

# Jasmy Secure PC Agent

User Manual

Ver. 2.7



Jasmy Corporation

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## Trademarks

Company names, system names, and product names mentioned in this document are generally registered trademarks or trademarks of the respective companies.

Note that "™" and "®" are not specified in the text and figures.

- Microsoft and Windows are trademarks or registered trademarks of Microsoft Corporation in the United States and other countries.
- QR Code is a registered trademark of DENSO WAVE INCORPORATED.
- Ghost Drive is a registered trademark of Jasmy Corporation.

## 1. What is "Jasmy Secure PC Agent"?

"Jasmy Secure PC Agent" displays operating status and performance information based on keyboard and mouse operations performed on the terminal running this application, and checks network connections and terminal status. The application can also be used to check network connections and terminal status.

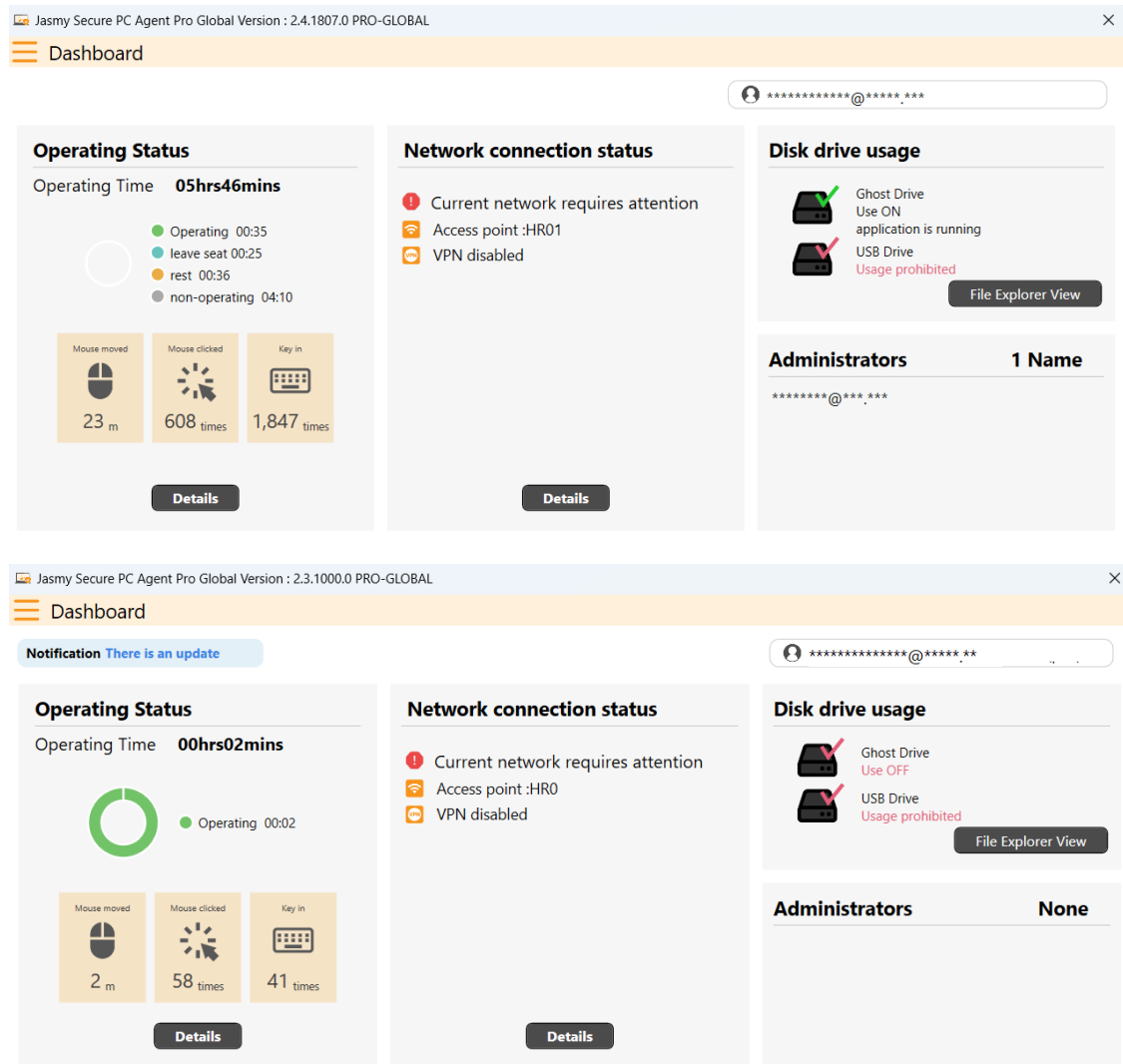


Fig. 1 Jasmy Secure PC Agent PRO main UI screen

Key features include.

- Display of operating hours, network connection status, Windows Update application status, environment, performance, and terminal status of the terminal running this application
- Exporting Battery Reports
- Reading QR codes, receiving and executing online commands, and displaying command execution history
- Display of operational status, application usage history, and file access history

- Disk Drive Utilization Status Display
- Displaying the list of administrators
- Display version information
- Launch "Jasmy Secure PC Manager
- Secure network and IP address restriction management with "Jasmy Secure PC Manager
- Ghost drive size selection
- self-updating
- Automatic Restart
- process alert
- window title alert
- URL alert

## 2. System requirements

This application can be installed on any personal computer that meets the following requirements:

OS	Windows® 10 Home or Pro (64bit) Windows® 11 Home or Pro (64bit)
internal storage	At least 15 GB of free space *Because it contains a virtual hard drive file
display	Resolution: 1280 x 720 dots or higher
Internet environment	Internet connection required at first startup Internet access during normal operation is desirable.

## 3. How to Install

"Jasmy Secure PC Agent" is installed according to the following steps.

Be sure to do this while connected to the Internet.

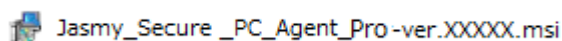
Also, when upgrading to version 2.0, **please do not uninstall the previous version.**

※ **Uninstallation may result in incorrect transfer of information or loss of data.**

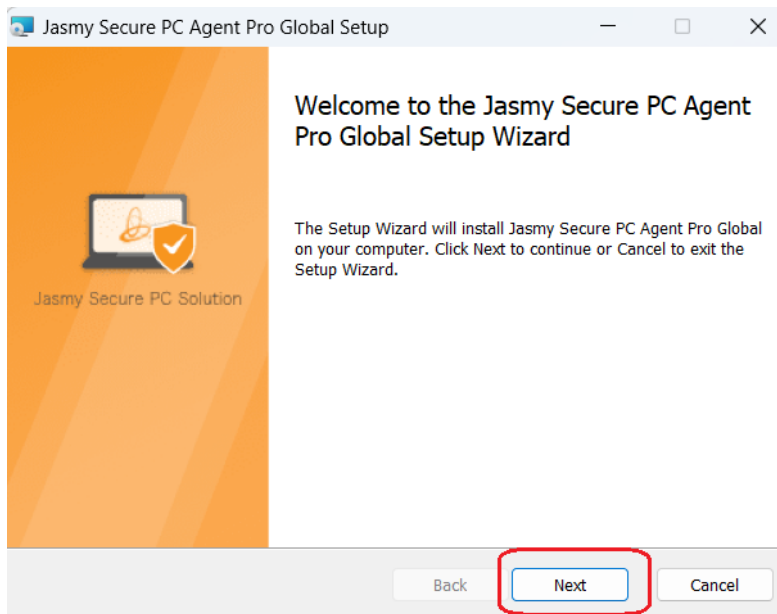
The version will be automatically upgraded by running the 2.0 installer on your PC.

See "[5.3. Self-Updating](#)" for details.

