

IATA Training

Online Exams with Remote Supervision (OERS)

User Guide v4.01





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Important: Please always refer to the [latest version of the OERS User Guide](#)



Overview and important information

Thank you for registering for an IATA Training Online Exam with Remote Supervision (OERS).

Please ensure that you go through this entire user guide before your exam session. This will help you familiarize yourself with the examination interface and assist you to connect to your proctor on the day of your exam.

How does an Online Exam with Remote Supervision (OERS) work?

OERS provides you with the opportunity to write your exams from virtually anywhere in the world, on a personal computer, in a remotely supervised environment. You will need to ensure that your exam environment complies with [IATA Training Integrity Policy standards](#), and you will be invigilated by a proctor.

What is a proctor?

A proctor is a person who supervises you in real time via your webcam. The proctor will also monitor what is running on your computer via screen-sharing software.

What happens if I encounter any issues during the exam?

Failure to follow the instructions below and the troubleshooting steps outlined in [Appendix A](#) will prevent you from completing your exam. In this situation, you will not be given any consideration for exam re-takes or reschedules.

How should I prepare for the exam?

Before your exam date, please make sure you have complied with the following:

- You have the **latest version** of [Guardian Browser](#). There is no need to sign-in or create an account on ProctorU at any stage as it will automatically be taken care of when you book your exam through the IATA Training Platform.
- Your [pop-up blocker](#) is turned OFF.
- You have read and familiarized yourself with the latest IATA Training [Academic Integrity Policy](#).
- You have confirmed that you are able to log-in to your IATA Training account through the [IATA Customer Portal](#) [<https://portal.iata.org>]; **keep your log-in information readily available on the exam day.**

Passwords can be reset here: <https://portal.iata.org/s/login/ForgotPassword>

- Only for Microsoft Windows users:** You must have a licensed [Microsoft Windows 10 or above Operating system](#). You can check and activate your license [online](#).
- Please note that Chromebook and Lenovo OS are not supported by ProctorU.
- Your computer has passed the [Automated System Check in Appendix D](#). All equipment requirements listed on the [ProctorU's website](#) are met.
- You have uninstalled any screen-sharing or remote-desktop-control software from your computer.
- You have registered for your intended exam **before the [Exam registration deadline](#)**.



- You have taken the [Tutorial Exam](#) provided in your IATA Training student account to ensure you are comfortable with the platform.
- If you are using a work computer or a computer with restricted access, **ensure that you can install third party software and ensure compliance with the requirements as per the Allow List in the [Appendix E](#). The "Test it out" feature does not include verification of the Windows license and firewall configuration.***
- You have practiced "[Part 1 – Connecting to your IATA account](#)" of this user guide.
- You have reviewed the allowable materials in [Appendix C](#) and have prepared your material ahead of time.
- You have reviewed the ID requirements in [Appendix B](#). Passports are recommended for a quicker and smoother authentication process.
- You have checked the spelling of your name, date of birth and updated your full address, including postal code on your [IATA Customer Portal Profile](#). [<https://portal.iata.org/s/my-profile>]. Please ensure that your name is spelled in **Roman characters** as displayed in your Passport or Government ID, and that your **Date of Birth** in your student account is correct. To update your name or date of birth, please log a case through the [IATA Customer Portal](#) and provide a scanned copy of your Passport or Government ID.
- You have tested your internet connection speed using a service such as [speedtest.net](#), and you have the recommended **upload (3 Mbps) and download (12 Mbps)** speed.
Any speed lower than the recommended speed may cause the connections to be too slow to ensure a constant stable connection with your computer. Make sure you test your connection at a time like when you will take your examination, so that you can test it against similar traffic conditions that you may encounter on the day of your exam.



On the day of your exam, before your exam starts, ensure that you have complied with the following:

- Please feel free to follow the [video](#) "OERS exam step by step guide".
- You log-in to your [IATA Customer Portal](https://portal.iata.org) account [https://portal.iata.org] at least **15 minutes** before your exam starts. This will ensure you have enough time to troubleshoot any issues and seek help if required.
- You have access to a telephone that will allow you to contact ProctorU in case you are experiencing connectivity issues: +1 (855) 772-8678.
- You have completed an [Automated System Check in Appendix D](#) once again to make sure your system is up to date. You have uninstalled any screen-sharing or remote desktop control software from your computer.
- You are connected to the internet through a stable connection (wired connections are better than wireless/Wi-Fi connections).
- You have completed [Part 1](#) of this user guide and waiting to start [Part 2](#).
- You have a government issued photo ID with your full name and date of birth. **A passport is highly preferred and recommended to facilitate the process.** Refer to [Appendix B](#) regarding the ID Requirements.
- You are only connected to a **single** monitor
- You are not wearing a watch; and that you have a mirror or a reflective surface to show the proctor your monitor. This can include a mobile phone with a front-facing camera or an external USB camera.
- You are going to take your exam on a **hard surface**, such as a desk (beds or couches are not allowed), and your desk is **completely cleared** of all material (phones, tablets, scrap papers, etc.), except for the allowable materials outlined in [Appendix C](#) for the course you are taking an examination for.
- You are **not going to take the test in a public place** (internet café, cafeteria...), **in a room where a clear glass wall or security cameras** would allow someone else to view the computer screen.
- You have used the bathroom. **No breaks (including bathroom breaks)** are allowed during the exam session.
- Your face must be always visible to the proctor** during the exam.

Your "Launch exam" button will only appear at your exact start time. If you are early, "Refresh /Reload" your browser at your exam start time.

If you are experiencing issues, it is important to immediately contact ProctorU for support. Remember that you only have 15 minutes to click on the "Launch exam" button before the system marks you as a "no show" for your exam. Please refer to [Appendix A](#) for troubleshooting steps.



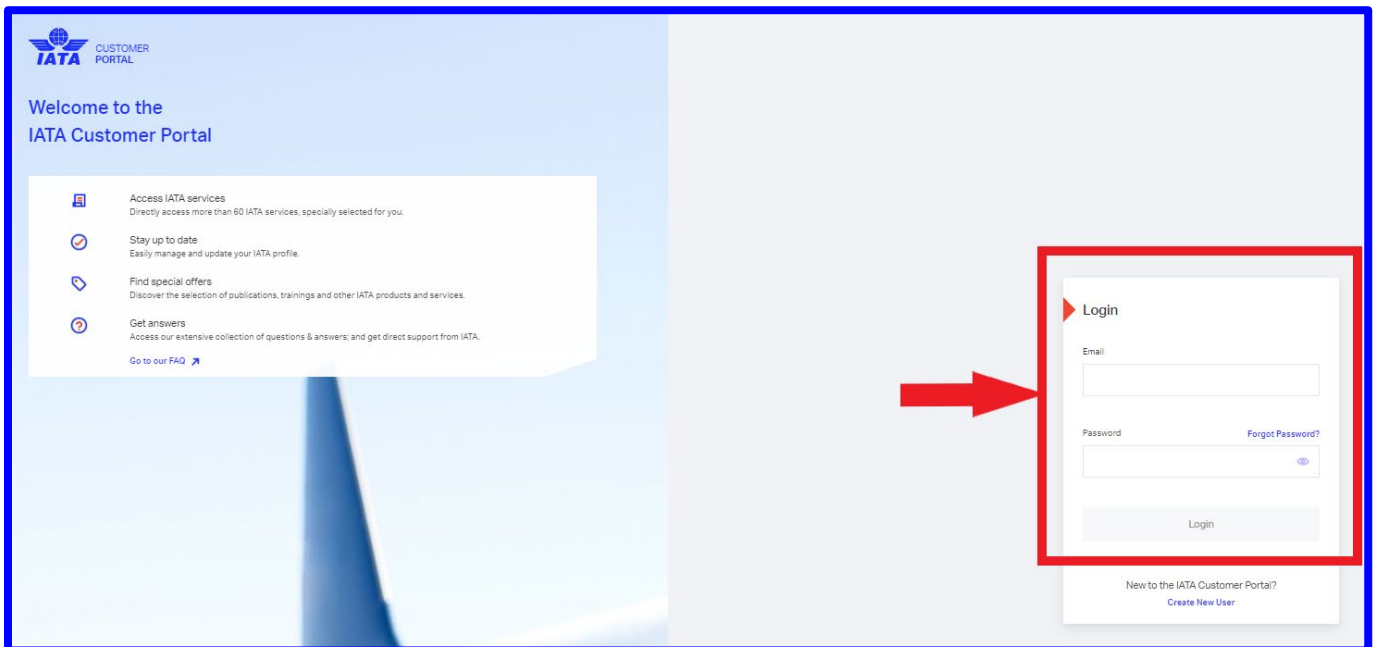
Part 1 – Before the start of the exam: Connecting to your IATA Training Account

Complete this section **before** the start of your exam to be ready to connect to your proctor.

This will ensure that you are ready to start the connection process at the beginning of your exam.

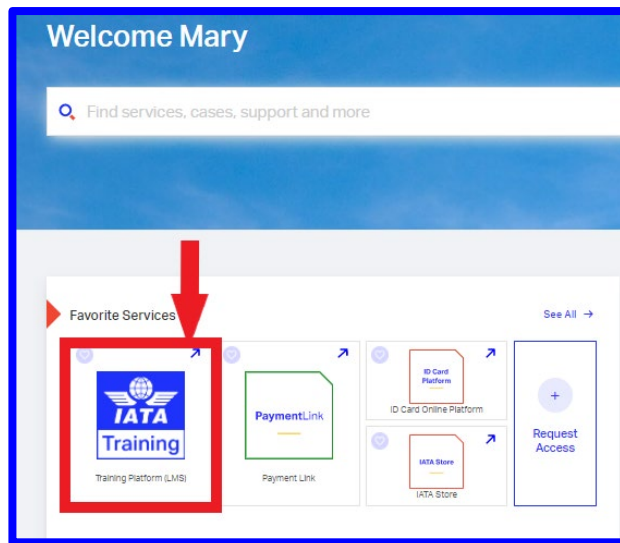
Please note that **you must use Guardian Browser to complete your exam**. Please ensure that your [pop-up blocker is turned OFF](#).

