

## Log Me In

Installing the LogMeIn Calling Card system allows the first available Help Desk Technician to remote control into your laptop to troubleshoot issues such as:

- Installing eApp
- Uploading applications
- Forgotten Passwords

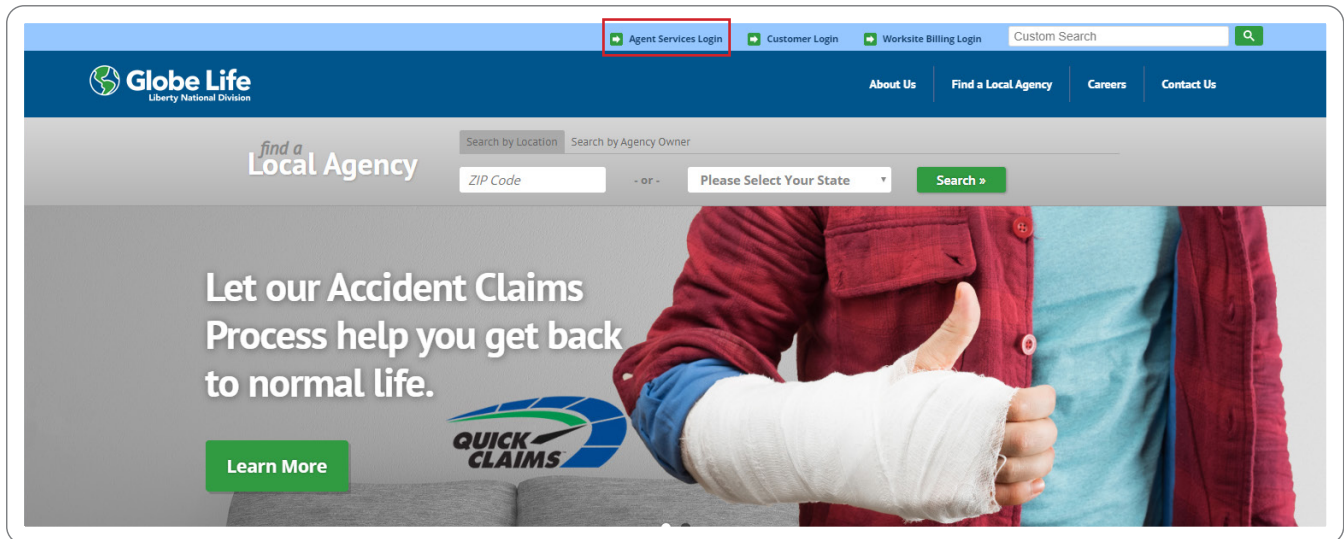


## Installing LogMeIn

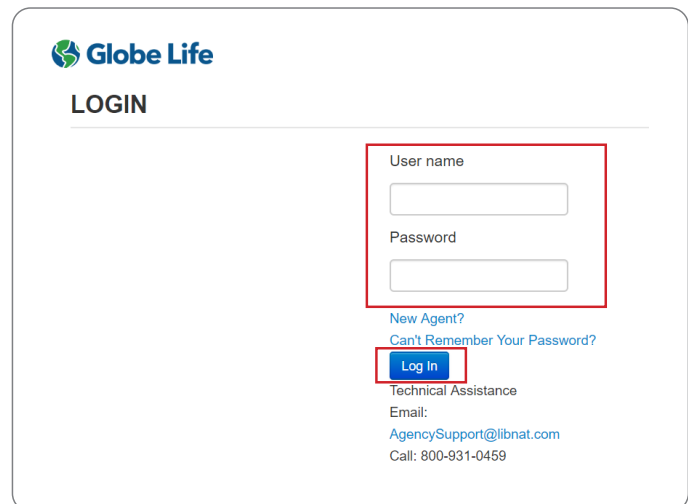
**Step 1** Users must be connected to the Internet to install (and use) the LogMeIn calling card system.