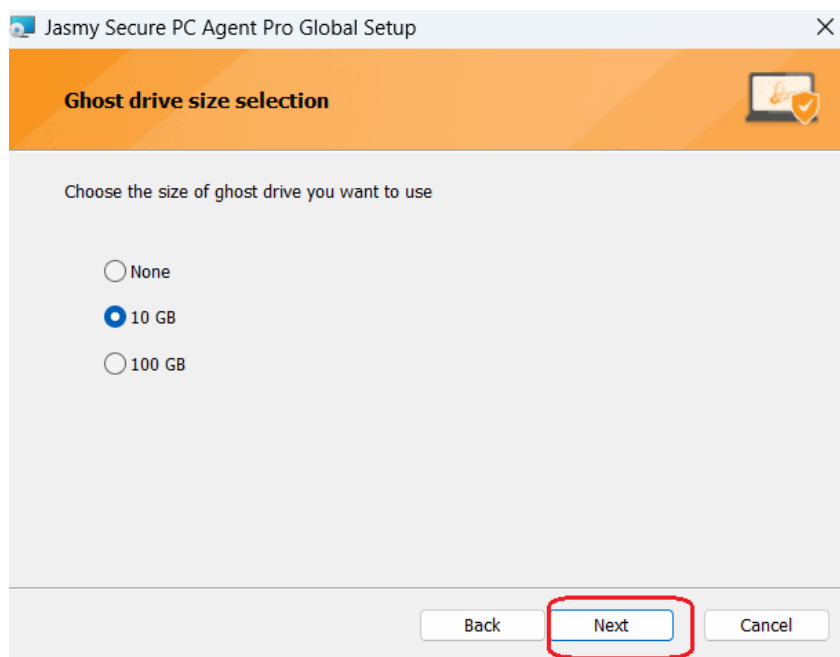
1. Double-click "Jasmy\_Secure\_PC\_Agent\_Pro-ver.XXXXXX.msi"



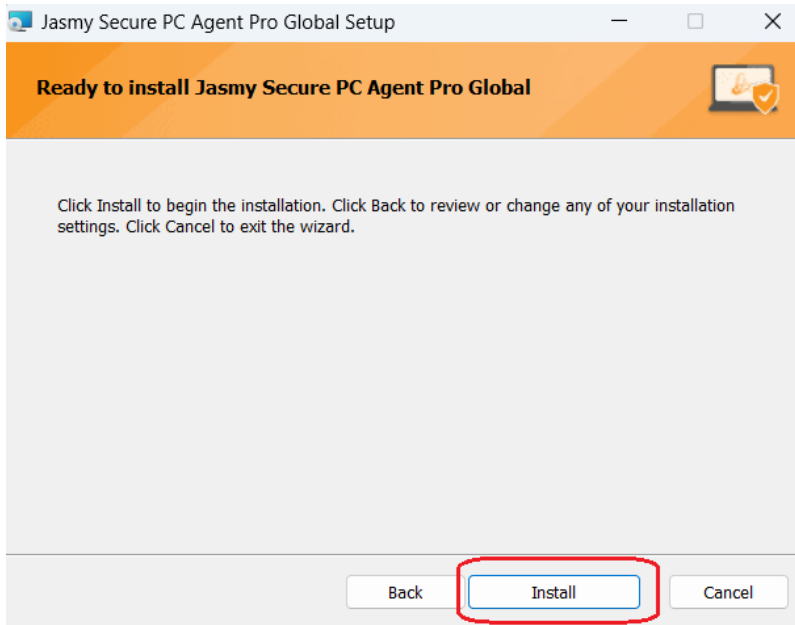
2. Select the "Next" button after the installer starts up.



3. Select the size of your ghost drive and choose "Next."

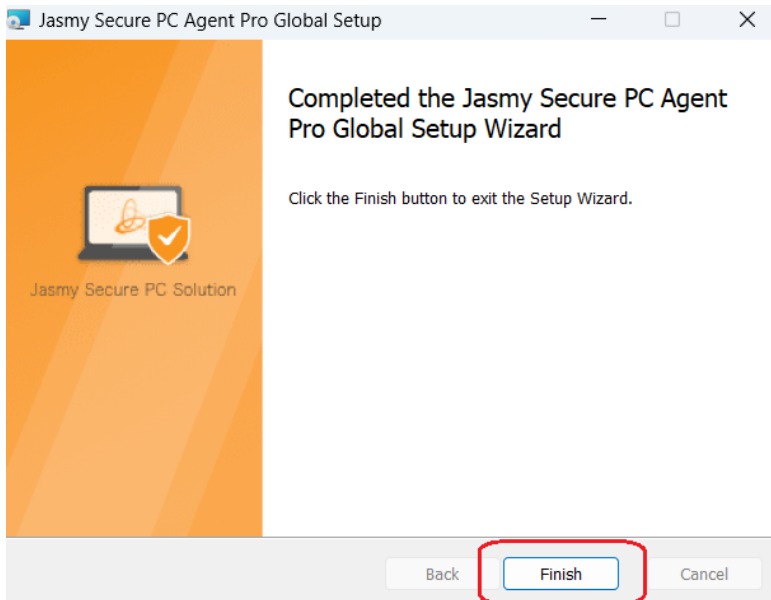


4. Select the "Install" button.



5. Select the "Yes" button in case User Account Control dialog appears.

6. Select the "Finish " button after the installation has been completed.





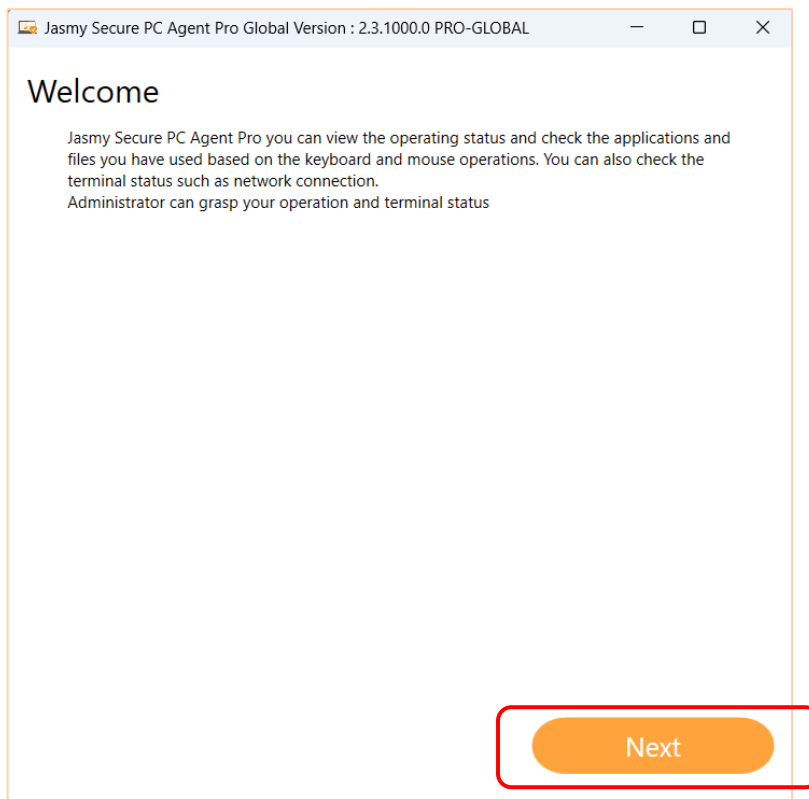
Then, a shortcut icon is created on the desktop.



Installation is now complete.

