login to the system can be restricted to:

a. Any PC or wireless device with a browser

b. Only cellular phones with a Unique Identifier (As of the date of this document, this feature is limited to cellular phones marketed in Japan that are equipped with this feature)

c. Only PC'\s that have already installed a pre-assigned digital certificate to their browser. This certificate is issued to the user by the Administrator

<u>Remote Session Feature Rights (3)</u>

This allows you to define what features this user will be able to use during a remote session. As well, this section displays the current state of the users account. "Off-line" is represented by a white satellite icon and indicates that the users workstation is not registered with the I'm InTouch Server Edition; therefore a remote access session is not possible. "On-line" is represented by a green satellite icon and indicates that the user's workstation is registered with the I'm InTouch Server Edition; therefore a remote access session is possible by this user.

Allow sub-users – when selected, gives the user the ability to invite guest remote access users to their workstation. This feature is useful for employees that would benefit from being able to conduct online demos and training.

Grant Access – this allows the Administrator to grant or temporarily revoke all the Access Rights assigned to this user.

My Desktop – when selected, allows a user to remotely login to view and control their complete desktop and to run any application installed on their workstation. There are 5 other sub-controls under this access right control. Therefore, if My Desktop is not granted, all the 5 sub-controls would become irrelevant:

- <u>Allow multi-session</u>: This option allows more than one user (i.e. sub-user) to log into the same PC to share the same screen. This option would be good for collaboration purposes such as group training, remote presentation, etc.

- <u>Mouse/keyboard input</u>: This option allows the ability to take full control of the PC during the remote session. With this feature disabled, the remote user would only have "view only" access to the PC.

- <u>Clipboard sharing</u>: This option allows the ability to share the clipboard between the host and the remote client. In other words, data copied into the clipboard on the host can be pasted back on the remote client and vice versa

- Remote printing: This option allows the ability to remotely print from the host with output physically sent to the local printer(s) available to the PC that is being used to login.

- Blank host's screen: This option allows the ability to blank the host's screen during a remote session. Note: Remote control performance may be slower while using this feature

My Outlook – when selected, allows a user to login directly to view and manage their Outlook or Outlook Express Inbox, Contacts, Calendar, etc., using a unique user interface

My Files – when selected, allows a user to login directly and remotely view local and/or network files mapped to the users workstation, as well as to transfer files between PC's, using a unique user interface. Restrictions can be placed on file access by configuring File Management rights for the user. If this access right has not been granted, the "File Transfer" feature within the 'My Desktop" console will unavailable too. (See File Management Rights #4 below for more details)

My Webcam(s) – when selected, allows a user to login and remotely view through a webcam(s) connected to their I'm InTouch workstation

File Management Rights (4)

This allows you to restrict the users remote access when using the My Files feature to all drives available at the user's workstation or to selected folders only. When setting any restrictions, it will be necessary for you to define the path of the restricted folders. The path of the restricted folder(s) is relative to the user's workstation mapping, therefore it is important that the user's workstation mapping be understood for these restrictions to have effect. Please note that this restriction <u>does not</u> apply to the File Transfer feature within the My Desktop remote control console.

Remote Wake-up Settings (5)

In many security conscious corporate environments, employees are instructed to Shutdown their computers before leaving the office. In this scenario, the whole remote access gateway concept is defeated because the physical computer is not available for remote access. Our patented technology is designed specifically to address this situation by allowing a user to remotely "wake-up" his/her computer that has been powered off.

To use the Remote Wake-up feature, you need the following:

- The PC/workstation of the user that will have the ability to use the Wake-up feature, must be running the I'm InTouch workstation software. The power supply of this machine cannot be switched off or unplugged.

- The Remote Wake-up feature must be enabled for this user

- At least one other PC/workstation (not the same machine) on the same LAN segment, must be running the I'm InTouch workstation software and configured to act as the "Wake-up Proxy". This "Wake-up Proxy" machine is the machine that physically sends the "Wake-up Signal" to the PC/workstation on behalf of the "Wake-up Server". This "Wake-up Proxy" PC/workstation must be always on but not necessarily be granted any remote access rights. In other words, at least two machines on the LAN segment must be running I'm InTouch, and at least one of these must be designated as the "Wake-up proxy" and powered on to use this feature.