1. Log-in to [your IATA Training Account](https://portal.iata.org) [https://portal.iata.org] on Guardian Browser.

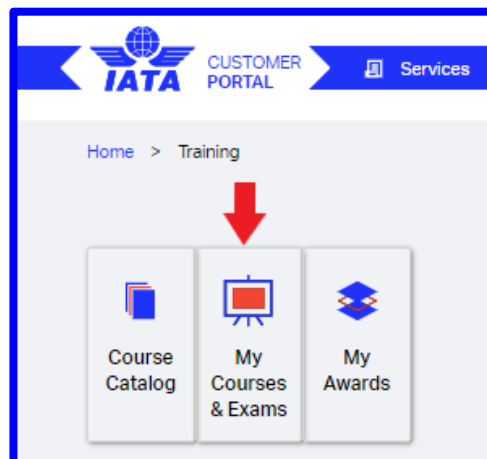




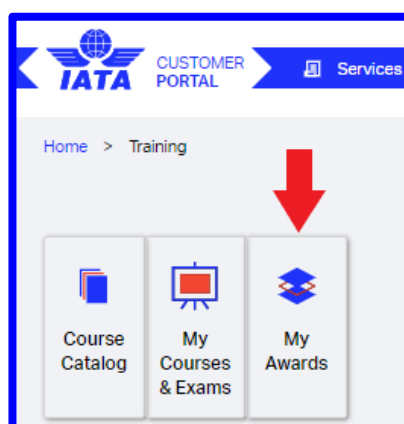
2. After connecting successfully, you should see the page below. Please click the IATA Training logo (Training Platform LMS) on the page.



3. Select **"My Courses & Exams"** to access your course.



"My Awards" tab is currently under development. Your Secured Digital Awards (Certificates) for supervised exams are automatically sent by email, as per the [IATA Online Exam with Remote Supervision Calendar](#). To view your Certificates for unsupervised exams, click on "My Courses & Exams", then select **"My Profile"**, then select **"My Awards"**.





4. On this page, you will see the list of courses you are currently enrolled in. To access your exam, **only** click the **"Open course"** button for the exam you are about to take.

My Bookings

[Awards](#) [History](#)

Paused Exams and Courses

- [Air Transport Fundamentals for the Leadership & Management Training Progra...](#) [Open course »](#)
Started: January 22, 2020 at 17:50:02
- [Dangerous Goods Regulations \(DGR\) Initial Category 3 - Printed - English](#) [Open course »](#)
Started: February 27, 2020 at 14:16:03
- [Foundation in Travel and Tourism with Amadeus - Ebook - English](#) [Open course »](#)
Started: February 26, 2020 at 17:25:16

Available Exams and Courses

- [Cargo Introductory Course - Ebook - English](#) [Open course »](#)
April 14, 2020 to April 14, 2021
- [Tutorial ⁱ](#) [Write exam »](#)
Unlimited uses Anytime

The **Tutorial** is not an exam. Its sole purpose is to familiarize yourself with the online exam environment. To begin your exam, please [first open your course](#), and look for the **"Write Exam"** button on your course's screen.

Book with an Enrolment Key

An Enrolment Key is a 12-digit code provided by IATA for pre-paid courses and exams. If you have an Enrolment Key, please enter it here to start the registration process.

[Submit](#)

5. Once you have opened your course, you will see the list of all your current 'Course Resources'.

Ebook [Back to Exams](#)

Course Resources

IMPORTANT NOTE: For students taking an Online Exam with Remote Supervision (OERS):
To start your exam:

- If you see the **"Status"** button, please **refresh your browser** until you can see the **"Launch Exam"** button.
- Click on **"Launch Exam"** and you will be referred to ProctorU to begin your exam.

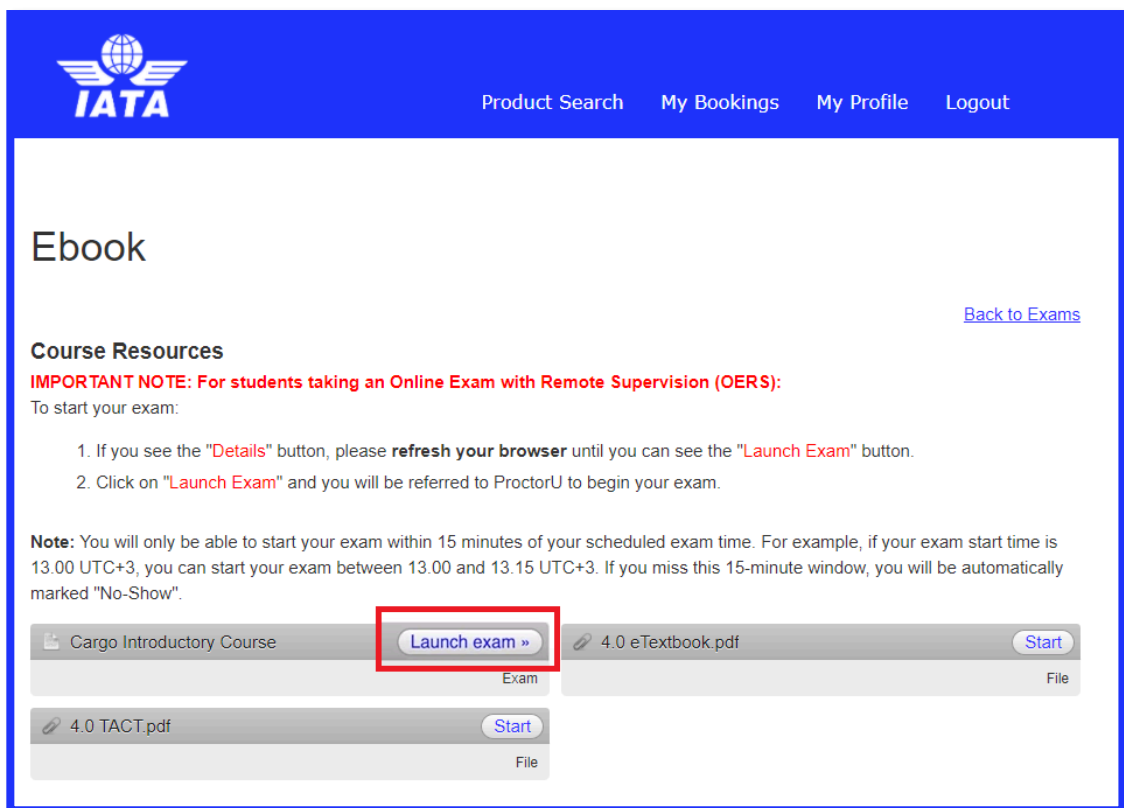
Note: You will only be able to start your exam within 15 minutes of your scheduled exam time. For example, if your exam start time is 13.00 UTC+3, you can start your exam between 13.00 and 13.15 UTC+3. If you miss this 15-minute window, you will be automatically marked "No-Show".

- [Cargo Introductory Course](#) [Details »](#) Exam
- [4.0 eTextbook.pdf](#) [Start](#) File
- [4.0 TACT.pdf](#) [Start](#) File

Note: If you want to be reminded of your exam date and time, click on “Details” button. You will see your booking date and time, and a timer/countdown to your exam.



- When the timer/countdown reaches zero (0), go back to your 'Course Resources'. The “Details” button will now be changed to “Launch exam”. If not, please refresh/reload your page.



- You are now ready to take your exam. You have 15 minutes to click on the “Launch exam” button, which will connect you to the ProctorU platform.



Good luck!

Part 2 – Connect to ProctorU

Important: Once you have started this process, do not “refresh/reload” your browser at any other step. Doing so will reset your position in the waiting queue. Average wait times for a proctor are expected to be 3 to 8 minutes. If you are experiencing excessive wait time, please contact the ProctorU through the ProctorU Live chat or telephone for assistance (see below).

Once it is time for you to start your exam, “refresh/reload” your browser, and you should now see your “Launch exam” button.

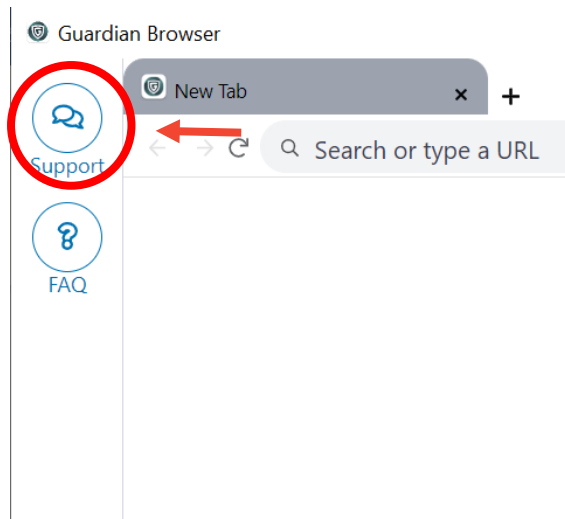


If you do not see the button, check if you are either late (more than 15 minutes after the exam start time) or too early (before the exact start time) for your exam. The “Launch exam” button will only be available for 15 minutes from the exact start time indicated on your booking.