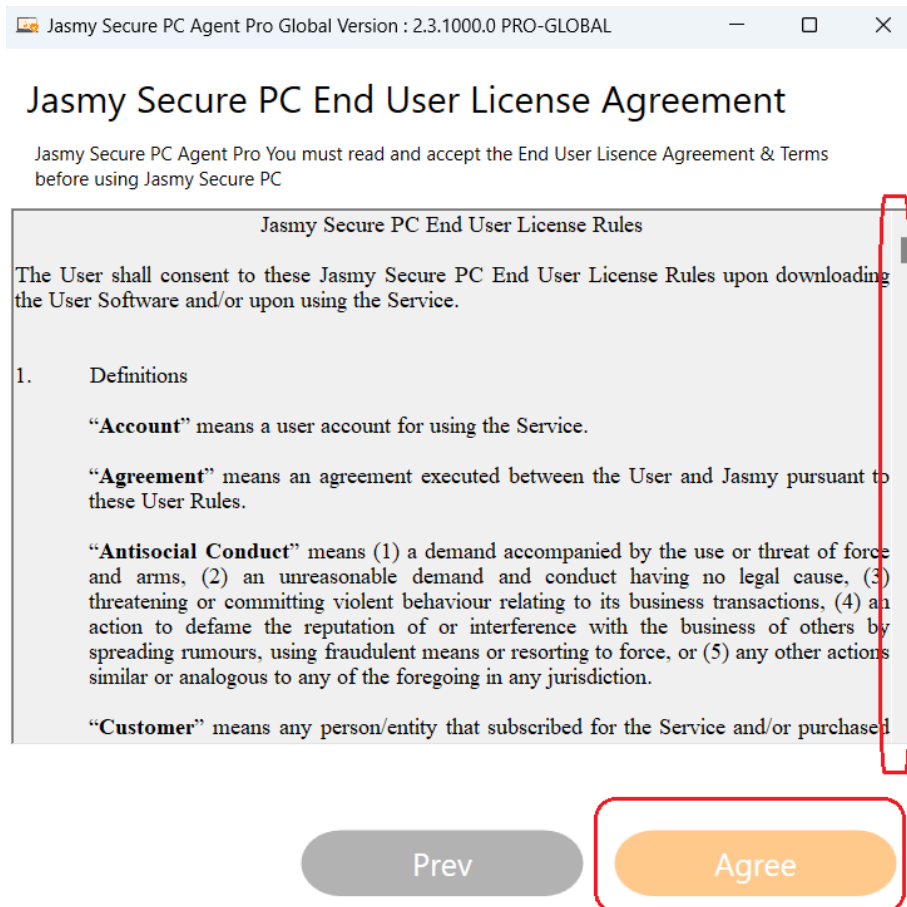
After installation is complete, "Jasmy Secure PC Agent" will start automatically.

7. On the welcome screen, select the "Next" button.




8. Read the software license agreement and select the "I agree" button

Scroll to the bottom of the Software License Agreement, read to the end, and select the "I Agree" button.



9. At the login screen, enter the email address and temporary password (Figure 2) sent to you in advance, and select the "Login" button.

Jasmy Secure PC Agent Pro Global Version : 2.3.1000.0 PRO-GLOBAL ×

 **Login**

Please enter your email address and password  
Please enter the temporary password if it has not been changed.

Email address

Password

- ※ The temporary password is valid for 30 days after receiving the e-mail ("Notification of Download Information and Completion of Temporary Registration (Jasmy Co., Ltd.)") in advance.

Please perform temporary password authentication and password change (steps 8 and 9) before the expiration date.

**Subject:** Notice of download information and completion of temporary registration (Jasmy Incorporated)

**body (of letter)**

We are Jasmy Incorporated.

Thank you for applying Jasmy Secure PC Agent.

Thank you for waiting.

Please download the software from the following URL, read the installation procedure and operations manual before use.

URL: [https://www.jasmy.co.jp/jasmy\\_secure\\_pc/download.php](https://www.jasmy.co.jp/jasmy_secure_pc/download.php)

Currently, it is in a state of provisional registration.

To complete the registration, please follow the below.

■ Your registered email address

securepc.sample.\*\*\*@\*\*\*\*.\*\*\*

■ Temporary password

2DYuYB4:

\*The temporary password is valid for 30 days.

Please change your password within the period.

You will need your registered email address and temporary password when you log in for the first time.

Please remember to keep them safely.

<Preparations for using Jasmy Secure PC Agent>

1. Install the downloaded Jasmy Secure PC Agent.
2. "Jasmy Secure PC Agent" runs the installation automatically.
3. Enter your username (the email address you registered with) and temporary password (included in this email) on the login screen.
4. In "Password Change" screen, change your password.

Please assign a password with at least 8 characters including at least one number and a combination of alphanumeric characters.

This completes the preparations for using "Jasmy Secure PC Agent".

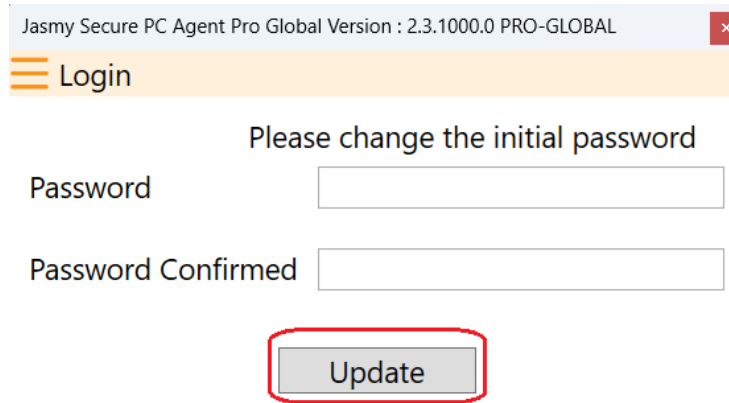
If you have any questions, please contact us.

Jasmy Incorporated support window ([https://www.jasmy.co.jp/jasmy\\_secure\\_pc/contact.html](https://www.jasmy.co.jp/jasmy_secure_pc/contact.html)).

*Figure 2 Email sent upon provisional registration*

10. Enter the password and select the "Update" button.

The new password must be at least 8 characters, including at least one number, and must be the same as the "password" and "password (confirmation)".



Jasmy Secure PC Agent Pro Global Version : 2.3.1000.0 PRO-GLOBAL

Login

Please change the initial password

Password

Password Confirmed

Update

**Caution:**

"Jasmy Secure PC Agent" cannot be started if the temporary password authentication and password change are not performed.

Be sure to perform temporary password authentication and password change (steps 8 and 9).

11. "Jasmy Secure PC Agent" has been activated.

How to display the main UI screen [5.1. main UI UIdisplaying the](#) Please refer to 5.1.

## 4. Activation Method

"Jasmy Secure PC Agent" is registered in the Windows startup upon installation, so it will automatically start every time the PC is started.

"Jasmy Secure PC Agent" is also registered in the Task Scheduler so that it is always running while you are using Windows.

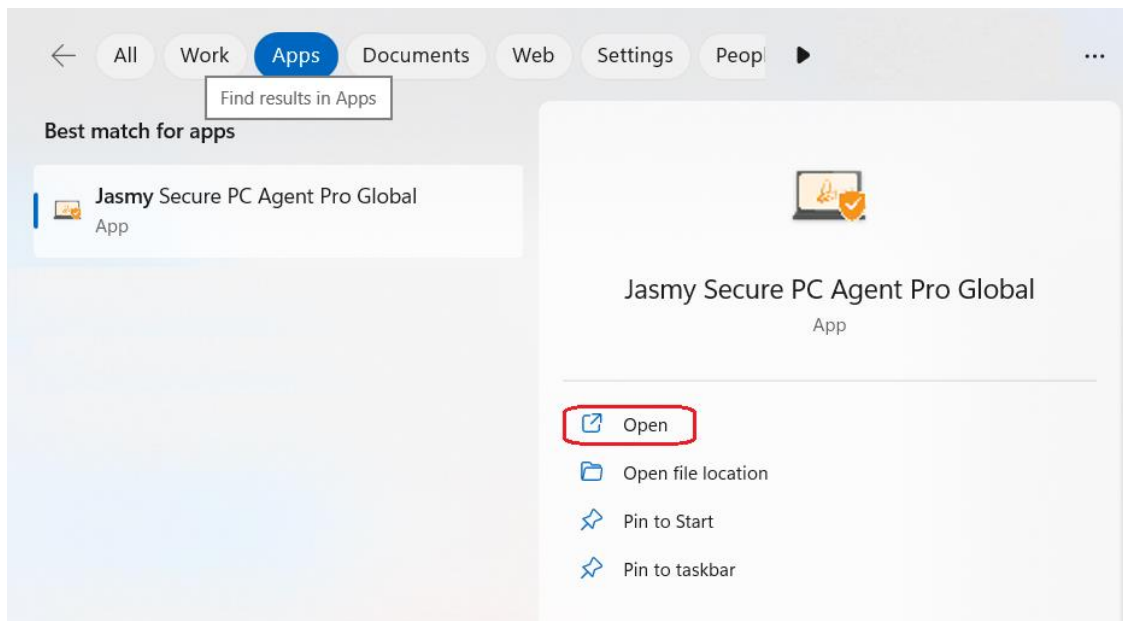
However, this is only if you perform temporary password authentication and password change after installation.

