

Enable Integration with LogMeIn Rescue

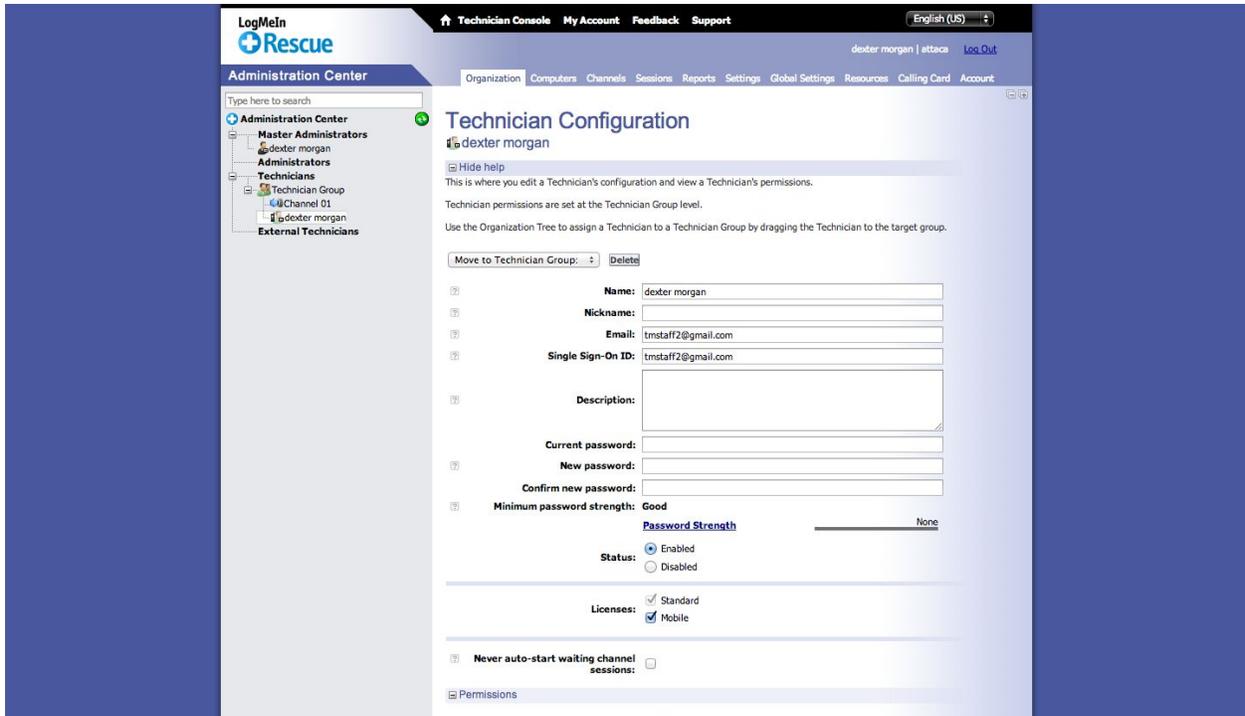
LogMeIn integration allows you to provide remote support to your customers.

You will need an active **LogMeIn** account to enable integration with **HappyFox**.

HappyFox integrates with **LogMeIn** Rescue 7.4.2170 for integration.

Follow the below steps to enable **HappyFox** integration with **LogMeIn**:

1. Go to secure.logmein.com and login with your credentials.
2. Go to Administration Center.
3. Click the Technician name on the left side menu.
4. Click the Organization tab and enter the technician's LogMeIn account ID in the Email ID field and Single Sign on ID field. This will be the ID the technician must use to sign in while creating a session through **HappyFox**.