If the “Launch exam” button is unavailable, and you are more than 5 minutes passed your start time, please **contact** ProctorU **immediately** via chat or telephone:

How to access ProctorU Live Chat:

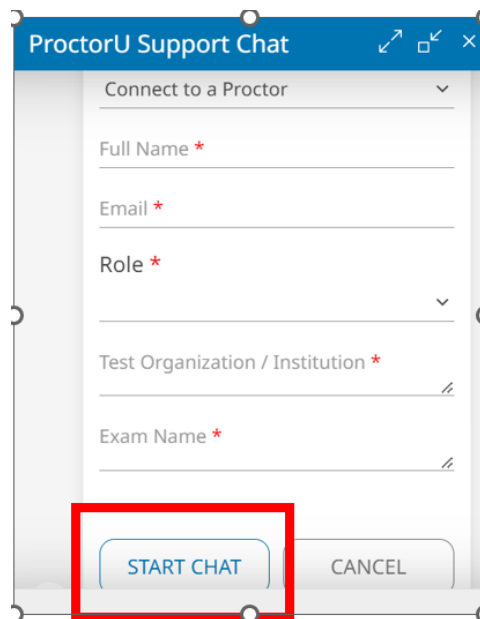
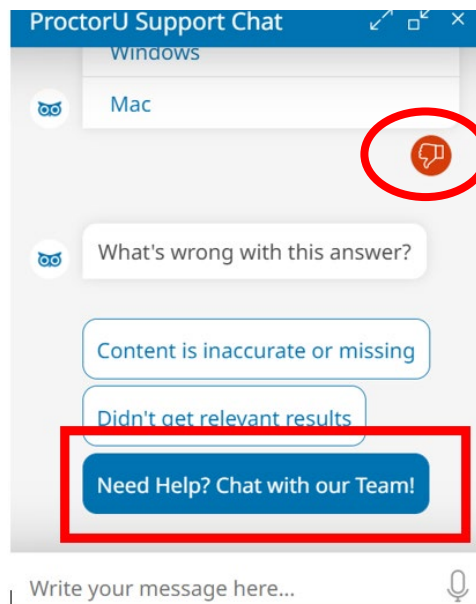
1. Click the support icon on the top left corner of your Guardian Browser window.



2. Follow the prompts on the popup. If the chatbot is unable to answer your questions, you can press the thumbs down button and you will arrive at the following screen, on which you should click on “Need Help? Chat with Our Team!”. You will be prompted to fill in a small form with information about your query and you will be connected to a live agent.
3. Please note that even though the popup will provide you with an option to reschedule your exam, you should not use it. If you have a valid reason to reschedule your exam, you may request it by opening a



case on the customer portal. We will approve or reject each rescheduling request on a case-by-case basis.



Telephone: +1 (855) 772-8678, Press 1.

A remote proctor will assist you, and help you troubleshoot any issues you may be experiencing.

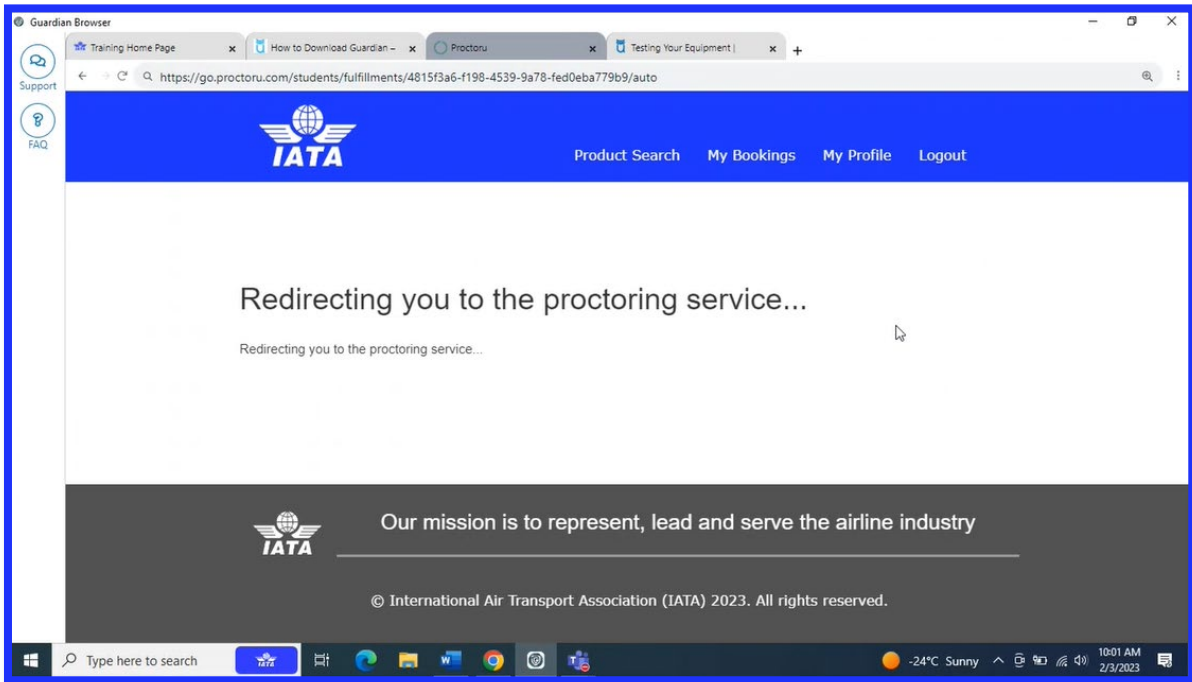
If the proctor is unable to help due to technical issues under IATA's control, please refer to [Appendix A - Troubleshooting](#) for your next steps.

Alternatively, you can watch the [video](#) on "How to access ProctorU Live Chat"

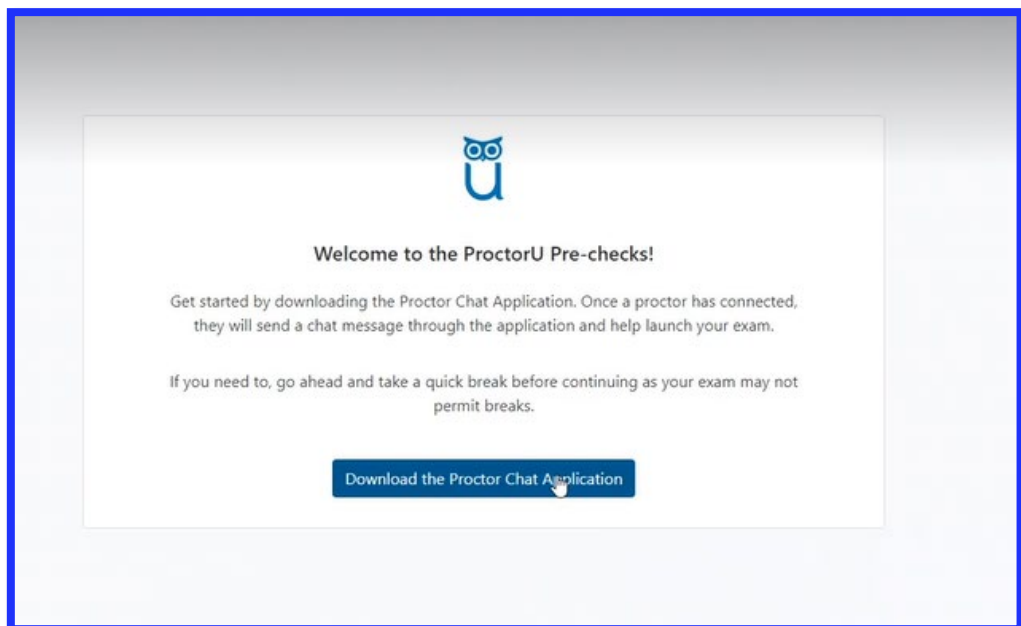
Part 2.1 – Launch your exam

1. You are now ready to begin. Please click “Launch exam”.

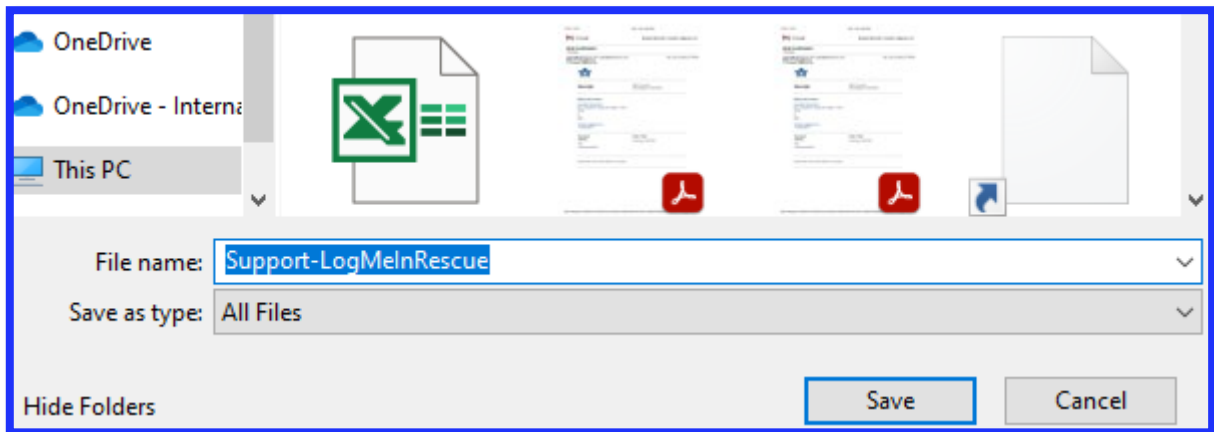
You will be automatically redirected to your IATA Training Account – ProctorU connection screen.



