



# Remote Desktop User Guide

Complete Web-based Remote Access  
Version 6.n



## Welcome!...

Welcome to eBLVD Remote Desktop®.

eBLVD Remote Desktop® instantly turns your web browser into a complete remote access tool, enabling you to remotely access a PC using another Internet-enabled PC. For example, if you are at home or traveling, you can use your home or mobile PC to access and use your office PC as if you were sitting at your office desk.

During an eBLVD session, you can:

- Access a computer remotely using any type of Internet connection, including dial-up, DSL, cable modem, and local area network (LAN) connections.
- Transfer files to and from the computer
- Access network resources
- Record your remote session to a video file for documentation, training, or auditing purposes
- Manage every PC across your enterprise - whether 1 or 1000

In just a few minutes, you'll be equipped to start remotely viewing and controlling your PC(s) anytime, anywhere.


[Let's get started.](#)

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## Let's get started

eBLVD Remote Desktop® provides you with a complete online remote access solution for 1 or 1000 PCs. From any web browser, you can securely access and control a computer, transfer files and folders, record live video, and [corporate edition] manage every user and PC across your enterprise.

 *Note: This help system contains information for all eBLVD Remote Desktop® plans including the Corporate Edition. Your capabilities depend on your plan and may not apply to you.*

### The Basics:

When you create an eBLVD account, you are provided with a web account for you (and your associates) to set up, view and control, and otherwise manage your host(s). This account can be **co-branded** with your own **URL**, logo, and color scheme.

To use the service, you must first install the eBLVD **Host Applet** on the computer that you want to access remotely, called the **Host PC**. Then, using another computer that is connected to the Internet (the Client), you can log in to your eBLVD account and establish a connection with the Host PC.

The eBLVD **Client**—a plugin for your Web browser— authenticates you and starts the eBLVD Remote Desktop session automatically - displaying the Host PC on your screen.

### You can start using Remote Desktop in three basic steps:

1. Create an account. To start a remote session, you need your own eBLVD account. You can create an account by visiting [eBLVD.com](http://eBLVD.com) or by clicking the link that somebody in your organization may have provided you.
2. Set up your host. Prior to your first session you will need to download the **Host Applet** onto your PC. This applet will provide the functionality that you need to access and control your PC. The link to download the applet will be provided the first time you use the system.
3. Connect to your host. Once you've set up your host applet, you can instantly access and control your host by simply entering your **Username** and password on [eBLVD.com](http://eBLVD.com). If you want to use advanced features such as adding guest or user access, setting up co-branding, or managing your host list, you can use your web account to do so.



## Product features

- **Automatic Setup:** Plug-in automatically launches, installs and configures itself. No restart required. Even novice users can be ready to go in minutes.
- **Intuitive User Interface:** Easy-to-learn web interface enable you to get started in seconds without training.
- **Universal Viewer:** When you connect to your PC, the Viewer window launches automatically, allowing you to view and control your PC from another. Viewer software installation is not required.
- **File Transfer:** Transfer any type of file or folders between computers.
- **True 24-Bit Color:** Broadcast your desktop in true **24-bit color**.
- **Desktop Session Recording and Playback:** Allows you to record and play back sessions for training or later reviews.
- **Chat Window:** Text-chat in real-time with your remote viewer during a session.
- **Copy and Paste:** Copy and paste text between computers. This simplifies the transfer of content between PCs.
- **Encryption and Security:** All data transmission is protected using end-to-end 128-bit SSL, dual passwords and connection auditing.
- **Flexible Licensing:** Purchase only the licenses you need today and add additional licenses as you need them.
- **Corporate Edition** - Comprehensive administrative tools and portal access.



## Security

eBLVD Remote Desktop® addresses your security concerns:

- There is no need to open any extra ports on your corporate or personal **firewall**, as all communication between the **Host PC** and the **Client PC** make use of standard web protocols (HTTP and HTTPS).
- An encrypted end-to-end connection is established between the Host and Client, using established Internet protocols (128-bit **SSL**).
- Remote access is authenticated using dual strong passwords.
- Once the session has ended, all all rights to access the host's PC are removed.
- The Remote Desktop management model makes it possible to limit specific functions. For example, the owner can determine if a Remote Viewer or Guest can control the keyboard, record, or pass files during a session.
- Session connection data is recorded to provide an audit trail of all connection data, including time-stamp and IP address logging.