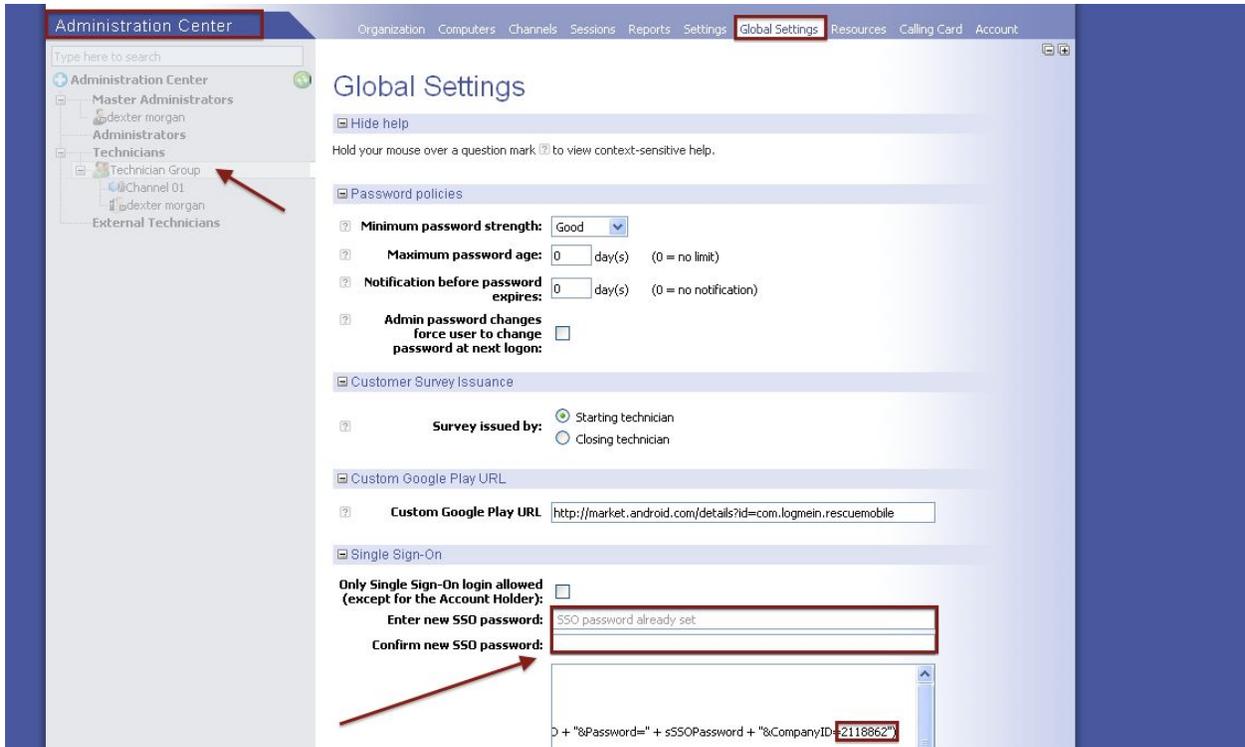


5. Next, click on Global settings.

6. Click on Technician Group.

7. Create an SSO password and confirm the same.

8. Copy the company ID from the box below the password section.



9. In your **HappyFox** account, go to Manage >> Integrations and click on configure against the Remote Desktop.

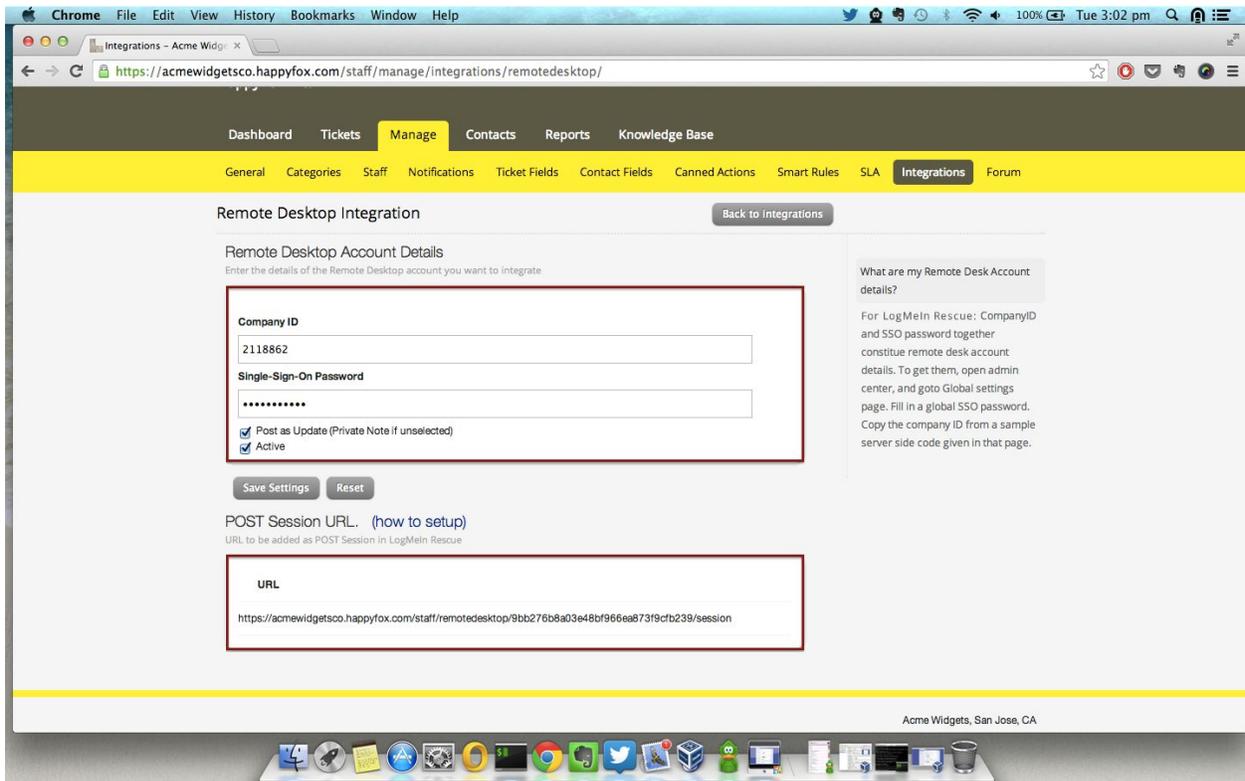
Integrations - Acme Widgets Co. <https://acmewidgetsco.happyfox.com/staff/manage/integrations/>