"Jasmy Secure PC Agent" is not started automatically, you can start it by doing one of the following

- Double-click the shortcut icon that appears on the desktop



- Type "Jasmy Secure PC Agent" in the search box on the taskbar and select "Open"



When you start the system using either of the above methods, the startup dialog box (Figure 3) will appear and the startup process will be performed.

1. A startup dialog will appear and will close automatically when "Jasmy Secure PC Agent" has been started.

## ➤➤➤ Starting Up

*Figure 3 Dialog during startup*

2. The "Jasmy Secure PC Agent" icon will appear in the notification area

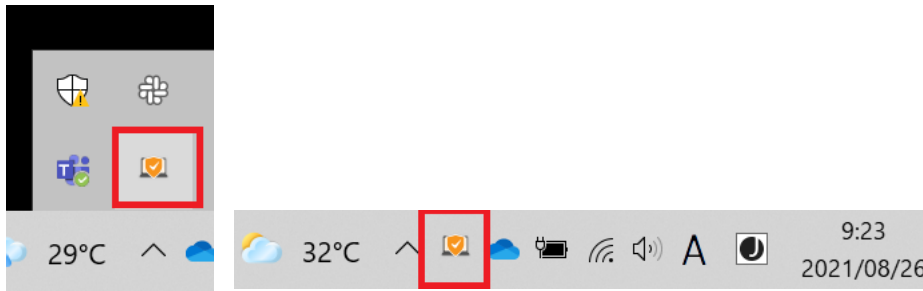


Figure 4 Jasmy Secure PC Agent icon in the notification area

### attention (heed)

When this application is launched while connected to a secure network environment, the virtual hard disk is automatically mounted. If the application is connected to an insecure network environment, the mounted virtual hard disks will be unmounted automatically.

Please note that you may be asked to log in depending on the connection status of your network environment. In that case, please enter your registered e-mail address and changed password to log in.

- If a certain amount of time has elapsed after login authentication, a message may appear asking you to log in again. In that case, please enter your registered e-mail address and the password you have changed and log in as described above.

If you have forgotten or lost your password, [5.24. Reset Password](#) If you forget or lose your password, please refer to 5.24.



## 5. Rules of Use

### 5.1. Display on the main UI screen

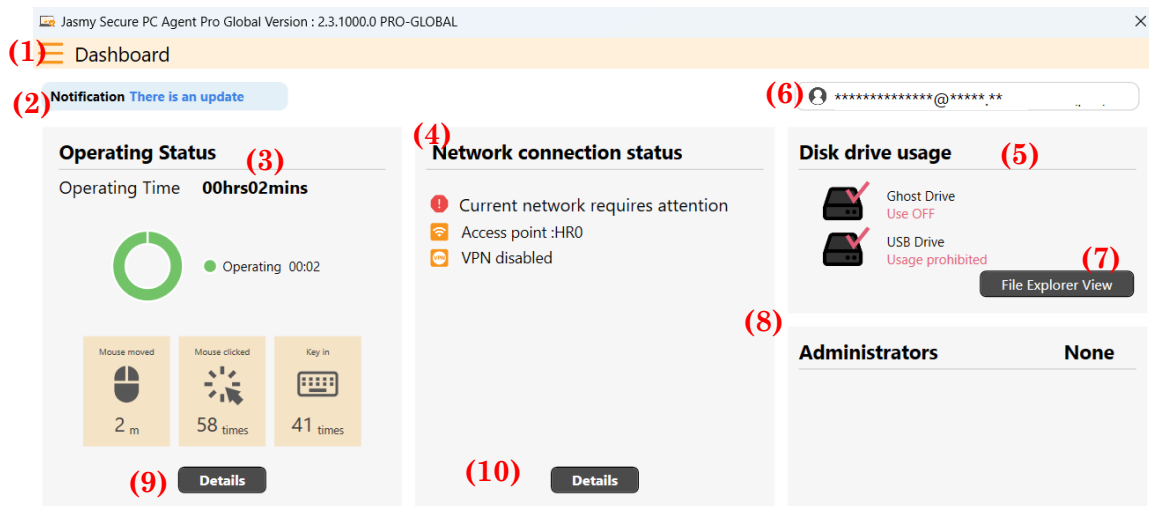
The main UI screen can be displayed in the following ways

- Click on the "Jasmy Secure PC Agent" icon in the notification area



### 5.2. How to view the main UI screen

On this screen, you can see the following information about the device on which the application is installed.



- Menu ((1))

The menu displays the following items.

- ✧ Startup Manager
  - Launch "Jasmy Secure PC Manager
  - For more information, [5.16](#)see
- ✧ Version
- ✧ Restriction Settings
  - Application
  - URL
  - Title.

- IP address
  - For more information, [6. Limit](#) see
- ✧ Windows Update History
  - For more information, [5.8. View Windows Update](#)
- ✧ Terminal Control
  - Reading QR Codes
    - For more information, [5. 9](#)
  - Command execution history
    - For details, [5. 10](#)
- ✧ System Information
  - Terminal information
    - For more information, [1.5. 12](#)
  - Battery Information
    - For more information, [5. 13](#)
- ✧ Change Password
  
- ✧ FAQ
  
- ✧ Quit
  - exit from the application.
  - For more information, [5.27.](#)
  
- Notice (2)
  - Displays a message "There is an update" when there is an application update.
  
- Operating status display (3)
  - ✧ number of hours worked.
  - ✧ performance
    - Mouse clicks
    - mouse distance
    - Number of keyboards used.

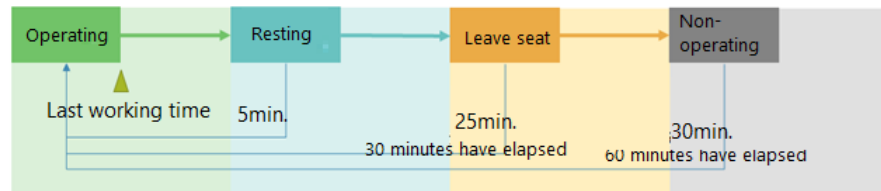
- ◇ Detailed pie chart of operating hours

Displays the time spent in operation, away from work, rest, and non-operation, respectively.

Update interval is 1 minute.

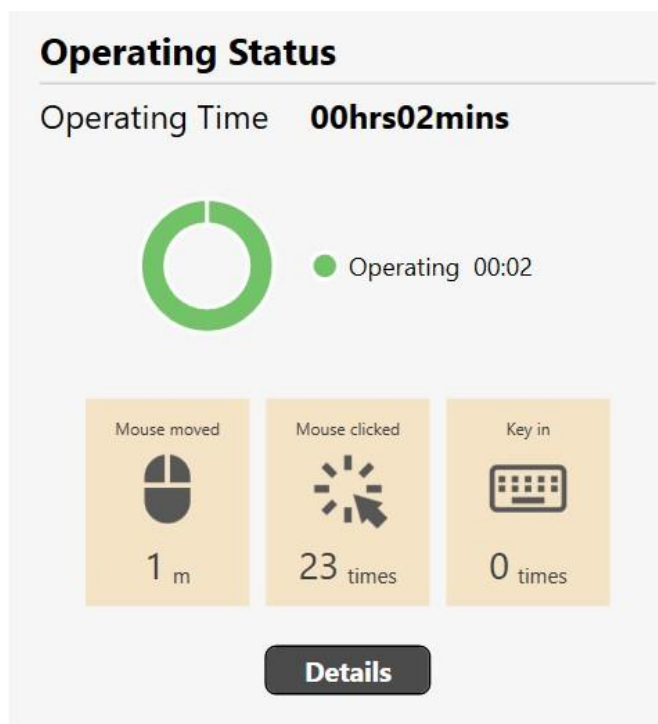
### Status Transitions

- Automatically changes



For more information on uptime, [5.5. Viewing Availability](#) for more information.