## System requirements

There are some minimum system requirements for the Host and the Client PCs, which are as follows:

### Host PC

- Microsoft Windows 95, 98, ME, 2000, XP, Server 2003, or Vista.
- A working Internet connection (minimum recommended speed 56Kbits/sec.)
- Internet Explorer 5.5 or later, with support for 128-bit **encryption**. Mozilla-based browsers that are compatible include Firefox 1.5 or later, and Mozilla 1.7 or later.
- For Outlook Integration: Microsoft® Outlook® 2000 or later
- For Lotus Notes® Integration: IBM® Lotus Notes® Version 6.5 or later

### Client (remote) PC

- Microsoft Windows 95, 98, ME, 2000, XP, Server 2003, or Vista.
- A working Internet connection (minimum recommended speed 56Kbits/sec).
- A web browser that supports 128-bit **encryption**. Note: The speed of file transfers, among other things, is determined greatly by the speed of the Internet connection, we recommend a minimum upload capacity of 128Mb/s.
- A PC video player such as Media Player, Real Player, or equivalent (if session recording is enabled).
- For Outlook Integration: Microsoft® Outlook® 2000 or later
- For Lotus Notes® Integration: IBM® Lotus Notes® Version 6.5 or later



## Terminology

Throughout this guide we will use various terms. Some definitions are listed here in alphabetical order:

- **Account Administrator** - A user who has the authority to create, maintain and monitor one or more remote Hosts.
- **Account Password** – An account password is what you use to log in to the eBLVD Web site. It must be at least six characters. You will use your account password to log in to eBLVD, set up, and access host PC(s).
- **Client PC** - A client PC is the computer used to access a host PC. It can be any Internet-connected PC, located anywhere in the world.
- **Co-branding** - An eBLVD account can be co-branded to display the Host PC owner's company or personal logo and colors. When this has been set up, you will see your logo and colors, instead of the eBLVD brand when you access eBLVD.
- **Copy and Paste** - The ability to copy and paste text between PCs. This simplifies the transfer of content between PCs.
- **File Transfer** - The tool to transfer files or folders between computers.
- **Guest Mode** - A guest may be allowed to access a host PC. In guest mode, the owner of the host PC must "Accept" the guest's request to connect and optionally control the host. The owner can always prohibit a guest from controlling the keyboard and mouse.
- **Host PC**- The host PC is the computer you will want to access from a remote location. The PC first has to be set up for remote access via the eBLVD web site. The host PC is a unique and specific computer.
- **Host Applet** - A small piece of web software that provides the functionality necessary for connecting to a PC over the Internet.
- **Password** - Your account password is what you use to log in to the eBLVD Web site. A Host PC password allows access to a specific PC. Passwords must be at least six characters.
- **Remote Control** - Taking control of the keyboard and mouse on a Host PC.
- **Remote Viewer** - The Viewer is the window displayed on the remote (client) PC in which the host desktop or shared application appears. The Viewer Window has its toolbar.
- **Report** - An overview of one of many areas of performance over a specified time period.
- **System tray icon** - The eBLVD system tray icon is used to access features of eBLVD and to provide status of the eBLVD service.



## Set up a host PC

Before you can access your PC remotely, you first need to create your account (first time users), install the eBLVD software and leave the PC accessible. To do this, you will need to be at the PC and have the Username and password you used to register.

### To create your account (first time users):

Direct your browser to <http://eBLVD.com>. Click "Sign Up Now" or "Free Trial" and choose "Remote Desktop". If you are ready to purchase, choose your desired plan and click "Buy Now".


Enter your desired username, password, email address, name, and time zone, click Continue.


### To set up a host PC for remote access:

#### Step One - Download the software


- Be sure you are at the PC you will want to access remotely; this will be the host PC.
- Open a browser window and go to <http://eBLVD.com>.
- Enter your username and account password and click the Sign In button.
- First-time users, or users without any PCs set up, click the "Set Up This PC" button.
- Returning users who have more than one license can add additional hosts from the "Set UP This PC" icon from the "Host PCs" page.
- Click Yes or Grant from the Warning – Security screen to begin downloading the eBLVD software.