Active	Name	Description	
✓	Facebook Integration	If active, enables you to reply to Facebook page messages via HappyFox.	configure
✓	SAML Integration	Allows for authentication using SAML.	configure
✗	SmartSignin Integration	Allows for authentication using Smart Signin.	configure
✗	CRM Integration	Allows for integration with different CRMs.	configure
✗	Freshbooks Integration	Allows for integration with Freshbooks.	configure
✗	Olark Integration	Allows for adding Olark conversations as tickets in Acme Widgets Co.	configure
✓	Twilio	Allows your staff receive calls in their browser from a twilio number.	configure
✓	JIRA	Allows for converting tickets into JIRA issues, and more.	configure
✓	Screencast	Allows staff/customers to record and attach screencasts to tickets/KB/Forum posts.	configure
✓	Remote Desktop	Allows staff remote access to users' computers to troubleshoot problems.	configure
✗	Twitter	If active, enables your clients to login using Twitter.	configure
✗	Facebook Login	If active, enables your clients to login using Facebook.	configure
✗	Magento	Allows for listing Magento customers and their orders.	configure
✓	Google Apps SSO	Connect your Google Apps account to Acme Widgets Co.	configure

Acme Widgets, San Jose, CA

10. Paste the Company ID and SSO password.

11. Click on Validate Settings.



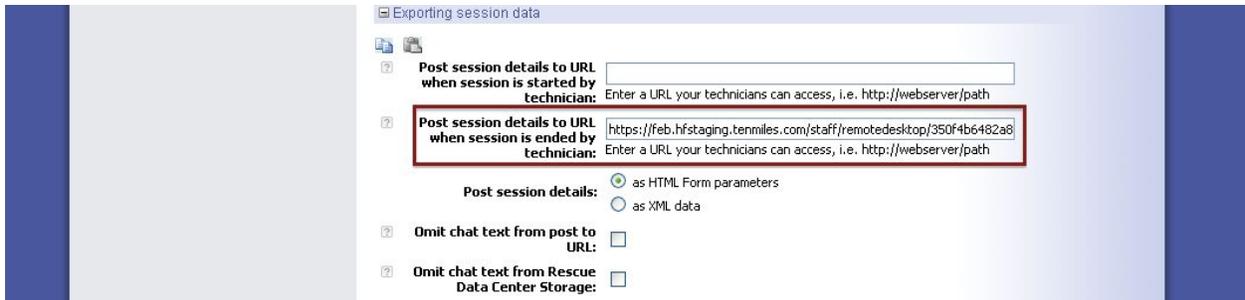
12. Copy the Post Session URL.

13. Go to your LogMeIn account >> Administration Center >> Settings Tab

14. Click on Technician Group.



15. Paste the link in the Post Session URL section.



16. Click on save.

The **LogMeIn** integration with **HappyFox** is now complete.

