

# MyHomeSeer Remote Guide



Welcome to the new MyHomeSeer (MyHS) Remote. MyHS will allow you to access your HS3 system from anywhere without having to touch your router. There are requires for MyHS to work. HS3 must be version 3.0.0.97 or later. HS3Touch Android client requires 1.0.0.76 or later. Please make sure to update to these versions. *This guide assumes you have HS3Touch Server plugin installed. If you do not, please refer to the HS3 Quick Start Guide on setting that up.* Now, let's get started!

## STEP #1 – Registration

To begin using MyHS Remote you will need to register your HS3 software with the MyHS service.

- Once HSTouch has finished installing, go ahead and open it up. You will be prompted to log into MyHS.
- Click *Register*. Your default browser will come forward and load the registration page.
- Enter the email address that you would like to use for the *Account Email Address*. This will later be used as your MyHS username.
- Enter a preferred *Account Password*. You will use this as the password to enter in your MyHS settings. For security purposes, the password **must** have one capital letter, one number, one special character (!, ?, #, etc), and be at least eight characters long.
- The *License ID* and *Password* fields are for your HS3 license ID and password. *For HomeTroller HS3 users, this is located on the bottom of your unit. For HS3 Software users, this information was emailed to you.*
- Click *Register*. You will receive a confirmation on the next screen unless errors are detected. You will also be sent an email with a verification link. Click the link in the email, and your registration is complete!



## Register

### Account Information

Account Email Address

Account Password

Confirm Account Password

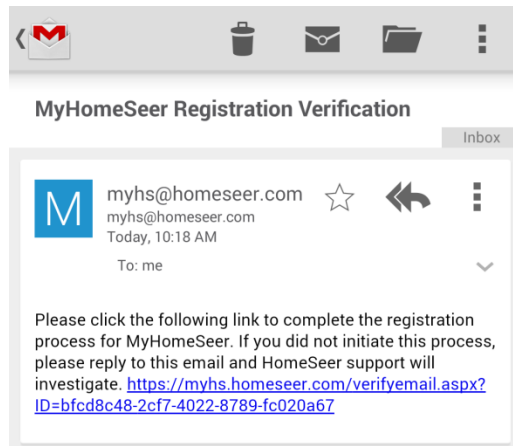
### HomeSeer System Information

License ID

License Password

Register

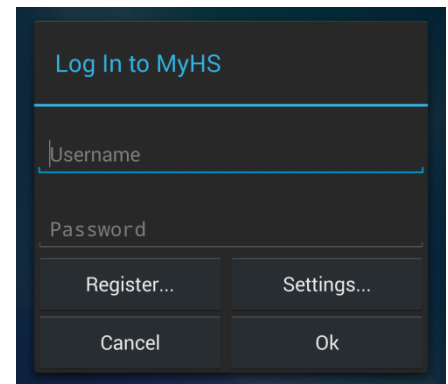
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## STEP #2 – Setting Up MyHS

The next step involves going into the HS3Touch application and entering in your Account Username and Account Password.

- a) Open up the HS3Touch application. It will give you the same prompt as earlier to Log In to MyHS.
- b) The email you used to register is your Username and the password you created will be used as the Password.
- c) Click Ok and HS3Touch will now connect.
- d) HS3Touch will now always connect through MyHS when launching. This will work from any location and any network.
- e) Finally, you will want to connect to your HS3 system and navigate to Tools > Setup, then the Network tab. From here, you will see your user accounts. You should see an account with the email address you used as your account name.
- f) You will want to make sure that this account has Admin + Local user rights. Once it does, you will want to make sure that no other accounts here have Local user rights, as that will interfere with connecting through the app.



## Troubleshooting MyHS

All customers have lifetime support. Initially you have **30 Day Priority Phone Support** and after that you have support through our **Help Desk** ([helpdesk.homeseer.com](http://helpdesk.homeseer.com)) and our community based **Message Board** ([board.homeseer.com](http://board.homeseer.com)).

Symptom	Cause	Solution
Log-In Prompt Doesn't Display	Wrong Version (HSTouch)	Make sure at least .80 of the HS3Touch App is installed
	Wrong Version (HS3)	Make sure your HS3 version is .96 or higher.
Cannot Connect	MyHS not Enabled	Go to Tools > Setup > Network and make sure allow remote access through MyHS service is checked
Connected, but not Authorized	Incorrect user rights	Go to Tools > Setup > Network and make sure the account with your MyHS credentials has Admin+Local user rights, and is the only account with Local rights.
All Other Problems		Contact HomeSeer

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