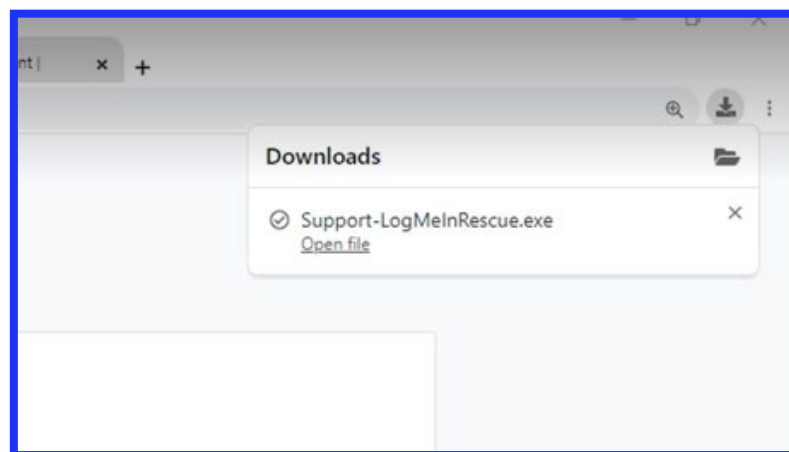
2. Once you are prompted to the below page, click on “Download the Proctor Chat Application”



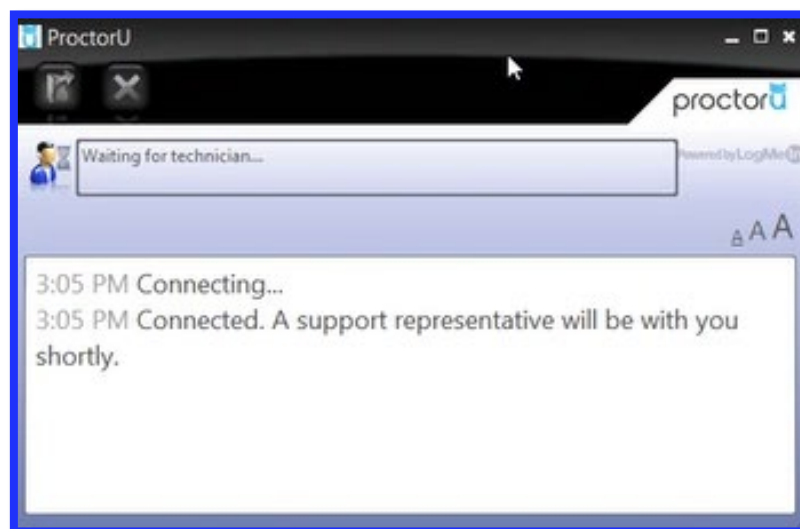
3. Save the Support-LogMeInRescue file



4. Click on "Open file" to connect to the proctor.



5. Once the chat box appears, wait for your proctor to connect.



Important:

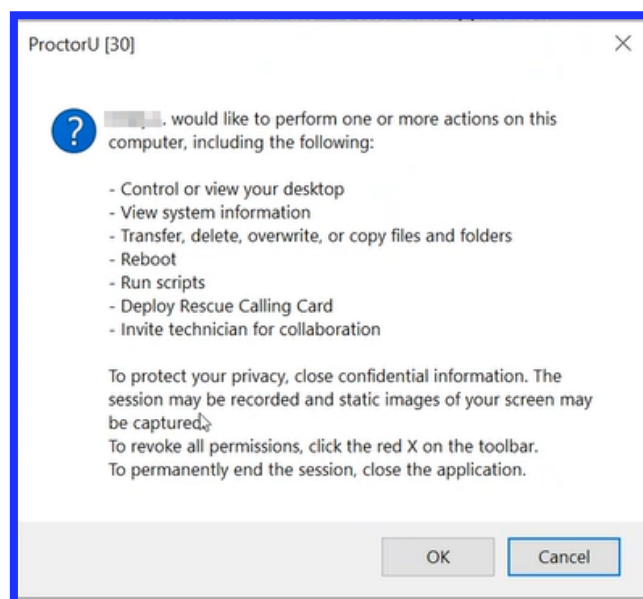
Do not close the chat box at any time. Closing this chat box will disconnect you from your proctor, which will invalidate your examination. Exams submitted after a connection with a proctor was closed will be manually changed to “Failed” by IATA. In certain cases, IATA may issue an Academic Dishonesty notice (AD Notice) to you, with applicable sanctions, as per its [Academic Integrity Policy \(AIP\)](#).

Average connection times to access ProctorU range between 3 to 8 minutes. However, due to an increase in demand and proctor availability, it may longer to connect you to a proctor. In order to keep your place in line, do not refresh your page and do not relaunch your connection to ProctorU.

6. Click “Allow Access” if the Firewall pop-up appears.

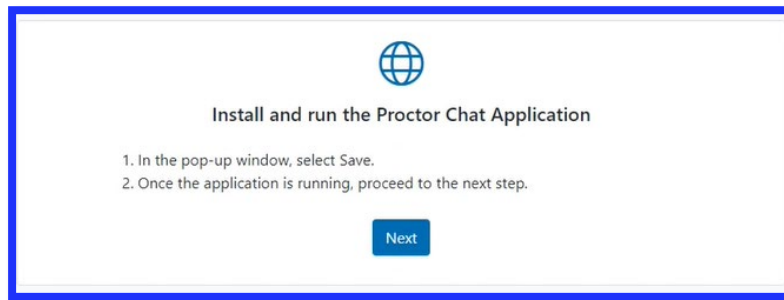


7. The proctor will then request access to your computer to ensure that no cheating occurs. Please click “OK”. All sessions are fully recorded. Any suspicious behavior will be reported to IATA and is subject to the [Academic Integrity Policy \(AIP\)](#).

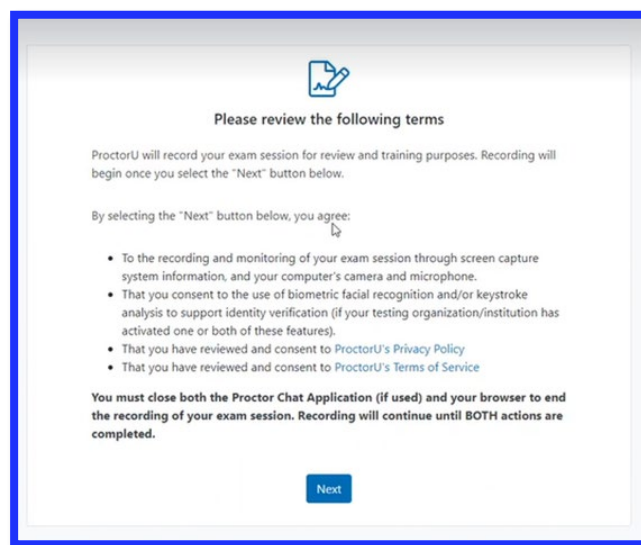




8. Click on "Next" to continue.

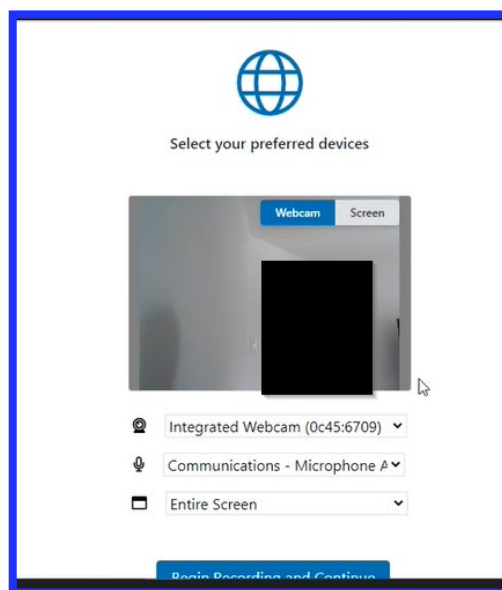


9. Click on "Next" to agree to the terms and conditions.



Part 2.2 - Automated authentication steps

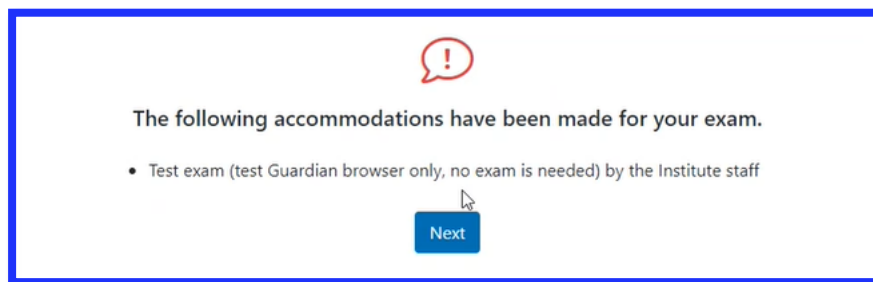
1. Select your preferred microphone, webcam and entire screen access.



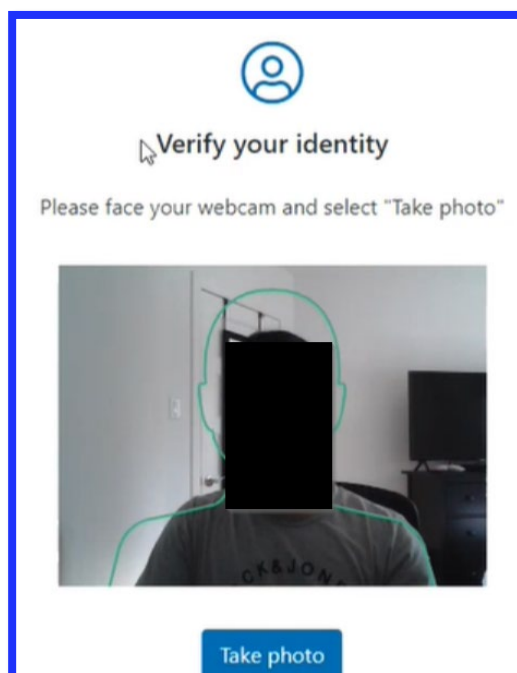
2. Click "Next" to acknowledge that you will not be permitted to use outside resources during the exam. Some exceptions (accommodations) may apply based on the exam you are writing (open-book permissions).



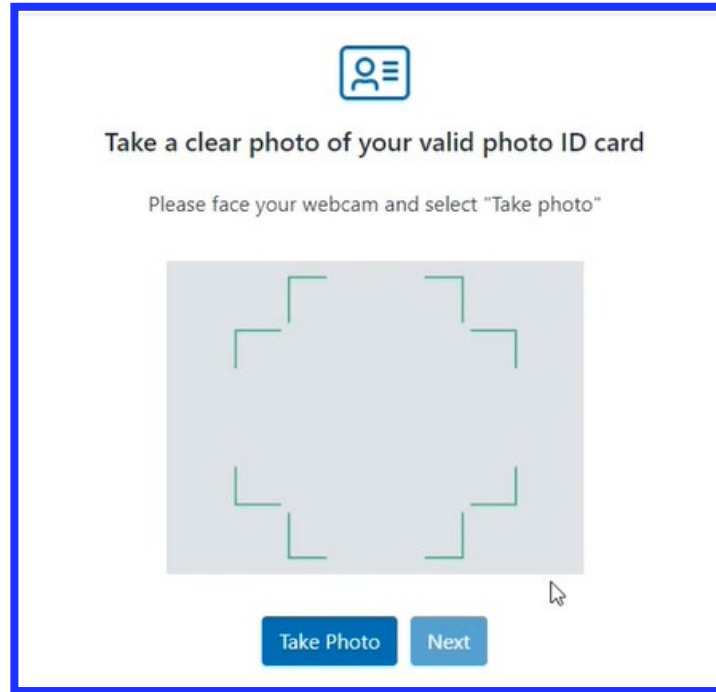
3. If you are entitled to any accommodations, they will be listed on the page below. Please click "Next" to continue.



