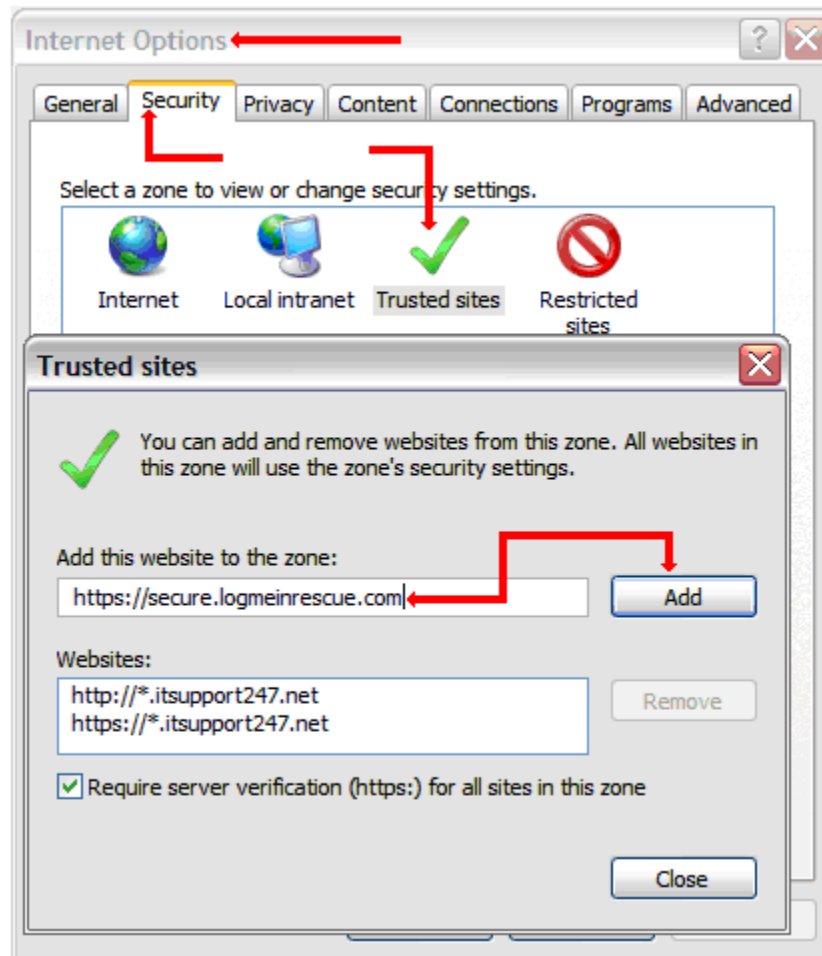
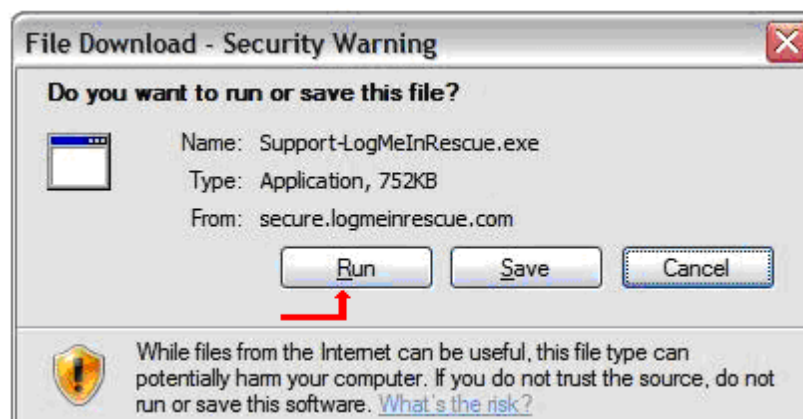


# Online Support (Using LogMeIn Rescue) Help

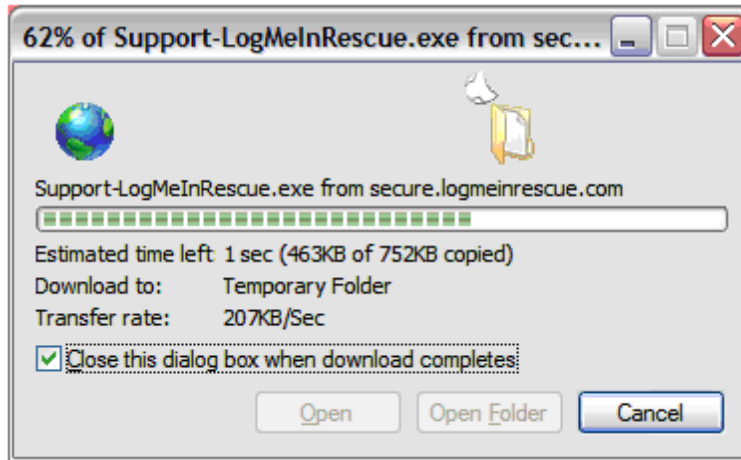
Please add <https://secure.logmeinrescue.com> under Trusted Sites in Internet Options.



Click on required channels to get chat support. On clicking below screen will open, click Run to continue.



This will download Support-LogMeInRescue.exe from LogMeIn rescue site.



When the download has completed, click on "Run" to start the chat support program.



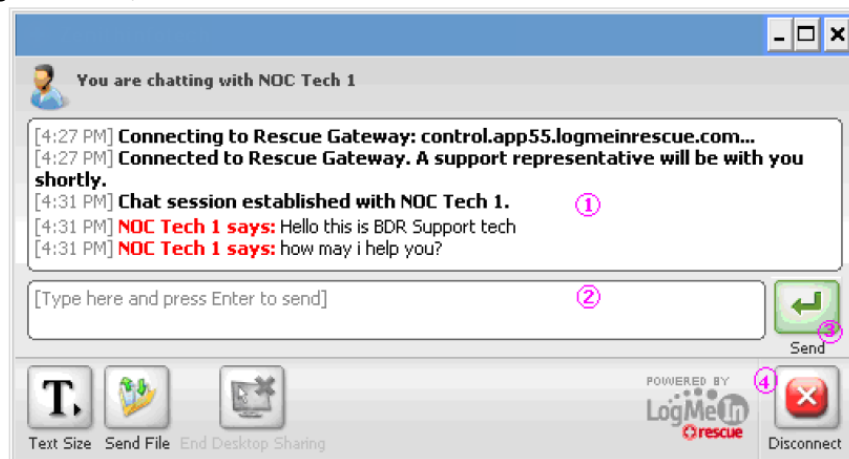
The following screenshot displays the chat console.



On start of chat conversation, Windows firewall (if enabled) will ask for unblocking of the program, click "Unblock" to continue.



After unblocking in firewall, the chat session starts.



1. Chat history window.
2. Chat typing window.
3. Button send chat conversation.
4. Disconnect button to exit chat support session.

On clicking "Disconnect", Disconnect confirmation window will popup, click "Yes" to disconnect, "No" to continue chat session.