#### Step Two- Install the software

- Accept the license agreement and click Next to begin installation.
- If prompted, enter your username and account password (these are the same that you used to log in to the eBLVD Web site) and click OK.
- Name the PC and set a Host password.
-  Note: For the highest level of security we recommend that your Host password be different from your account password.
- Choose the installation folder to install the applet. Most programs are installed in your "Program Files" folder. Click Next.
- The icon will appear in the system tray to let you know that the service is running.

 Note: To install eBLVD on a computer running Windows NT, 2000, XP, or Vista you must do one of the following:

- Sign in to your computer as an administrator before running the Host Setup program.
- Have an administrator log in to your computer for you.
- Once you finish setting up on Windows NT, 2000, XP, or Vista, you need not log in to the computer as an administrator later to use eBLVD.


 Note: If you are using security or firewall software, you must always/permanently grant/allow our applet: "ebHost.exe" to connect to the Internet.




### Keeping the host accessible

To be able to access your host PC from a remote client computer, you need to ensure that your host PC meets the three following conditions:

- The host PC is turned on. (not in a power-saving standby, or “sleep,” mode. For more information about standby mode, refer to Windows Help.)
- The host PC is connected to the Internet with a live connection .
- The eBLVD service is running. (To check the status, place your mouse pointer over the eBLVD icon on the computer’s task bar.)

 Note: To help ensure security, you may want to lock your PC before you leave it unattended.

 Note: Since eBLVD does not require the display monitor on your host PC, you may want to turn it off before you leave to conserve energy. You can also set your monitor to automatically power down after a specified time in the Display Properties control panel.



## Host Control Menu

The host control menu provides information and invokes the Start, Stop, Update, and Chat functions.

<b>Host name: eBLVDSupport</b>
About Remote Desktop
Check for Updates
eBLVD Options
Text Chat

### Information

To display information, click on the icon in the system tray to display the following:

**Host name:** Displays the name assigned to this PC.

**About eBLVD:** Lists the Product and version, the User name, and the Host PC name.

### Functions

To invoke a function, click on the icon in the system tray to invoke one of the following:

**Check for Updates:** Opens the eBLVD Host Update Wizard.

**eBLVD Options:** Allows you to manually stop and/or start the eBLVD Host applet.

Note: eBLVD Options can also be accessed from the Windows Start Menu.

**Text Chat:** Invokes the eBLVD Text Chat message box which allows the host to communicate with the remote viewer.



## Viewing a host

Your eBLVD Remote Desktop service includes a Web site with a list of the PCs that you have previously set up for remote access. This web site can be **co-branded** with your logo and colors. You can open this list, and then establish a connection with a remote PC.

### HOST PCs

MY HOST PCs ▾
RECENTLY SETUP
SEARCH RESULTS

**My Host PCs**

[Delete](#)
[Checked](#)
 ▾
Page 1 of 1 [First](#) [Prev](#) [Next](#) [Last](#)

<input type="checkbox"/>	<b>Connect</b>	<a href="#">eBLVDSupport</a>	Remote Desktop 5.3	<a href="#">Connection Report</a>
<input type="checkbox"/>	<b>Connect</b>	<a href="#">eBLVDTestHost</a>	Remote Desktop 5.3	<a href="#">Connection Report</a>
<input type="checkbox"/>	<b>Offline</b>	<a href="#">eBLVDTestPC</a>	Remote Desktop 5.3	<a href="#">Connection Report</a>

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To view a host's screen, click the "Connect" button. If you are a guest, make sure someone is sitting at the host to allow you to connect and leave the password prompt blank.



## the Client Toolbar

Clients have some built-in tools, based on the permissions allowed by the Host Owner. Once you have connected to the Host, the eBLVD Viewer toolbar is displayed.



**Clipboard Transfer** - You can copy text or graphics FROM the Host PC, TO your PC (or vice-versa): To copy text or graphics FROM the Host PC, to your PC:

1. On the Host PC, right-click on the text and/or graphics to be copied to the Client, and select Copy (placing the text and/or graphics in the clipboard).
2. Click the far left icon on the Client Viewer toolbar (Copy text/graphics from host).
3. You may now paste the copied text/graphics onto your PC.