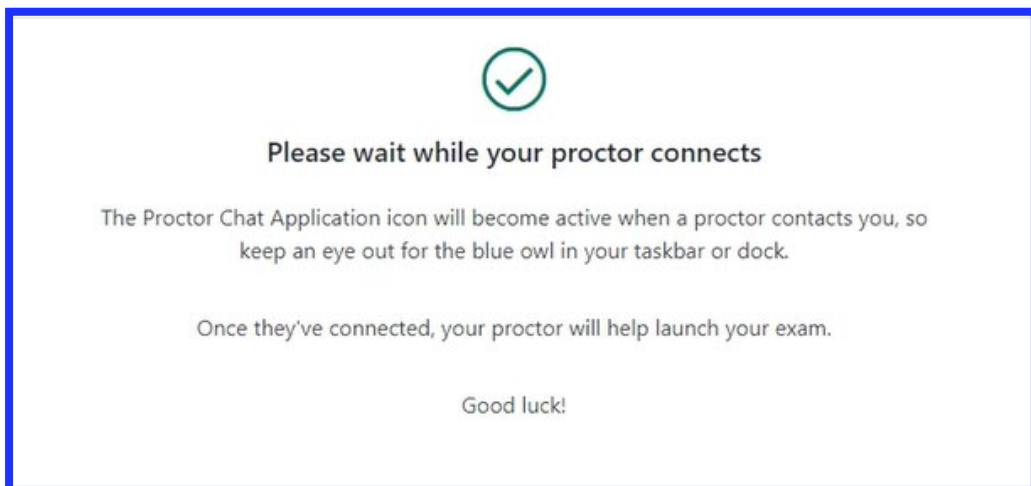
4. **Take your photo** - This step is to verify the correct candidate is taking the examination. Ensure your face is within the green outline and click the "Take photo" button.



5. **Verify your ID** - Your ID document also needs to be verified. Please refer to [Appendix B](#) for valid forms of identification. Remember, passports are the best form of identification as others may require manual review.



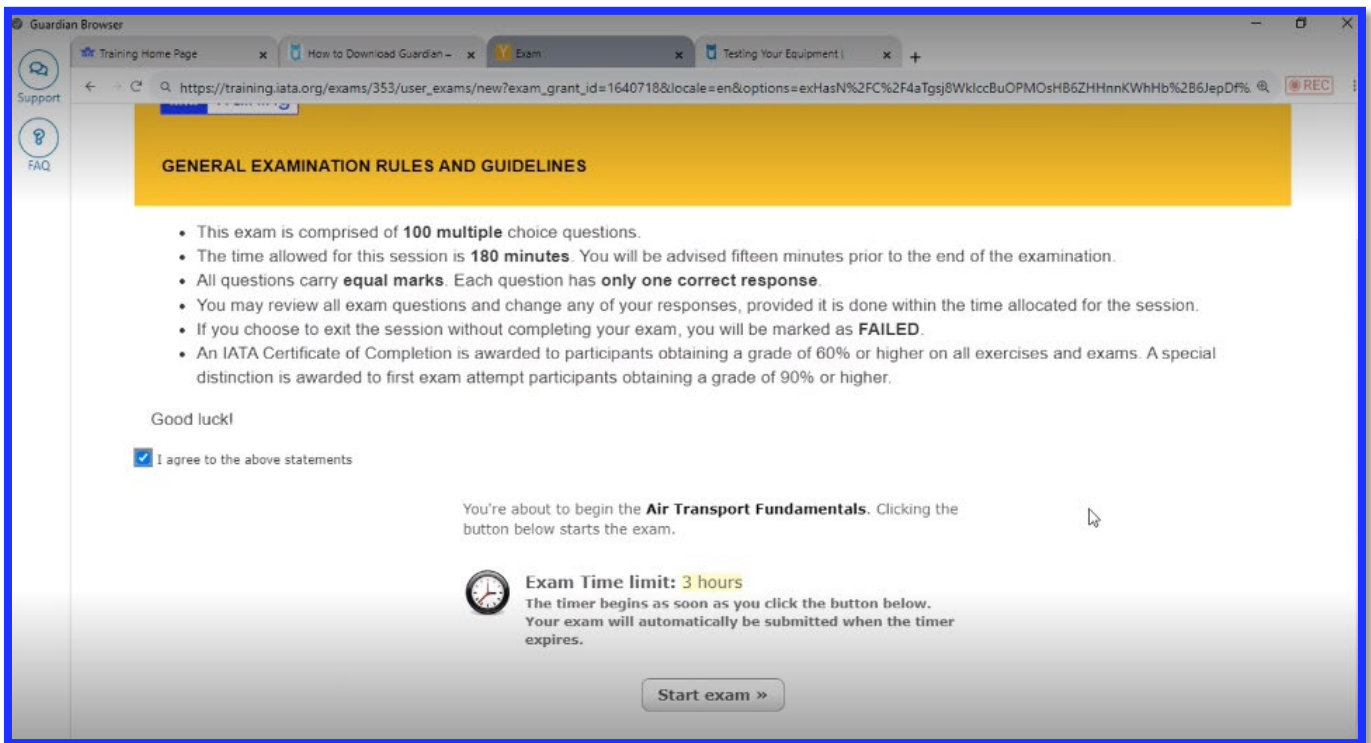
6. After your ID is verified, you will be redirected to the screen below while waiting for your proctor.



Part 3 – Start your exam

At this stage, you should be connected to your proctor, have completed the authentication process, covered the rules and regulations of your exam and supervision and accepted the user agreements.

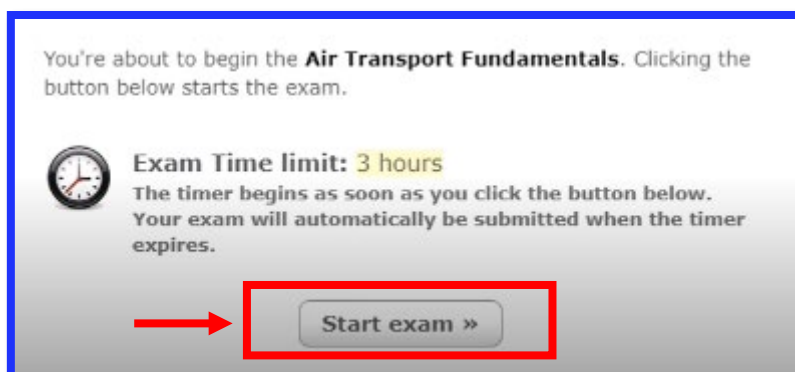
You will now be presented with a screen like the one you saw during the tutorial exam and/or your practice exam.



Ensure to agree to the IATA examination rules by checking the box at the bottom of the instructions. You will now be presented with the option to start your examination.

Please note that your countdown will start as soon as you click the "Start exam" button. Please make sure you are fully ready before starting. Your proctor will not be able to give you additional time.

Good luck!



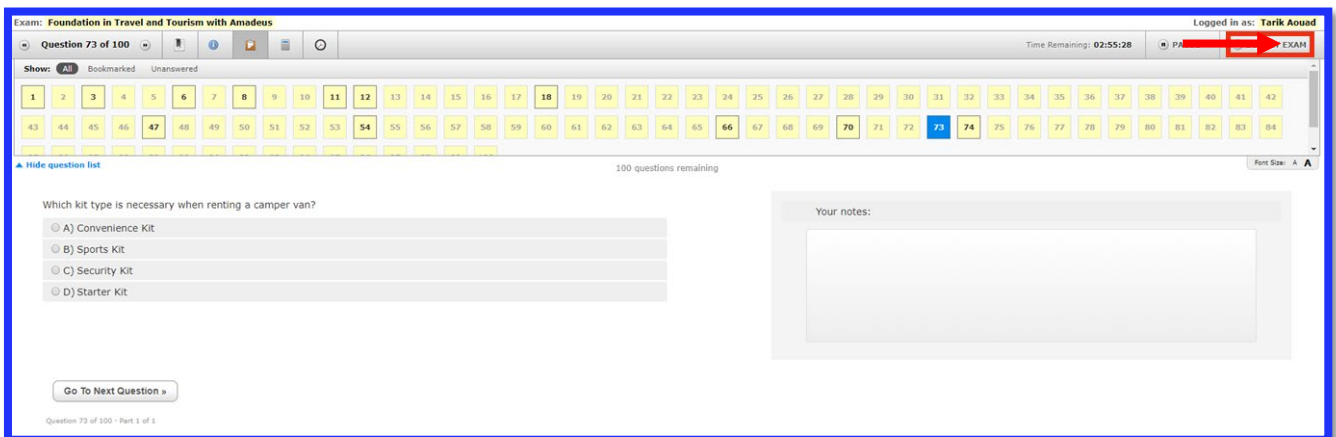
On the tool bar, you will find the tools for you to bookmark a question, access resources for your open-book exam, write your notes, use a calculator or check the time remaining.

Important: Please always download pdf files from the External Resources (if any) and open them on a pdf reader.