**Step 2** Go to [GlobeLifeLibertyNational.com](http://GlobeLifeLibertyNational.com) (make this a Favorite).

**Step 3** Select Agent Services.



**Step 4** Sign into Agent Services.



**Step 5** Enter your Username and Password, click Log In.

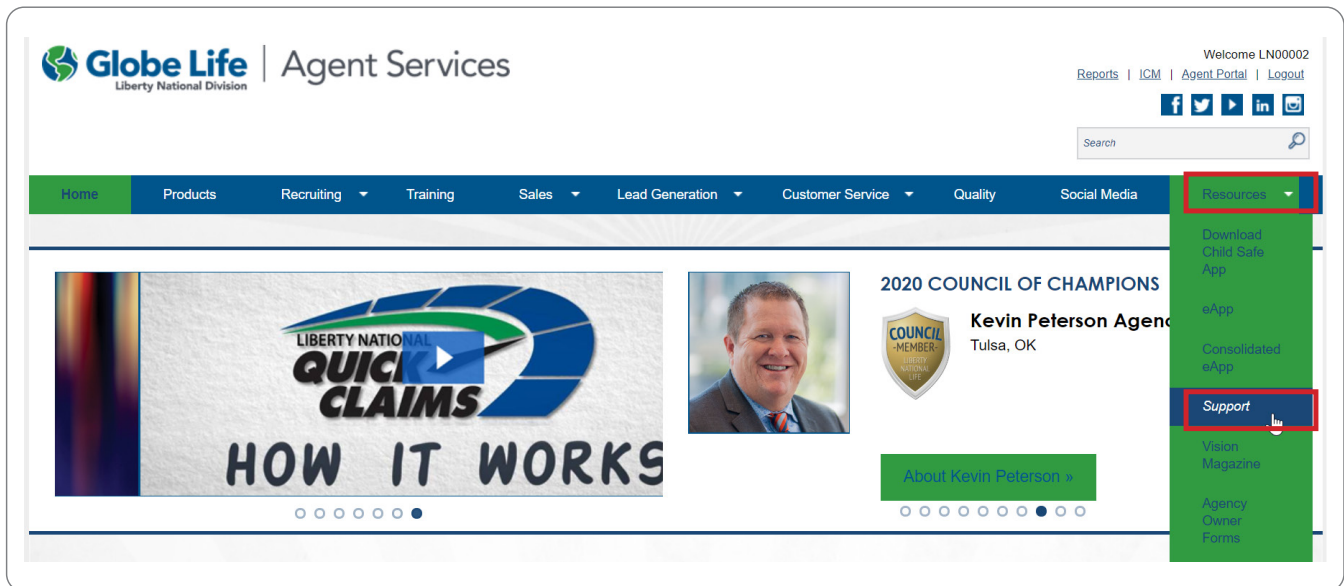
**Note: Username is LN+Agent Number (Ex: LN12345)**

Passwords must be 8 characters and contain at least one from each of the following:

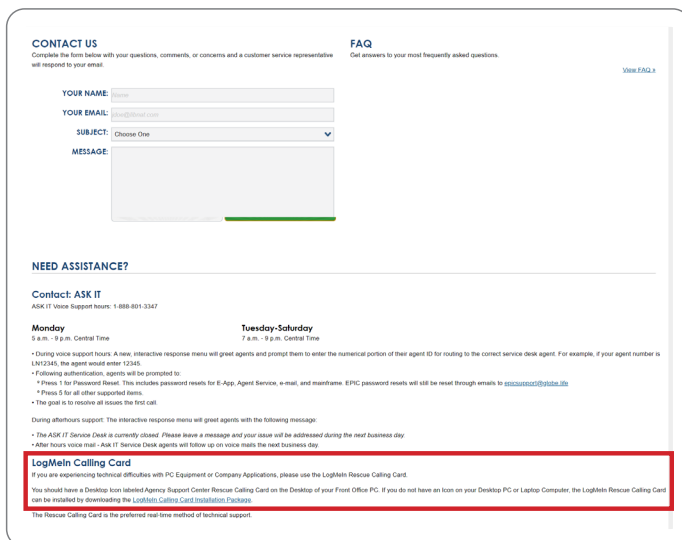
- Numeric 0-9
- Alpha A-Z
- Special @ # \$

**Step 6** Open the Resources drop-down.

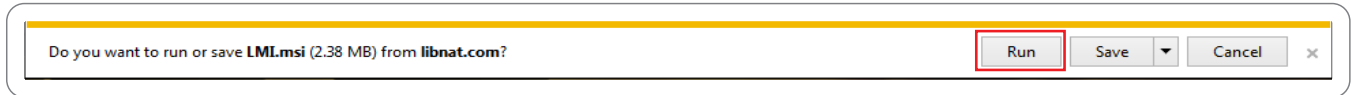
**Step 7** Click Support.