To copy text or graphics FROM your PC to the Host PC:

1. On your PC, right-click on the text and/or graphics to be copied to the Host, and select Copy (placing the text and/or graphics in the clipboard).
2. Click the second icon from the left on the Client Viewer toolbar (Paste text/graphics to host).
3. You may now paste the copied text/graphics onto the Host PC.

**Real-time Chat** - You can send and receive chat messages to and from a Host. Chat is useful if you want to communicate with a Host owner without using a telephone. For example, if a Host Owner's call is long-distance, you can use chat to avoid long-distance charges. Either Client or Host can initiate a chat session. See: [Text chat](#)

To send chat messages:

1. On the Client Viewer toolbar, click the Chat icon.
2. Type a message in the box.
3. Click Send. The recipient receives the chat message in his or her Chat panel.

**File Transfer** - During a session, you can transfer a file, files, or folder to or from the Host computer.

**Screen Scaling** - You can 'scale' or 'size' the Client Viewer screen once you have connected to the Host PC. You can also have multiple Client Viewer screens open at once to work on multiple issues simultaneously. See: [Resize your Host PC image](#). To use Screen Scaling:

1. Click the Scale button on the Client Viewer toolbar
2. "Grab" any corner of the Client screen and size to the desired height and width.
3. To resume back to normal size (the exact size based on the host's screen resolution), un-depress the Scale button.

**Screen Recording**-You can start recording a session once you have connected to the Host PC and have obtained permission from the Host PC Owner. See: [Recording a session](#). To start recording:

1. Click the Record Session button on the Client Viewer toolbar
2. Name the file and designate the location for the recorded file to be saved
3. Click the "Save" button
4. When you are done recording, simply click the "Stop Recording" button on the Client Viewer toolbar, or close the Client Viewer.

**Screen Capture** - You can capture session graphics once you have connected to the Host PC and have obtained permission from the Host PC Owner. To start capturing:

1. Click the Screen Capture button on the Client Viewer toolbar
2. Name the file and designate the location for the screen capture graphic file to be saved
3. Click the "Save" button

**Send Ctrl+Alt+Del function** - Allows you to lock and unlock the host. See: [Remotely lock your PC](#).



## **Remotely unlock your PC**

If your host PC is locked, it may require you to unlock it before starting your remote session. Your operating system determines the unlock method.

To unlock Windows 2000, XP Professional or Vista use the Send Ctrl+Alt+Del function:

- From the Client Viewer Toolbar, click the "Send Ctrl+Alt+Del" button
- Unlock your PC as you normally would using your network ID and Password.

To unlock Windows XP Home:

- If the screensaver is running, move the mouse to deactivate it.
- This displays the logon screen.
- Log in to your PC as you normally would.



## Remotely lock your PC

When you are through using your host PC, we recommend that you lock your computer to help protect your data. Your operating system will dictate the method you will use to lock your PC.

To lock Windows 2000, XP Professional or Vista use the Send Ctrl+Alt+Del function:

- Complete all activities on the Host
- From the Client Viewer Toolbar, click the "Send Ctrl+Alt+Del" button
- Lock your PC as you normally would.

To lock Windows XP Home:


- Complete all activities on the Host
- Click the Windows Start button.
- Select Log Off.
- Select Switch User.



### **Resize your Host PC image**

You can change the size of the image of your host PC desktop within the Viewer once you have connected to your Host PC. To use Screen Scaling:


1. Click the Scale button on the Client Viewer toolbar
2. "Grab" any corner of the Client Viewer screen and size to the desired height and width.
3. To resume back to normal size (the exact size based on the host's screen resolution), un-depress the Scale button.

 Note: You can also have multiple Client Viewer screens open at once to work on multiple Host PCs simultaneously.



## Text chat

You can use the Chat Panel to send a message to the Presenter, just one Participant, or to all participants. Be sure to select the message recipient before sending the message.

Your Chat Panel may already be open by the Presenter. If not, click the  Chat tool bar icon at the top of your screen. At the bottom of the Chat Panel, click the down-arrow button and select a recipient:

- Select Everyone to send a message to all participants.
- Select the presenter to send a message only to the presenter.
- Select the name of an participant to send a private message to just one person.