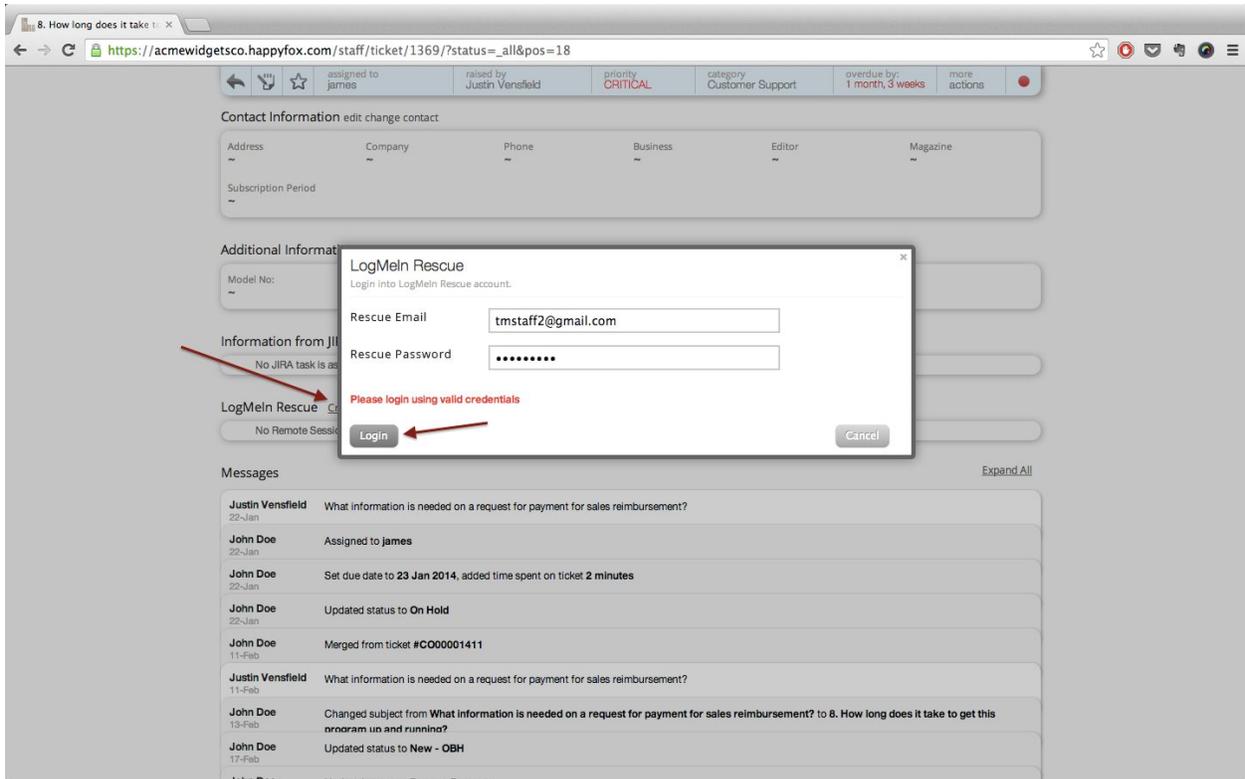
Do the following to start using **LogMeIn** remote support option from **HappyFox**:

1. Open a ticket of a client for whom you need to send a LogMeIn remote meeting link.

2. In the LogMeIn Rescue section, click on create session.



3. Enter your LogMeIn login credentials.



4. Once validated, you will get a link create session. Click on this link.

5. A pincode for the session is generated and is displayed in the section.

6. If you wish to send an update to the client with the meeting link click on "click to add link in the reply."



7. An update is composed to the client with the meeting link in the body.

Add Update

[Add CC](#) | [Add BCC](#) | [Add Subscribers](#) | [Attach a File](#) | [Change Reply Subject](#) | [Quote Reply](#) Draft saved.

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Hi,
 Please copy and paste the following URL to start your **Remote Access Support Session**
<https://secure.logmeinrescue.com/Customer/Code.aspx?Code=876942>

Apply Canned Action

update customer: status: priority: assigned to: time spent (min): set due date: add new tags:

8. Click on Add Update to send the meeting link to the client.
9. You can access the Technician console by clicking on the link in the LogMeIn Rescue section.
10. Once the session is ended by the technician, the remote session details including the chat transcript will be added as an update on the ticket.

LogMeIn Rescue
1 hour ago

Technician Name: dexter morgan
 Platform: MAC OS X Mavericks
 Waiting Time: 0 seconds
 Pickup Time: 2014-03-13 09:03:00 seconds
 Working Time: 0 seconds
 Closing Time: 2014-03-13 09:03:45 seconds
 Last Action Time: seconds
 Note: None
 Chat Log:

2:33 PM Connecting to: control.app06-02.logmeinrescue.com (117.20.95.831:443)
 2:33 PM Connected to Applet (Elliptic Curve Diffie-Hellman 2048 bits, ECDHE-RSA-AES9876-GCM-SHA384 256 bits)
 2:33 PM Customer: Unable to setup my server with the application ? need remote assistance
 2:33 PM dexter morgan: Sure we would be more than happy to help you out. I'm now remotely accessing your computer.
 2:33 PM dexter morgan: The issue is now fixed
 2:33 PM The technician ended the session.



   other recipients: None attachments: None

With one subscription of LogMeIn, you can have multiple technicians to provide support. **HappyFox** allows you to have multiple technicians setting up a remote session on multiple tickets. Each technician will have to enter their username/password to set up the remote session.