If there is no information to be displayed immediately after startup, the operating status will be displayed with the following message.



- Network connection status display (4)

- ◇ Terminal environment status message

If you are connected to a designated Office Wifi or Office VPN, the message "Your environment is secure" (including the icon) will appear.

✔ Normal condition

If you are connected to the designated home network (Home Wifi), the message "Your environment is generally safe" (including the icon) will be displayed.

⚠ : Generally normal condition

If you are not connected to the specified network, the message "Your current environment requires attention."

❗ Warning

If the message "The current environment requires attention" is displayed, check the current connection [point](#) and confirm the settings by referring to [5.7](#).

✧ Where to connect (Wifi connection)

Show where Wifi is connected.

✧ VPN Connection

View VPN connection status or office network connection status

For more information, see [5.7. setting up the destination](#) for more information.

For more information, [5.221. Displaying Network Connection Environment](#) for more information.

➤ Disk Drive Usage (5)

✧ Ghost Drive/USB Storage

✧ Utilization / Usage

For more information, [5.20. Viewing Disk Drive Usage](#) for more information.

➤ E-mail address (6)

✧ Display of registered e-mail address

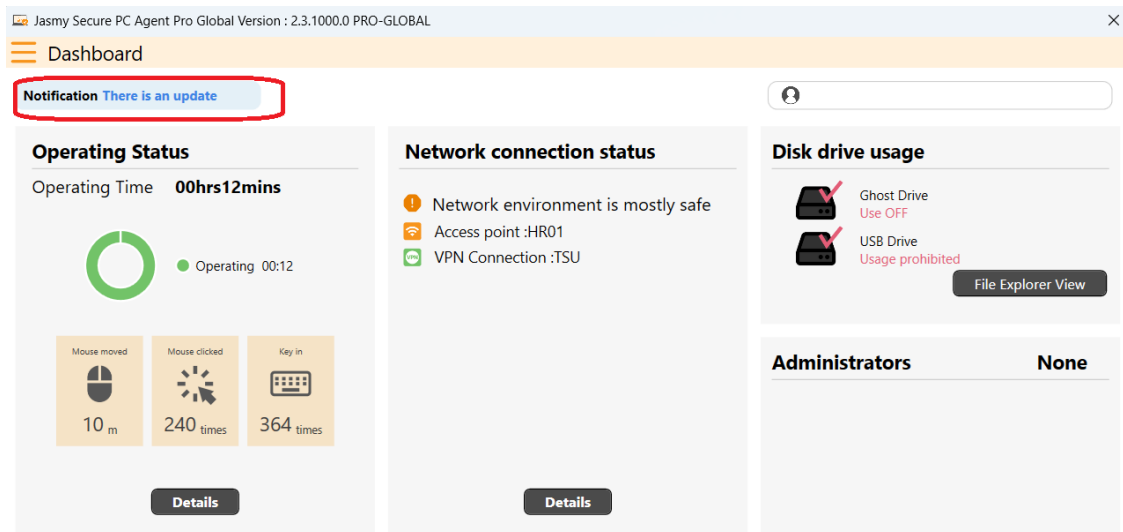
✧ View / Edit Profile

Details, [5.4. view / edit your](#) View / Edit Profile

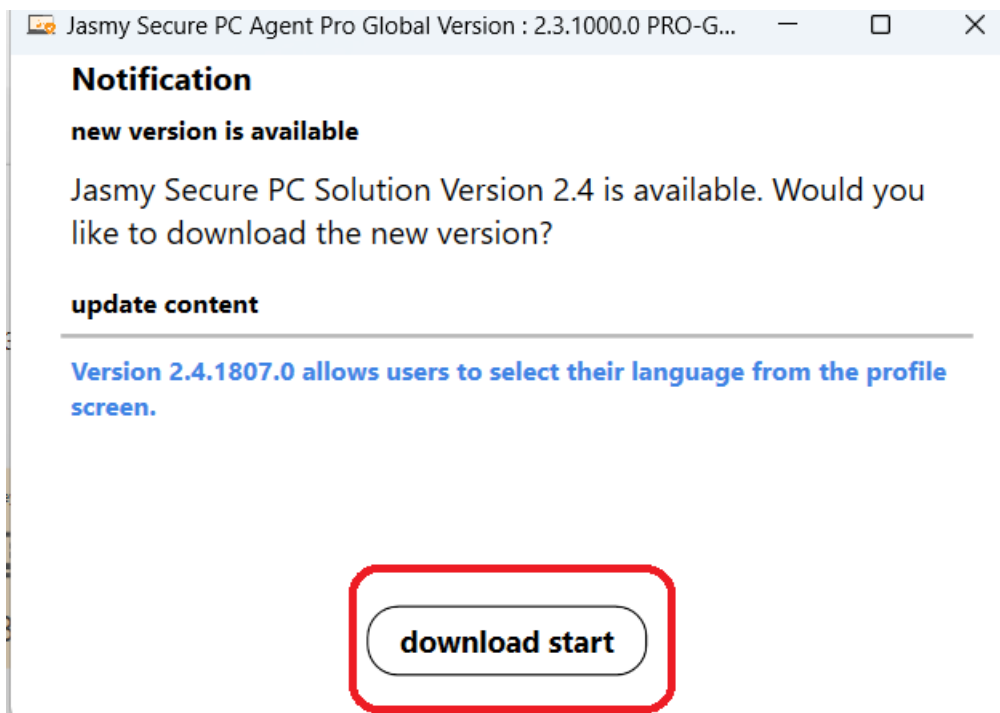
- "View in File Explorer" button (7)  
Select this option if you want to see detailed information about the actual disk
  
- Administrator (8)
  - ✧ Managers List  
For more information, [5.15](#)see
  
- Operation status "Details" button (9)
  - ✧ number of hours worked.
  - ✧ performance
  - ✧ Application Usage History
  - ✧ file access historyFor more information, [5.5.](#) for more information.
  
- Network connection status "Details" button (10)
  - ✧ access point
  - ✧ local IP address
  - ✧ global IP address
  - ✧ In-office network
  - ✧ Confirm Settings" button.  
You can check your current secure network settings.