Click in the small box above the recipient and type your message. To send the message, do one of the following: Type your message, then click Send. The message appears in the top portion of each recipient's Chat Panel.



## Ending a connection


### To end a connection as a Client

As a Client, you can end a session by simply closing the Client Viewer window, or selecting the Exit button on the Viewer tool-bar.

Note: Prior to disconnecting from your host PC, you may want to first lock your computer to help ensure your security.

### To end a connection as a Host Owner

As a host, you can end a connection by selecting File > Participants > "Disconnect All"; or by right-clicking on any Participant and selecting "Disconnect All".

 Note: You can store a copy of the chat text to a file on either PC.



## Recording a session

You can record a session once you have connected to your Host PC. If you are a guest, you must first obtain permission from the **owner**.

eBLVD creates one recording file per session. If you pause and restart a recording during the course of a session, each recorded segment will be appended to the recording file in progress for that session.

### To start recording:

- Click the Record Session button on the **Remote Viewer** toolbar.
- Name the file
- Designate the location where you want to save your recording
- Click the "Save" button.

### To stop recording:

- When you are done recording, click the "Stop Recording" button on the toolbar
- Close the Remote Viewer.

Note: For optimum recording performance and in-session experience, it is recommended that you select a location on your local hard drive.

Note: You cannot change the Save location setting once you have started to record a session. If you do not specify a destination location, the default is My Documents.

Note: The lower you set your monitor resolution, the better the quality of the recorded session. A resolution of 1024 x 768 is optimal for acceptable recording quality.



## **Playing a recorded session**

eBLVD Remote Desktop sessions are recording in AVI format.

### **To replay a session recorded in the Windows AVI format:**

- If you haven't already, end the session that you are recording
- Make sure you have video playback software such as Windows Media Player, Real Player, or equivalent installed on your PC.
- eBLVD will save your file with the name and location that you specified.
- Click the file name to start the replay.
- Press Alt and Enter on your keyboard at the same time to maximize the Viewer Window for best replay quality.



## Managing your host(s)

### HOST PCs

MY HOST PCs    RECENTLY SETUP    SEARCH RESULTS

My Host PCs

Delete Checked    Add Checked to Group...    Page 1 of 1    First Prev Next Last

<input type="checkbox"/>	Connect	<a href="#">eBLVDSupport</a>	Remote Desktop 5.3	<a href="#">Connection Report</a>
<input type="checkbox"/>	Connect	<a href="#">eBLVDTestHost</a>	Remote Desktop 5.3	<a href="#">Connection Report</a>
<input type="checkbox"/>	Offline	<a href="#">eBLVDTestPC</a>	Remote Desktop 5.3	<a href="#">Connection Report</a>

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#### Host PC list

Irrespective of how many hosts that you, you will always access your host(s) via the Host PC list. Simply click the Connect button to connect to a host. If the button indicates "Offline", this indicates that the Host is either powered down, not currently connected to the Internet, or the eBLVD Host applet is not started.

#### Recently Setup Host List

The recently Setup Host List is a listing of all hosts that have been set up in the previous 3 days.

#### Searching for a Host

You can locate any PC on your Host list from the "Search Box", located on your Host PC page. Simply enter characters that you believe the host name "Begins with" or "Contains", and a corresponding list will appear.

#### Changing Host information

Click the name of the Host PC to display the current details for the Host PC. The Name, and Description can be changed here. The password can not be changed. If you host a host password, you will need to re-setup the host.



## Add or remove a host


Add additional PCs to your host list in one of two ways:

**Add a host locally** (while sitting at the PC):

Step One - Download the software

- Be sure you are at the PC you will want to access remotely; this will be the host PC.
- Open a browser window and go to <http://eBLVD.com>.
- Enter your username and account password and click the Sign In button.
- First-time users, or users without any PCs set up, click the "Set Up This PC" button.
- Returning users who have more than one license can add additional hosts from the "Set UP This PC" icon from the "Host PCs" page.
- Click Yes or Grant from the Warning – Security screen to begin downloading the eBLVD software.