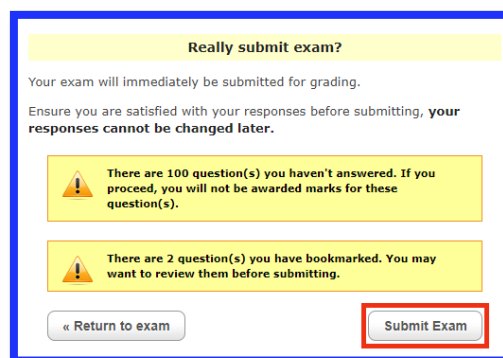


Part 4 – End your exam

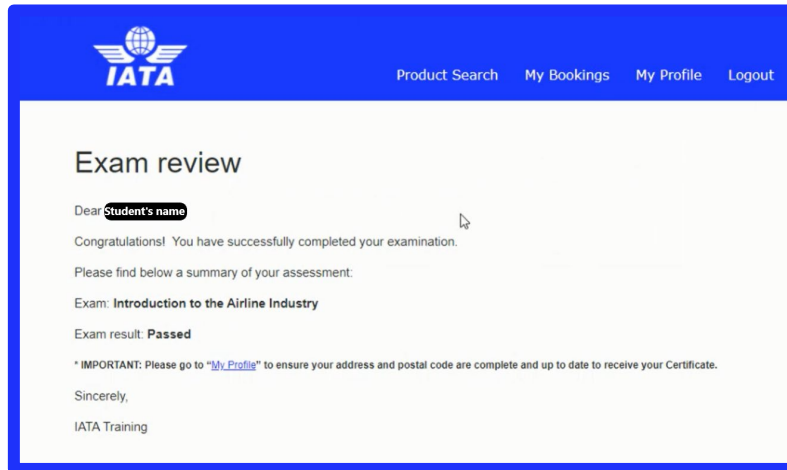
Once you have finished your exam, please click the “Submit Exam” button at the top right of your screen.



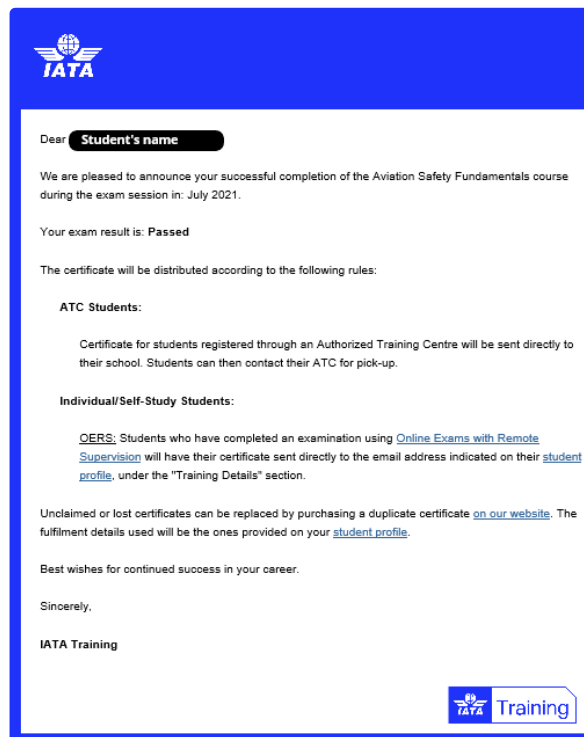
You will now be prompted with a pop-up window that will display all relevant alerts, giving you one last chance to review any unanswered or bookmarked questions. Once you click the “Submit Exam” button, you will not be able to go back and access your examination, even if you still had some time available. Once your answers are submitted, they are final and cannot be changed.



Once you have submitted your exam, you will receive your pass or fail result immediately.



For your records, an email will also be sent to your email address, as provided in your IATA Training Account profile.



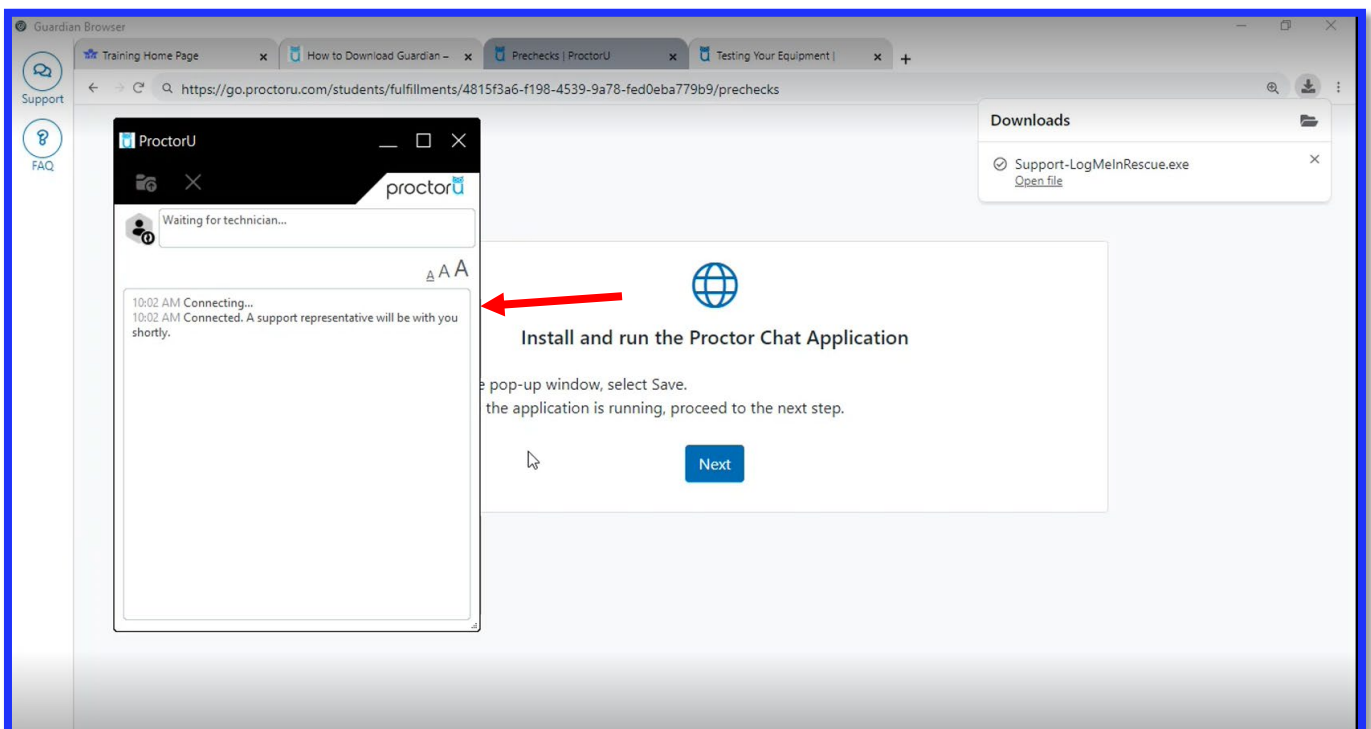
You should now be ready to disconnect from your proctor. Please do so, following the proctor's instructions, by ending your meeting on your screen.

Appendix A – Troubleshooting and Seeking Help

If you are experiencing difficulties connecting to your proctor, please first ensure that:

- You are not late for your exam (15 minutes or more after scheduled start).
- You are not early for your exam (you cannot access your exam before the scheduled start time).
- You are booked for the correct time in the correct time zone.
- You are logged in to the correct profile.
- You are under the correct course (if you are enrolled in multiple IATA Training courses).
- You are not trying to access the tutorial exam.
- You have uninstalled any screen-sharing or remote desktop control software from your computer.
- You are using the latest version of Guardian Browser.
- You have completed all the checklists in [Part 1](#) of this user guide.
- You must meet the minimum technical requirements, as per the ["Test it Out" link](#). The "Test it out" feature does not include verification of the Windows license and firewall configuration. If you are using a work computer or a computer with restricted access, **ensure that you can install third party software**. For further details on the firewall and allow list, kindly refer to [Appendix E](#).
- Only for Microsoft Windows users:** You must have a licensed [Microsoft Windows 10 or above Operating system](#). You can check and activate your license [online](#).
- You have not opened the LogMeInRescue.exe script multiple times, nor have several ProctorU or Exam tabs open.

To troubleshooting, you can **Communicate with your proctor through the chat screen**. Please note that the proctor may not respond immediately.



If you are still experiencing difficulties despite the above, please redo the [Automated System Check in Appendix D](#) once again and take a screenshot of your complete desktop showing that all system checks are ok. Your screenshot must include the date and time on your computer.



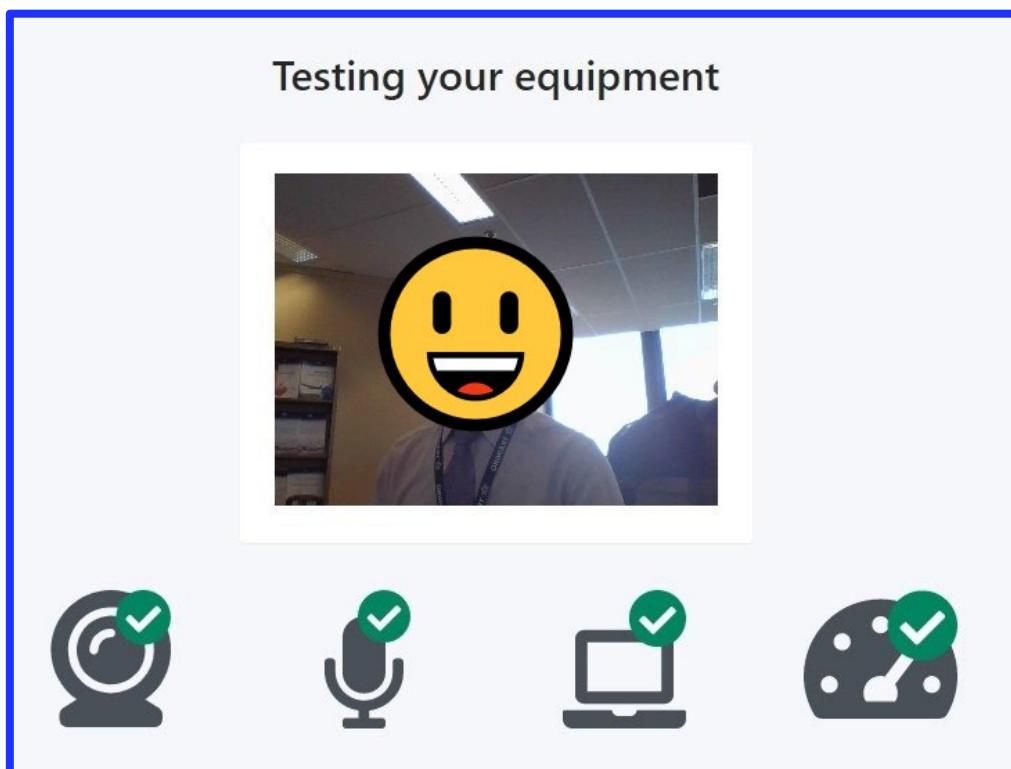
If this does not work, contact the ProctorU by phone. The ProctorU agents will help you troubleshoot your issues and connect to your proctor.