### 5.3. Self-updating

1. Select "Notices" on the main UI screen



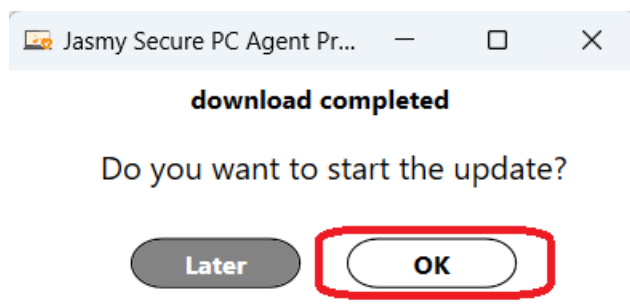
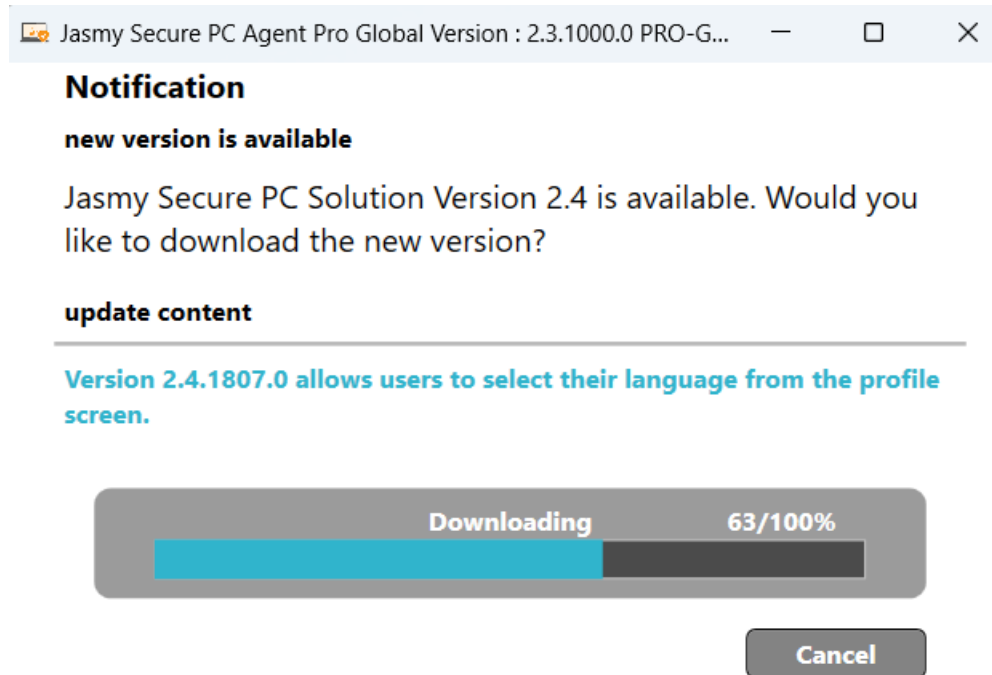
2. A notification dialog box will appear, confirm the contents of the update, and select the "Download Start" button.



3. Select "OK" to start the update after the download is complete.

Select "Later" if you want to update later.

{USER}\AppData\Local\Jasmy\Jasmy Secure PC Solution\Download to the Installer folder



4. If "OK" is selected in step 3, the update will start  
selected If you "Later" in step 3, the "Notification" on the main UI screen will show "Update is available" until the update is completed.

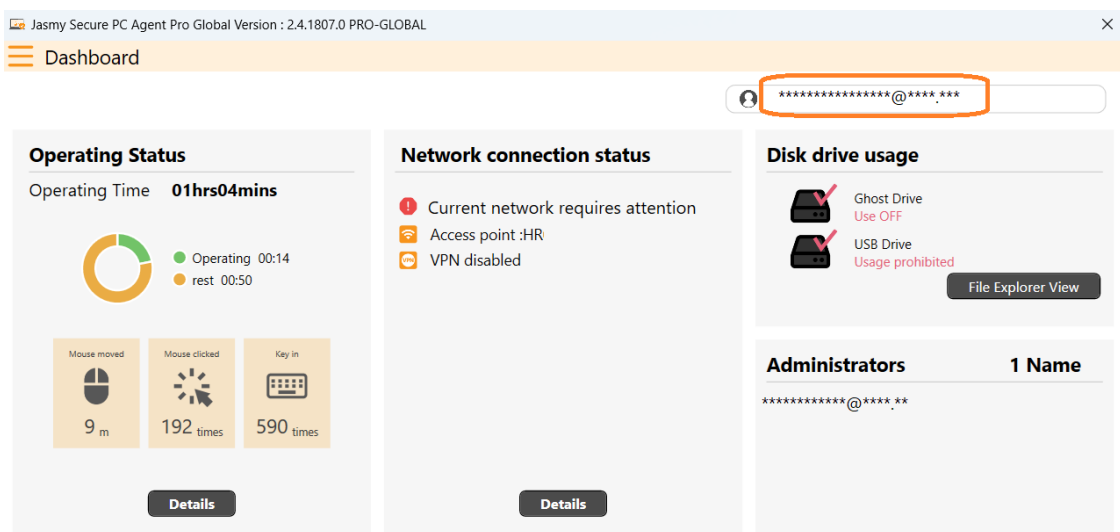
## 5.4. View / Edit your profile, Language Setting

User profiles can be edited by yourself when there are 0 administrators.

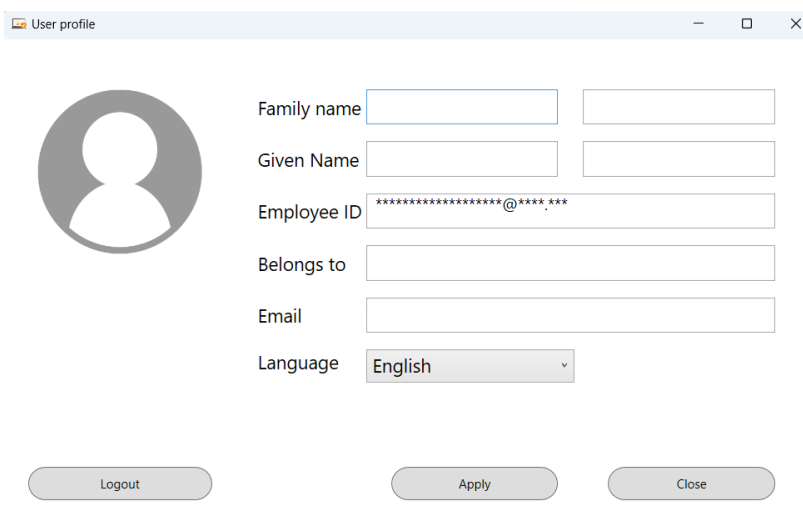
If there is more than one administrator, you cannot edit them yourself, except for language settings.

<If there are 0 administrators>.

1. Select "Email Address" in the upper right corner of the main UI screen.



2. Displays user profiles





3. Edit each item in the user profile and select the "Apply" button

The screenshot shows a window titled "User profile" with a standard Windows-style title bar (minimize, maximize, close buttons). On the left is a circular placeholder for a user profile picture. To the right is a form with the following fields:

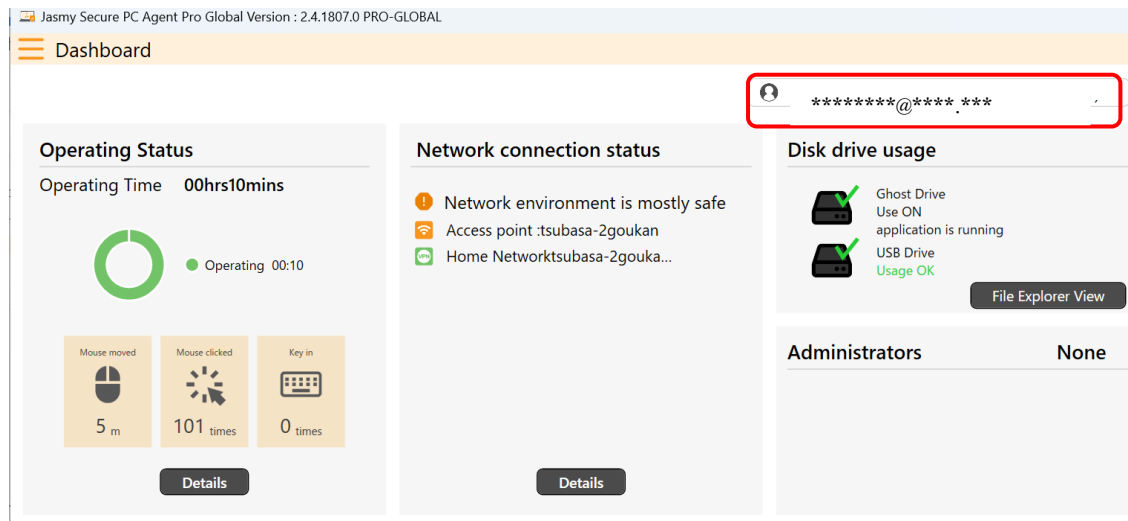
- Family name: Two empty text input boxes.
- Given Name: Two empty text input boxes.
- Employee ID: A single text input box containing "\*\*\*\*\*@\*\*\*\*.\*\*\*".
- Belongs to: A single empty text input box.
- Email: A single empty text input box.
- Language: A dropdown menu currently showing "English".