Step Two- Install the software

- Accept the license agreement and click Next to begin installation.
- If prompted, enter your username and account password (these are the same that you used to log in to the eBLVD Web site) and click OK.
- If prompted, enter your username and account password (these are the same that you used to log in to the eBLVD Web site) and click OK.
-  Note: For the highest level of security we recommend that your Host password be different from your account password.
- Choose the installation folder to install the applet. Most programs are installed in your "Program Files" folder. Click Next.
- The icon will appear in the system tray to let you know that the service is running.

**Add a host remotely** (Corporate Plan only):

Send an automatic setup link to a remote user:

- Open a browser window and go to <http://eBLVD.com>.
- Enter your username and account password and click the Sign In button.
- Click the "Setup a Remote PC" link on the right side of the page.
- Enter the email address of the remote user
- An email will be sent to the user(s). Once they click the link, they'll be prompted to download and install eBLVD.

**Removing a Host PC(s) from the list:**

To delete a Host PC, click the check box to the left of the Host PC(s) to be deleted, and click the "Delete Checked" link.

 Note: If you uninstall the host using the Host Control Menu or Windows Add/Remove Programs, this step is unnecessary.



## Upgrading a host

eBLVD will notify you when a new update is available. You can also check for new updates at any time by right-clicking the system tray icon (usually located in the lower-right corner of your screen near the clock) and selecting Check for Updates. If a new version exists, you will be notified and asked if you want to upgrade.

If you want to upgrade, click Yes; if not, click No. If you click Yes, eBLVD will download the new version and prompt you to reinstall with the install wizard. Should the automatic upgrade fail, you may need to manually upgrade the service.



## Using groups

Groups are logical collections of hosts. Host PCs can be organized and placed into one or more Groups. Groups are similar to File Folders in Windows, a place to store like items.

**To view a group:** select that group from the MY HOST PCs drop-down list.

### HOST PCs



**To add a Host to an existing group:** Access the Host PCs page, place a checkmark in the box to the left of the Host PC(s) to be added to the group, and select the appropriate group name from the drop-list.



**To create a new PC Group** (or manage an existing one): Click on the "Manage PC Groups" link on right hand side of the Host PCs page. Click on the "Add New Group" link to create a group.

### HOST PC GROUPS





## **Guest access**

Your eBLVD account may provide for guest access - a co-branded portal page in which guests can access one or more of your Hosts.

Guests can not set up hosts, groups, users, or otherwise administer the account.



## Outlook plug-in

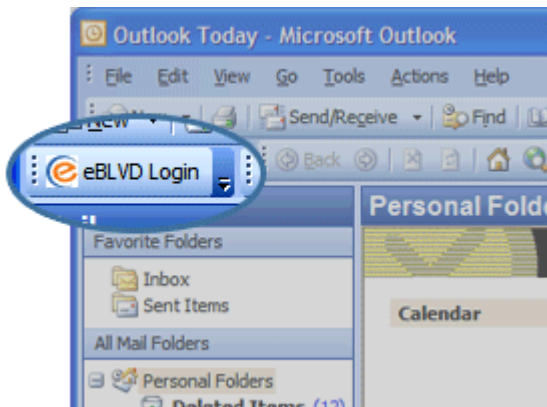
For convenience, you can add an eBLVD Login option to Microsoft Outlook, allowing eBLVD account access with a single click.

Note: Outlook integration requires Microsoft Outlook 2000 or later.

### To install the Outlook Add-In:

1. Close Microsoft Outlook.
2. Click the Outlook Add-In link under TOOLBOX.
3. Click the Install Software button on the left side of the page.
4. Once the installation is complete (the progress bar will automatically close once it reaches 100%), open Microsoft Outlook.
5. Click the "eBLVD Login" button.
6. Enter in the Username and Password for the eBLVD account. To be logged in automatically, place a checkmark next to "Remember Password" and click OK.

**Access eBLVD from MS-Outlook or Lotus Notes:** From your email application, click the "eBLVD Login" button, then sign in to eBLVD.





## Reporting

### Connection Report

This report allows you to analyze trends by Host PC for a given time period. Simply click "Connection Report" to the right of the Host Name from the Hosts page.

Once you input your date range, the report will display the dates, times and duration of all connections.

**More reports are forthcoming...**



## User accounts

eBLVD Remote Desktop® has been developed with both small and large support organizations in mind.