ProctorU Contact Number: +1 (855) 772-8678, Option 1

Please write down the name of the agent you spoke or wrote to, as well as the time of your call. This information must be submitted within **1 business day** to IATA via the [IATA Customer Portal](#) along with your **User ID, Booking ID, Details of the Incident, and an alternate date, time and time zone for re-booking**, if you were still unable to start your examination. If you request an examination re-take or re-schedule due to technical difficulties without presenting this information will automatically be considered "No Show".

If the ProctorU agent is unable to assist you:

- For chat support – **request an email copy of your transcript**
- For phone support – **write down the name of the agent you spoke to, and the time of your call**
- Take a screenshot of your complete desktop showing the time and date, and that all systems are cleared from the [Automated System Check in Appendix D](#).

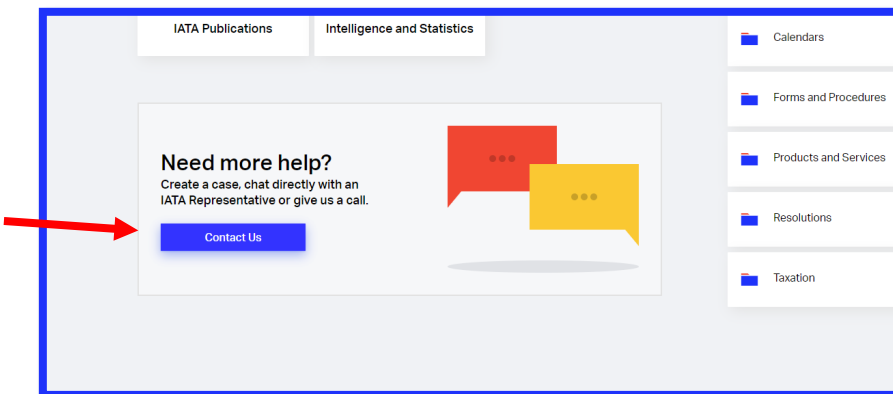
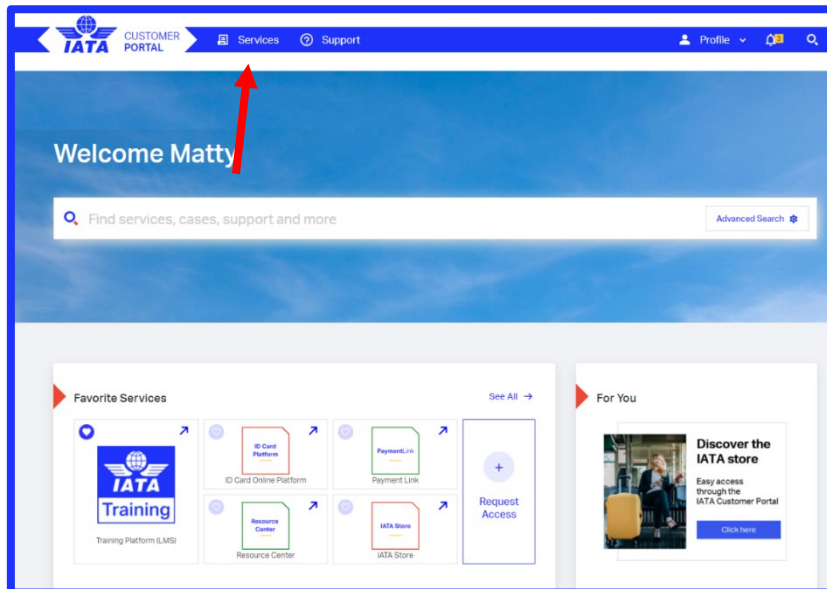


- Send your request to IATA through the [IATA Customer Portal](#) within **1 business day** [<https://portal.iata.org>], along with your
 - User ID
 - Booking ID
 - Details of the Incident
 - An alternate date, time, and time zone for re-booking*.



* We evaluate each request individually and may not be able to rebook you for your preferred time or exam session. Providing a rebooking time will, however, speed up the process. Due to different time zones, please provide a booking time that is not earlier than 24 hours from the moment you log your case.

Make sure to select category "Training" and topic "Self-study courses" when filling out the form and explain your issue in detail. *If possible, include a rebooking time for the next day, or within the current examination period.*



We're here to help.
Complete the form to see the recommended support options

Category
Select the main category of your issue.

Topic
Select the topic covering the problem.

Subtopic
Select the topic covering the problem.

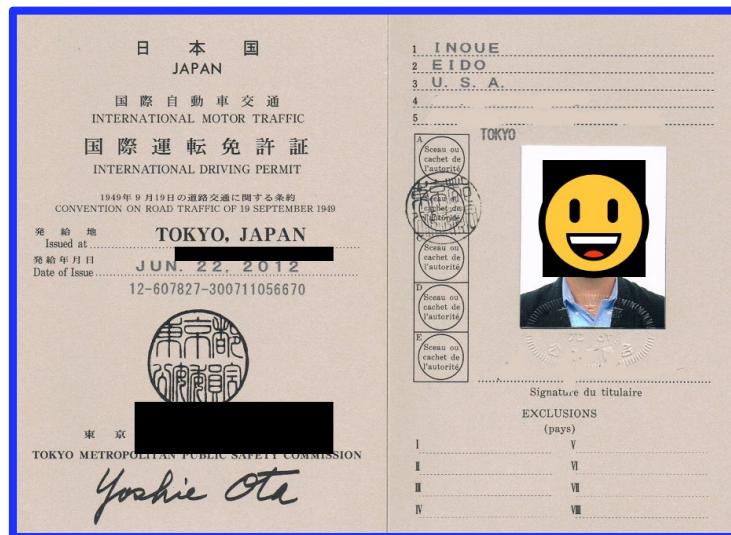
[Show Support Options](#)

Appendix B – ID Requirements

In order to take your examination, a valid form of Identification will have to be shown to your proctor via the webcam.

The following forms of identification are accepted, in order of most preferred/easiest to validate:

- International Passport, or
- Government ID with Photo and Full Name in Roman Characters, e.g.:
 - Driver's License
 - Government Health Care Card
 - National Identification Card, or
- Driver's License with Photo and Full Name in non-Roman Characters **and** an accompanying "International Driver's License" card, or



- Government ID with Photo and Full Name in non-Roman Characters (to be reviewed by IATA), or
- Student ID Card with Photo and Full Name **and** mandatory matching Birth Certificate.

The most internationally recognized form of identification is the International Passport. Therefore, using a passport for your ID check during your examination will help make your ID verification process a more rapid and pleasant experience.

If you do not have a passport, a government ID with your full name in Roman Characters is preferred. This would allow the proctor to complete your ID verification more quickly. An "International driver's license" card can be used in conjunction with a non-Roman character driver's license.



Appendix C – Allowed material

The allowable study materials during the exam are listed below. **No outside resources or materials of any kind are allowed during the exam.**

Exam Name	Course Code	Exam Format	Allowable materials
Air Cargo Advanced Marketing	TCGP-12	Closed-book exam	<ul style="list-style-type: none"> • Calculator app provided on the OERS platform (No physical calculator allowed) • Language dictionary
Airline Cabin Crew training	TALG-51		
Airline Customer Service	TALM-51		
Airline Finance and Accounting Management	TALF-50		
Airline Marketing	TALM-53		
Airline Revenue Management	TALF-51		
Airport Operations Fundamentals	TAPP-51		
Airport Ramp Services	TAPP-51		
Air Transport Fundamentals	TCVG-27	Closed-book exam	<ul style="list-style-type: none"> • Calculator app provided on the OERS platform (No physical calculator allowed) • Language dictionary
Aviation Safety Fundamentals	TALP-42		
Cargo Introductory Course	TCGP-11	Closed-book exam	<ul style="list-style-type: none"> • IATA TACT Training Edition (either printed, or accessible through the online exam resources) • Calculator app provided on the OERS platform (No physical calculator allowed) • Language dictionary
Cargo Security Awareness	TCGP-79	Closed-book exam	<ul style="list-style-type: none"> • Calculator app provided on the OERS platform (No physical calculator allowed) • Language dictionary
Foundation in Travel and Tourism with Amadeus / Galileo / Sabre	TTTG-05 TTTG-06 TTTG-07		
Global Distribution Systems Fares and Ticketing Course – AMADEUS / GALILEO / SABRE	TTTG-26 TTTG-28 TTTG-29		
		Open-book exam	<ul style="list-style-type: none"> • IATA coursebook, printed attachments • The IATA Fare • Calculator app provided on the OERS platform (No physical calculator allowed) • Language dictionary



Exam Name	Course Code	Exam Format	Allowable materials
Ground Operations Management	TALP-52	Closed-book exam	<ul style="list-style-type: none"> • Calculator app provided on the OERS platform (No physical calculator allowed) • Language dictionary
Human Factors and Safety Management Fundamentals	TCVT-04		
Introduction to the Airline Industry	TALG-50		
Managing the Travel Business	TTTG-10		
MICE Management	TTTP-09		
Passenger Ground Services	TALP-51		
Tour Production Advanced	TTTP-07		
Travel and Tourism Consultant	TTTG-09		
Travel Operations Management	TTTP-05		