- The "Wake-up Proxy" machine as well as your PC/workstation must have the common day "Wake-up on LAN" feature at the system BIOS (a standard feature in most PCs today) as well as a network adaptor (NIC) with the "Wake-up on LAN" feature enabled (also a standard feature on most network adaptors today)

Note:
An I'm InTouch activated PC/workstation with "Remote Wake-up" enabled can also serve as a "Wake-up Proxy" for other machines on the LAN. The only rule is that no PC/workstation can be the "Wake-up Proxy" of itself. In other words, to have the "Remote Wake-up" feature working properly, it is recommended to either:

1. Dedicate one or more "always on" PCs/workstations to act as a "Wake-up Proxy"
2. To have all I'm InTouch activated PCs/workstations to act as a "Wake-up Proxy" if you know that at any time, one or more of them are switched on. There is no known compromising of network security or negative effects on the remote access performance to have many PC/workstations acting as the "Wake-up Proxy"

In short, if the user's PC has been Shutdown, when trying to remotely login through the I'm InTouch server (e.g. https://www.locator.mycomp.com); the user will receive an error message saying the computer is not available. In order to remotely power-up their PC that has been shutdown, (assuming they have been granted Wake-up rights by you), the user needs to go to the special I'm InTouch "Wake-up Server" URL (same URL as assigned to the I'm InTouch SE server but with the folder /wakeup added) to send the "Wake-up Signal" (e.g. https://www.locator.mycomp.com/wakeup). The I'm InTouch "Wake-up Server" will prompt the user to enter their registered Computer Name and assigned Wake-up Password (the Wake-up password by default is the same number as the "Activation" code sent to the user for installing I'm InTouch and can be confirmed on the profile page of the user). When the correct Wake-up password has been entered, a "Wake-up Signal" will be sent to the PC to remotely "power it up". Once the appropriate time has passed for the PC to "power-up", the user will be prompted on the remote login web page for their standard Login Name and Password to complete their login and access their PC.

Accessibility - Time of Day/Week Remote Access Rights (6)

Allows Administrator to define when a user will be able to remotely access their workstation.

On this same screen (upper right) you are able to view the number of assigned and available accounts on your system. The Add More licenses link allows you to to acquire additional accounts for your system.

After configuring a user's account, if a valid email for this new user has been entered, the I'm InTouch-SE system will send to the user's email address an email identified as Activation Notice. This email contains instructions for the user on how to activate his/her workstation by installing the workstation program and entering the assigned Activation Code.

Editing an Existing Account

The Administrator can login to the Administration Tool, then select the required Account using the drop down "Account" field within the toolbar at the top of the screen. Once the correct Account has been selected, the following screen will be displayed. The Administrator can make edits to the user's profile following the same process used when they initially created the account and defined the users access rights.

Remove Account

This feature allows the Administrator to login to the Administration Tool to select the required Account using the drop down "Account" field within the toolbar at the top of the screen. Once the correct account has been selected, the Administrator selects "Remove" from the toolbar. This account will be removed from the system. After removal of an account, any attempt by this previous user to login to their workstation will fail. For security purposes, the Activation Code of a removed account cannot be re-used.

View statistics on remote access usage

To view remote access usage statistics for each user, the Administrator logs in and selects the required Account using the drop down "Account" field within the toolbar at the top of the screen. The Administrator then selects "Statistics" from the toolbar.

A new screen opens that presents usage statistics for this selected user. Using the Date Range Selection tool at the right of the screen, the Administrator can define the period of time that he/she wishes to have usage statistics displayed. This data can then be print by selecting "Print" or exported to a file by selecting "Export to File".

After logging in and selecting the specific account that the Administrator wishes to view usage statistics for, he/she can choose to view a list of all users on the I'm InTouch SE system and their usage statistics by selecting the "List" button at the right of the screen. The system will then display all accounts on the system within the screen, their current status, remote access login count and the users assigned computer name. By selecting any individual account, the Administrator will again be presented with the detailed usage statistics for this specific user.