

# Join.me

By Dick Evans

Here is a great product and it is FREE! Need to help someone with a computer problem and they are at another location, maybe even in another state? Need to show a group of people how to do something on the computer while they watch what you do – with phone support?

This is a free tool from LogMeIn. Download the app, run it, share the URL and conference 9-digit code with a friend, and you have sharing your screen with a friend. It includes text chat, voice conferencing, mouse and keyboard sharing, and more.

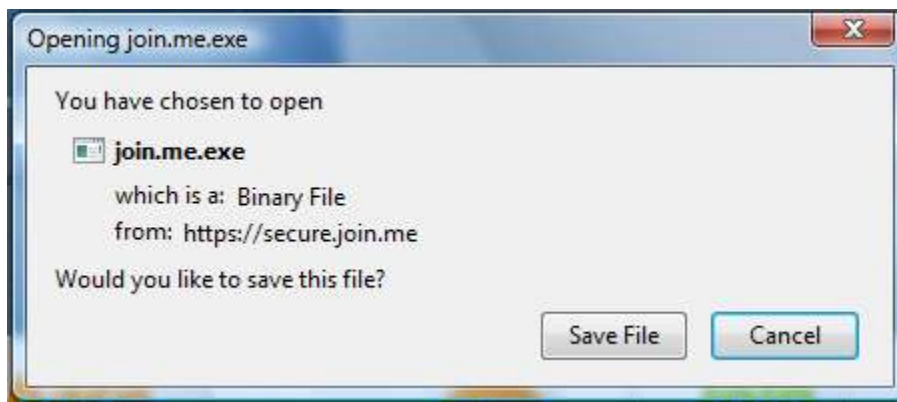
## 1. Support someone else

Have them open a browser and type join.me

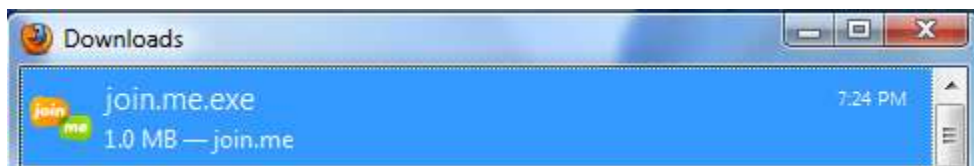


Then have them click the orange button with the triangle inside

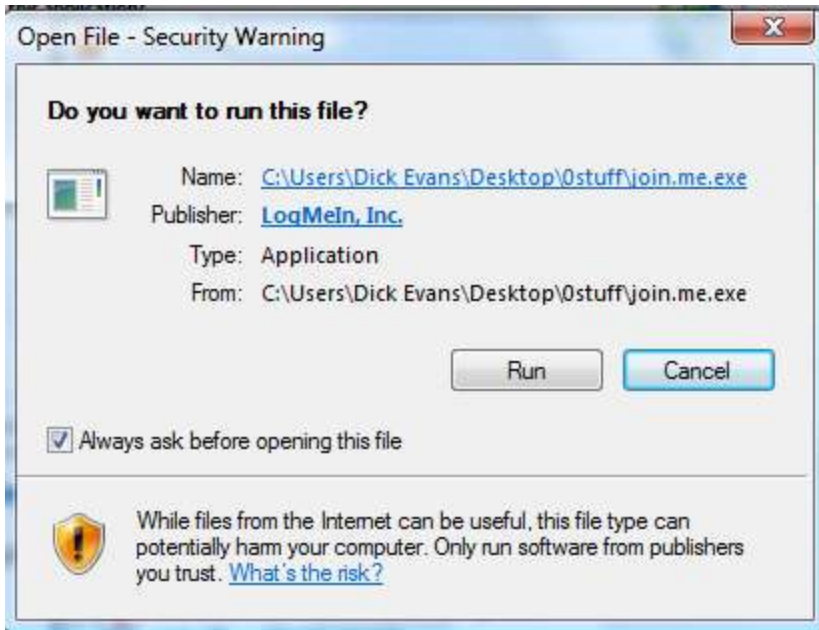
## FIREFOX



With Firefox, have them click Save File



Then locate the Downloads folder and double-click join.me.exe



Click Run to install

## INTERNET EXPLORER



With Internet Explorer, click Run to install



Using the phone or an email, have them communicate the 9 digit code to you. This is a one-time code, so you do not have to remember it for later.



On your end, type the 9 digit code into the join box, and then click the green button with the triangle inside.

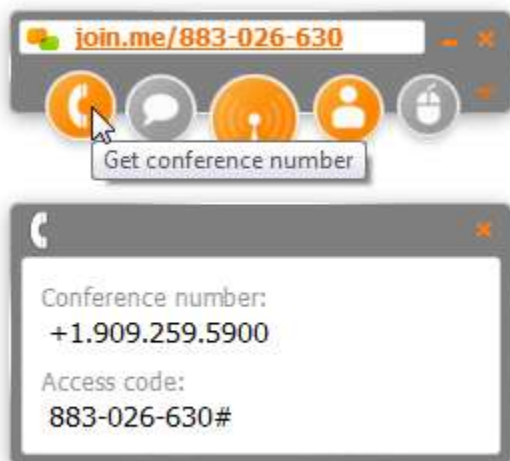
You are now connected to the person needing assistance, but you do not have mouse control.

On your window have a similar set of icons. Click the mouse icon and then the Request Control box.

They will be asked a question on their end about allowing you access. Tell them to do so and you have control of their system as though you were right there.

## 2. Set up a demonstration or training session

Just like the above example, but you are the one installing the app and obtaining the code which you will share with as many as you want to join in the session. I strongly suggest that you DO NOT give them control of your mouse and keyboard (unless you want to for some chaos!).



Click the telephone icon to obtain the free conference number they can call to hear what you are saying in your presentation. Once they dial in you can all voice chat while watching the demonstration on the shared screen, and even share files with each other.

I couldn't be easier!