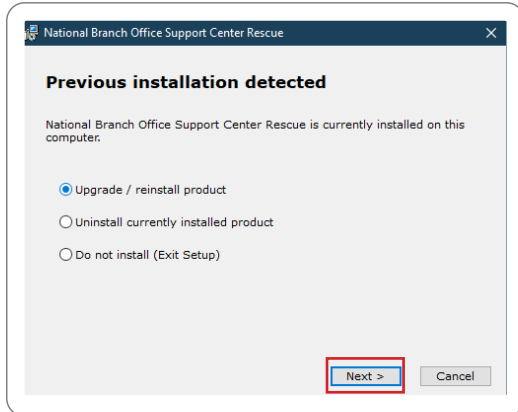
**Step 8** Scroll down to LogMeIn Calling Card, click link.



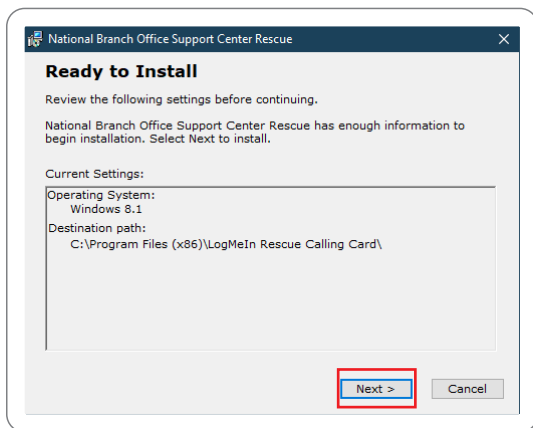
**Step 9** The following message will display. Click Run.



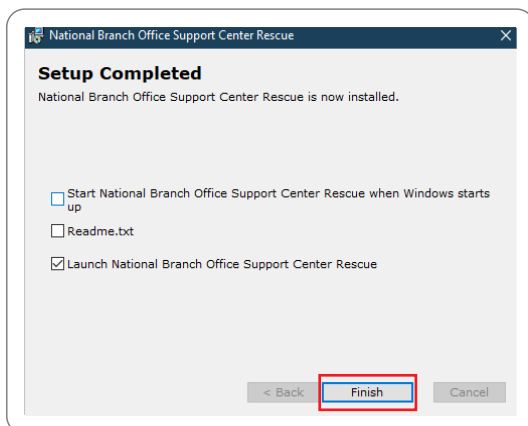
**Step 10** The following message will display, click Next.



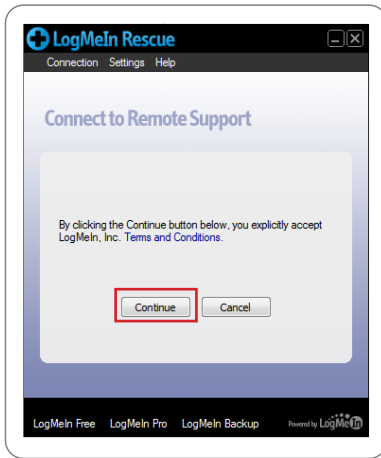
**Step 11** The following message will display, click Next.



**Step 12** The following will display, click Finish.



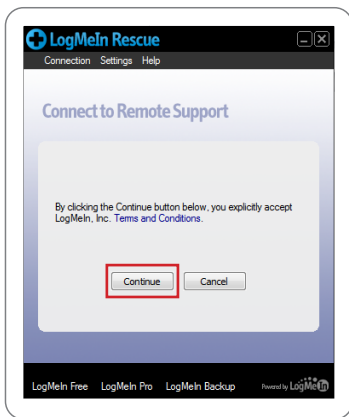
**Step 13** If the following appears, click Continue.



## Using LogMeIn

**Step 1** Click the National Branch Office icon on your desktop.

**Step 2** The following may display. Click Continue.



**Step 3** Enter the information requested. Click Connect.



**Step 4** Once connected, the following will display. Wait for the Help Desk Technician to assist you.