At the bottom of the form are three buttons: "Logout" on the left, "Apply" in the center (highlighted with a red rectangular box), and "Close" on the right.

If you change the display language, exit the application and re-launch it.

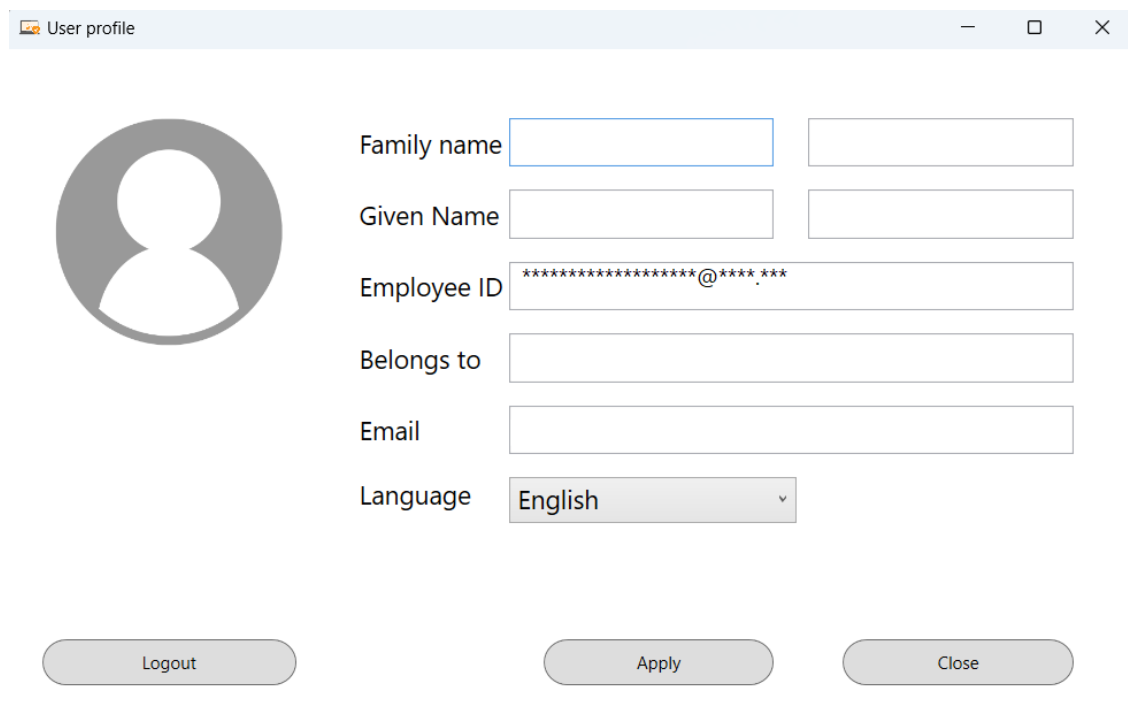
<If there is more than one administrator

1. Select "Email Address" in the upper right corner of the main UI screen



2. Displays user profiles

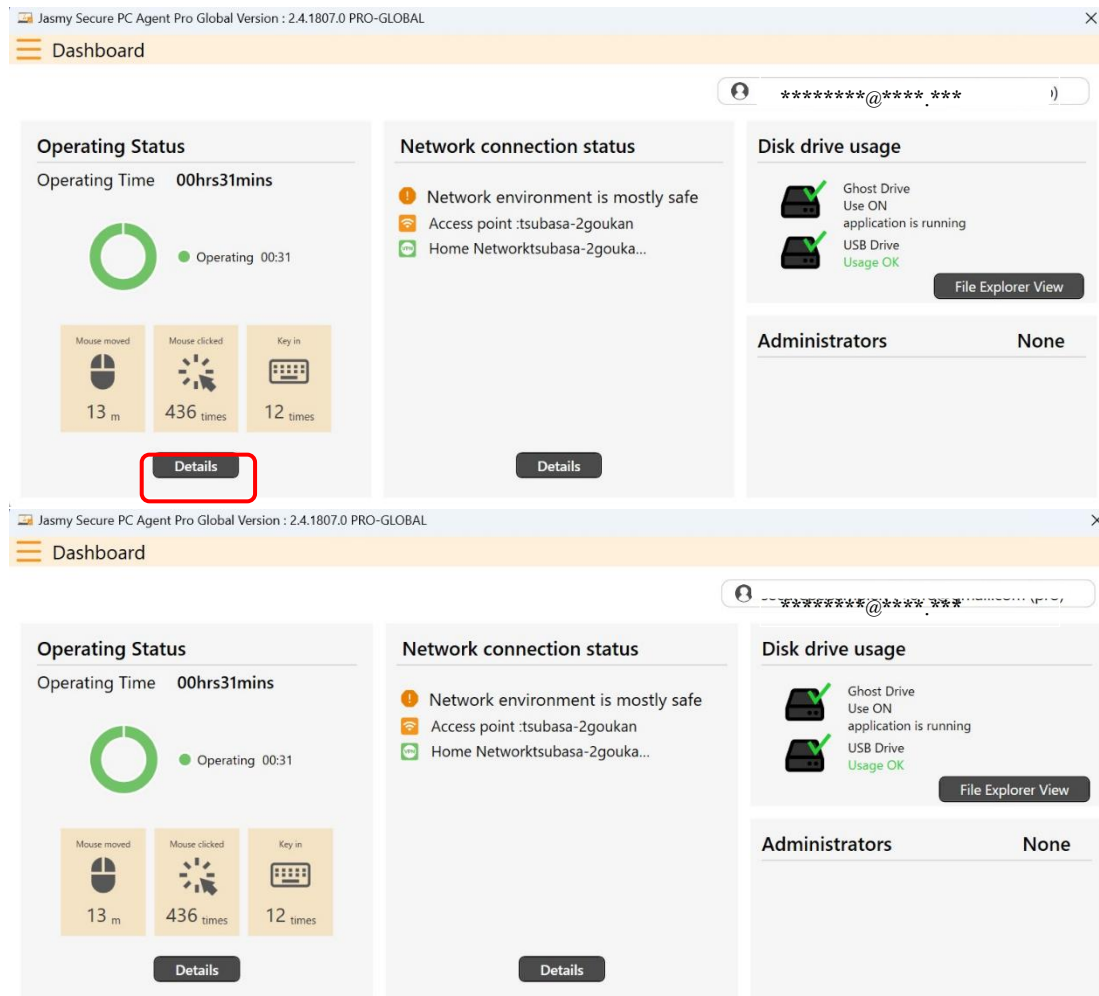
\*Reference only, editing is not possible, except for language settings.



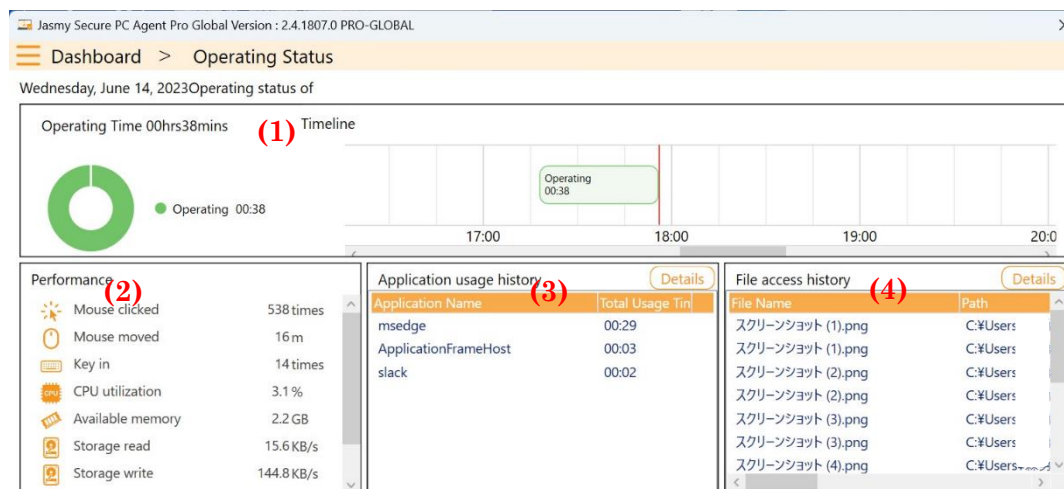
If you change the display language, exit the application and re-launch it.