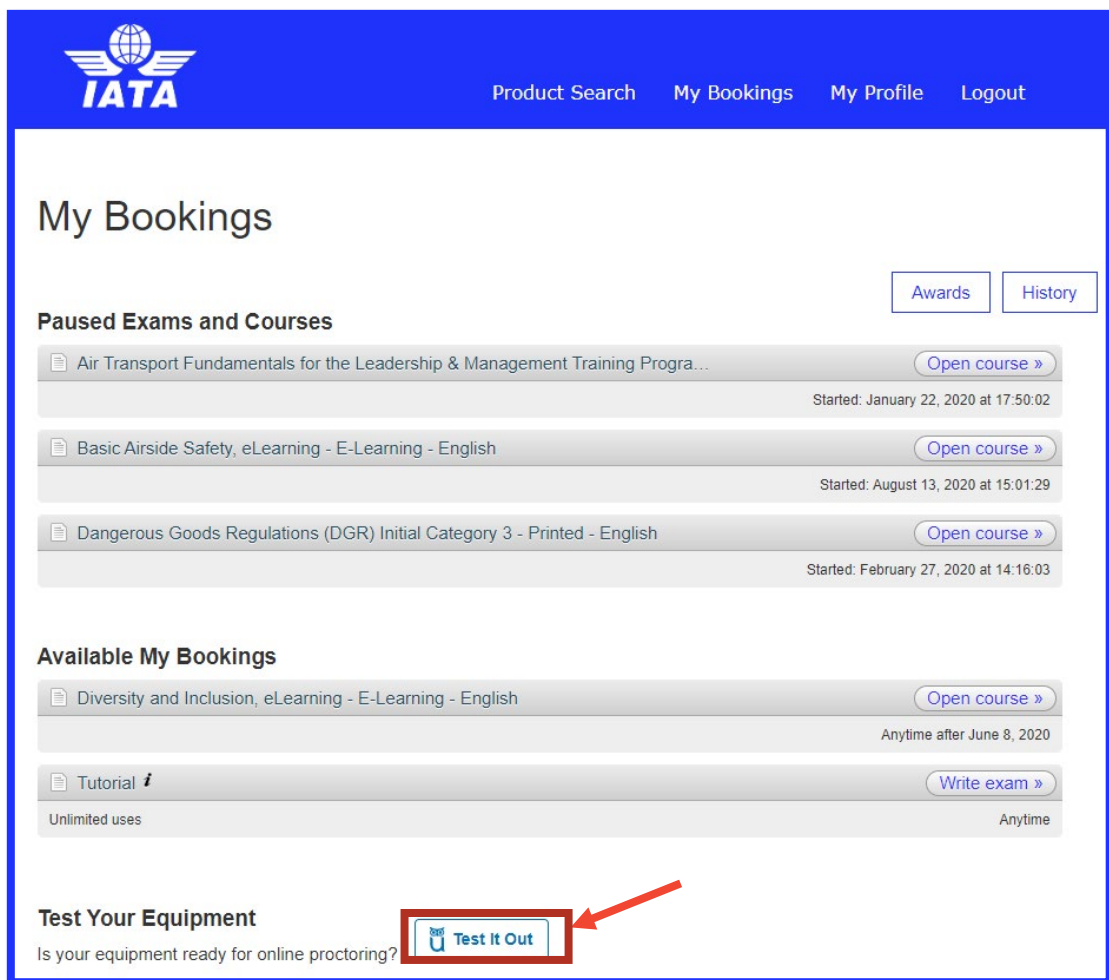
Appendix D – System check

To ensure a smooth exam experience, you must complete ProctorU's system check before the day of the exam, as well as a few hours before the exam. Students who do not run the system check and experience a technical issue on the day of their appointment will not be allowed to reschedule their session and will be awarded a grade of "No-Show".

This will ensure that your system is correctly set up, not missing any updates, and ready to connect to the exam.

To complete the system check:

1. Log in to the [IATA Customer Portal](#)
2. Access the "My Bookings" page with the link on the top [My Bookings](#)
3. On your "My Bookings" page, scroll to the bottom, under your list of courses and click the "Test it Out" link



The screenshot shows the IATA Customer Portal interface. At the top, there is a blue navigation bar with the IATA logo and links for Product Search, My Bookings, My Profile, and Logout. The main content area is titled "My Bookings" and includes buttons for Awards and History. Under the "Paused Exams and Courses" section, three courses are listed with "Open course" buttons and start dates. The "Available My Bookings" section shows two courses with "Open course" and "Write exam" buttons. At the bottom, the "Test Your Equipment" section asks "Is your equipment ready for online proctoring?" and features a "Test It Out" button, which is highlighted with a red box and a red arrow.

4. You will automatically be signed on to the ProctorU platform, and the system check will begin. Please wait for the verifications to complete, which may take some time.

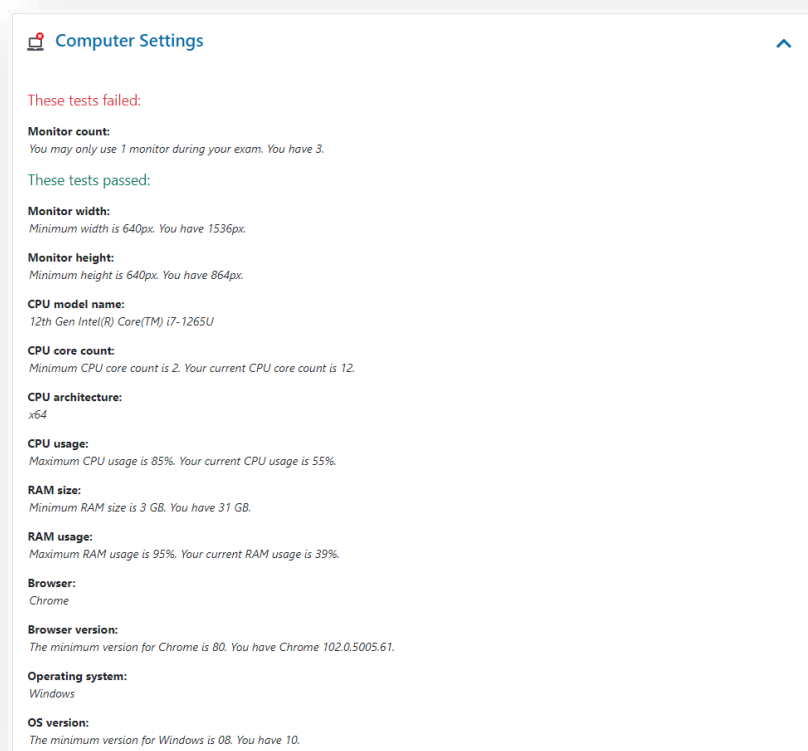
5. Ensure that you pass all system checks.



6. If you get a red "X", your system set up is not compliant.



7. You may scroll down towards the bottom of the screen for a comprehensive list of your equipment details. The sections under "These tests failed:" requires attention and need to be adjusted.



8. If you continue to experience technical difficulties and need help set up your computer, please contact ProctorU by following the steps in [Part 2 – Connecting to ProctorU](#).



Appendix E – Allow List

The Allow List serves as an aid for test-takers using a work/corporate/school computer to take an IATA Training OERS exam within the Guardian Secure Browser. It is highly recommended that test takers in this category provide their corporate or school IT department with this document ahead of their scheduled exam so that any necessary adjustments can be made to their computers to ensure compliance with the requirements.

Guardian Secure Browser

Allow Downloading from:

- <https://production-archimedes-secure-browser-artifacts.s3.amazonaws.com/latest/windows/guardian-browser-x64.exe>
- <https://production-archimedes-secure-browser-artifacts.s3.amazonaws.com/latest/mac-x64/guardian-browser-x64.dmg>
- <https://production-archimedes-secure-browser-artifacts.s3.amazonaws.com/latest/mac-arm64/guardian-browser-arm64.dmg>

Port/Protocol Specifications

Port	Protocol	Reason
80	TCP	Unsecured web/HTTP traffic
443	TCP	Secured Web/HTTPS traffic
843	TCP	Flash video
1935	TCP	Streaming video component
3478	TCP/UDP	Streaming video component
5671	TCP	Streaming video component
49152-65535	UDP	ProctorU browser plugin

Allow List and Firewall Configuration for LogMeIn Products

LogMeIn Rescue Domains to be Allowed:

- *.LogMeIn123.com
- *.123rescue.com
- *.support.me
- *.logmeinrescue.com
- *.logmeinrescue.eu
- *.logmeinrescue-enterprise.com (Powers account-specific Rescue features, not required for standard accounts)
- *.logmein-gateway.com



Additional Allow List Requirements - Executables (for Browsers and Firewalls):

OS X

LMIGUIAgent
LogMeInGUI.app
Rescue
LogMeIn Menubar
Support-LogMeInRescue
LogMeInRescue
Guardian Browser

PC

Support-LogMeInRescue.exe
Support-LogMeInRescue(1).exe
Support-LogMeInRescue(2).exe
Support-LogMeInRescue(3).exe
Support-LogMeInRescue(4).exe
Support-LogMeInRescue(5).exe
Support-LogMeInRescue(6).exe
Support-LogMeInRescue(7).exe
Support-LogMeInRescue(8).exe
Support-LogMeInRescue(9).exe
Support-LogMeInRescue(10).exe
Support-LogMeInRescue[2].exe
Support-LogMeInRescue[3].exe
Support-LogMeInRescue[4].exe
Support-LogMeInRescue[5].exe
Support-LogMeInRescue[6].exe
Support-LogMeInRescue[7].exe
Support-LogMeInRescue[8].exe
Support-LogMeInRescue[9].exe
Support-LogMeInRescue[10].exe
Imi_rescue.exe
Support-LogMeInRescue[11].exe
LMI_Rescue_srv.exe
LMIRescue.pkg
Imi_rescue.exe
Guardian Browser.exe