Smaller organizations can do well with a simple account of a single Administrator and list of Host PCs. For more complex organizations, you can configure the Corporate Edition to mirror your organization by setting up access for multiple Administrators and/or Users, as well as set up global configuration parameters for your Company.

### Administrator Role

An Administrator manages one or more Users, and is responsible for creating and maintaining additional Users as well as setting preferences for the account. The Administrator is the only user allowed to make global configuration changes, such as co-branding, or allowing Users to view each other's Host PCs. Administrators can also view and connect to any Host PC assigned to their own account, or to their User's accounts.

### User Role

A User is one or more persons who require remote access to a host or host(s). A User must belong to an Administrator account, and his permissions are determined by the Administrator. Users are identified by a username, password, full name, and email address.

An Administrator can disable a User's account at any time, meaning the User can no longer log in, and therefore can no longer access Host PC(s).

### User Permissions

The Administrator defines the permissions that apply to all Users within that account. The permissions are:


- Allow Users to create their own PC groups
- Allow Users to view PCs in other User accounts
- Allow Users to report on PCs in other User accounts
- Allow Users to install the Outlook Add-In



## Global preferences

Global preferences are Administrator settings that control the visual and functional aspects of the service. The Global preference options are:

- **Configure co-brand settings:** This is where you configure settings to make all pages on eBLVD look like your own web site.
- **Default start page:** Here, you set the default page you will be taken to after logging in to your account.
- **Default page length:** If you have more hosts than can fit on a single web page without scrolling, you can set this value to allow only a fixed number of hosts listed at one time.
- **Default tab:** You can choose to initially display your complete host listing, or only recently set up hosts.
- **Default group:** If you have multiple groups set up, you can choose to initially display the hosts in a given group.

 Note: These settings are optional, and only need to be set initially, and any time your needs change.



## Security considerations

eBLVD Remote Desktop provides stringent built-in security features that allow you to confidently access your PC from anywhere. For additional security, here are a few things you can do.

### Keep Your Account and Host Password Secure:

Although eBLVD has best-of-breed security features, maintaining password security is the best way to protect your eBLVD account and host PC.

- Don't share your password with anyone, and change your account password regularly. You can change your account password after signing in to your account by clicking "My Account".
- eBLVD requires that your passwords have at least six characters. When choosing your passwords, do not use common or easily guessed words. For the highest level of security, your account password and host PC password should be different.
- When using shared or public computers, exercise special care by not using eBLVD's "saved password" feature to log in automatically. Additionally, you should not use the Web browser's "auto complete" feature.

### Protect Your Host PC When Disconnecting:

- Use the Lock PC feature to prevent others from using your host PC when you disconnect.
- Make sure to completely disconnect when you are finished by closing the Client Viewer and logging out of the eBLVD Web site.
- When you disconnect, remember that if you do not close the programs you were last working on, they will remain visible the next time you access your host PC. Make sure to close any sensitive documents or programs before you disconnect.

### Protecting the data stream:

- eBLVD uses built-in 128-bit SSL encryption so that all your data — including screen images, file transfers, keyboard and mouse input and chat text — is fully encrypted from end-to-end.
- The encryption key is unique for each connection and is based on a random bit sequence.
- It is impossible, even with the most sophisticated technology, to intercept the data necessary to decode this encryption. This ensures that transmissions cannot be intercepted or compromised in any way.



## FAQ and troubleshooting

### **I've forgotten my password**

To retrieve or change the password for your online account, click [here](#) to obtain an email link to reset it. If you've forgotten the password for a Host PC, you will need to re-install the host software on that machine.

### **I need help with Session Recording**

Session Recording is currently available from the Client Toolbar on the local side. To begin recording a session, click the "Record Session" button on the gray toolbar across the top of the eBLVD Client (the window displaying the Host PC's desktop). An .avi file will be created containing video only, but audio may be edited in later. View our [Session Recording Guide](#).

### **I need help setting up my Co-branding**

All pages of eBLVD can display your logo, colors and contact info. To configure your cobrand settings, click the "Configure Cobranding Preferences" link on the "Configure Preferences" page of your Remote Desktop Center.



## **Tutorials**

Our online step-by-step tutorials will be online by year-end.



## About eBLVD

### Company Information

Founded in 2001 and located in Southern California, eBLVD is a pioneer of web based communication software and professional remote access tools.

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