## 5.5. Display of operational status

1. Select the "More info " button displayed in the "Availability" section of the main UI screen



2. Displays detailed information on operating status



➤ Operating hours ((1))

Displays details and timeline of operating hours

➤ Performance (2)

This section displays the following information about the performance of the PC you are using

- ✧ Mouse clicks
- ✧ mouse distance
- ✧ Number of keyboards used
- ✧ CPU utilization
- ✧ available memory
- ✧ Storage Read
- ✧ Storage Write
- ✧ transfer rate
- ✧ Receiving speed

➤ Application Usage History (③)

You can check the total time spent using the application

For more information, [5.17. Viewing Application Usage History](#) for more information.

➤ File access history (4)

You can check the file name and file path of the file you used

For more information, [5.18. Viewing File Access History](#) for more information.

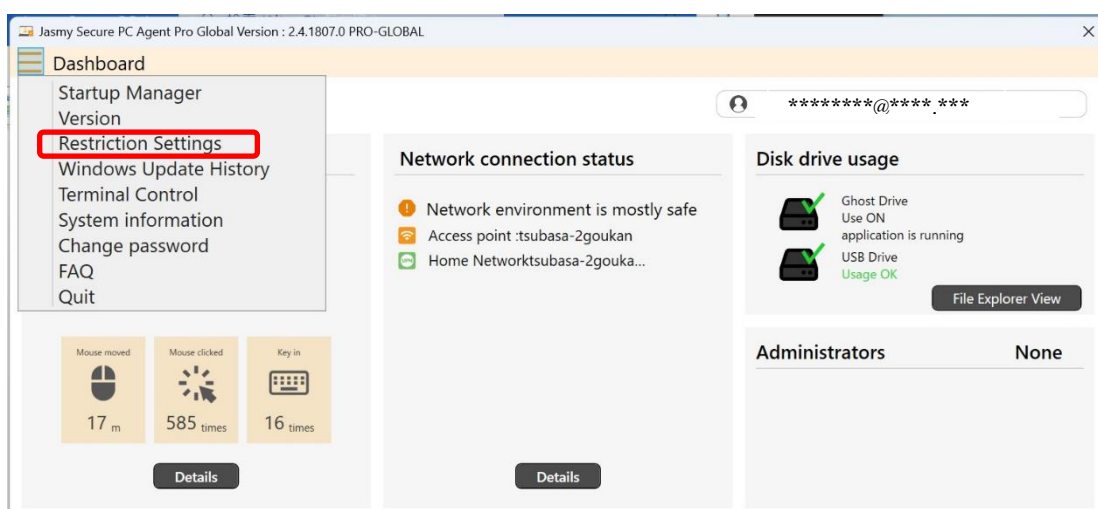
## 5.6 Restriction Settings

Restricted item settings are operational settings for alerting when operations other than those permitted are performed.

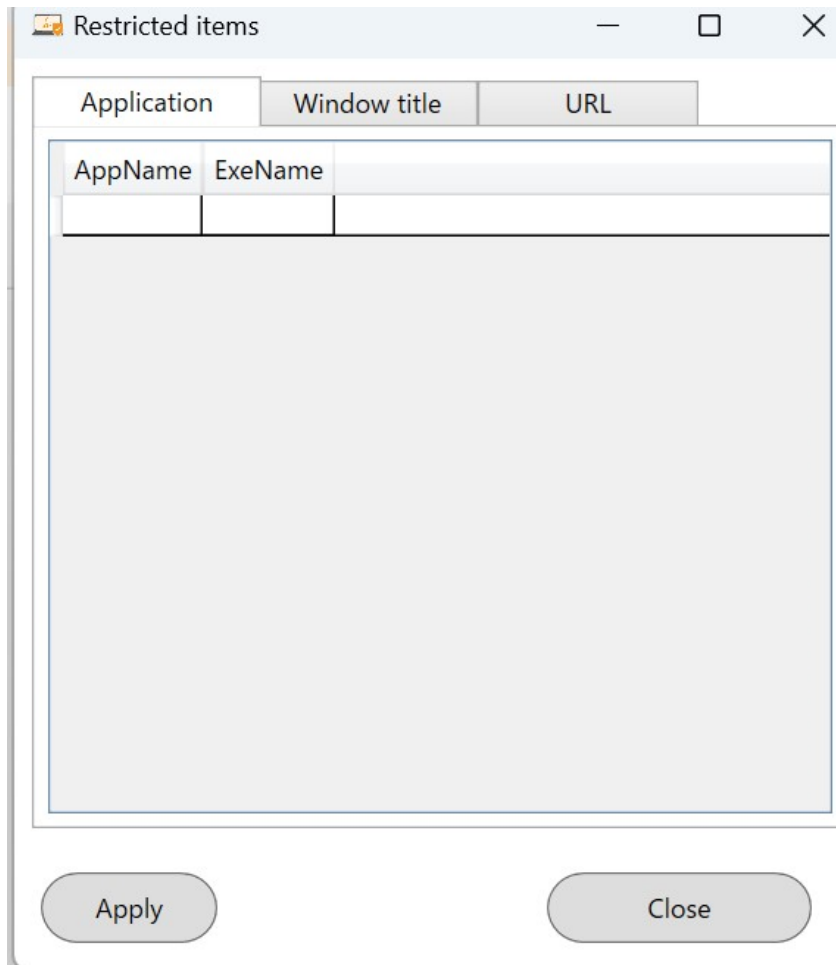
However, if you have an administrator who manages your PC, you will only be able to view the values set in the "Jasmy Secure PC Manager" and you will only be able to set them if you do not have an administrator.

<How to set up

1. Select "Restriction Settings" from the hamburger menu on the main UI screen



2. Displays the Restricted Items dialog.



The following three items can be set in the Restrictions dialog.

- Application
- uniform resource locator
- Title.

3. Select the tab you wish to configure and enter the items.
4. Select the "Reflect" button.

Please remember to select the "Apply" button on each tab after entering the items.

If the value of a restricted item is set by the administrator, the value will be managed by the administrator from then on.

The image shows a window titled "Restricted items" with standard window controls (minimize, maximize, close). Inside the window, there are three tabs: "Application", "Window title", and "URL". The "Application" tab is selected and contains a table with two columns: "AppName" and "ExeName". The table is currently empty. Below the table, there are two buttons: "Apply" and "Close".

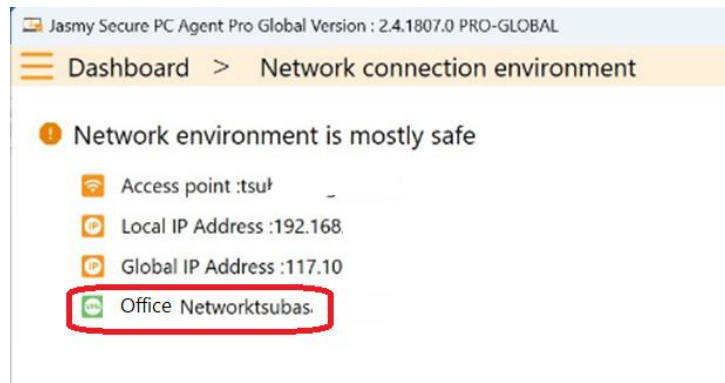
AppName	ExeName

## 5.7. Setting Up Connections

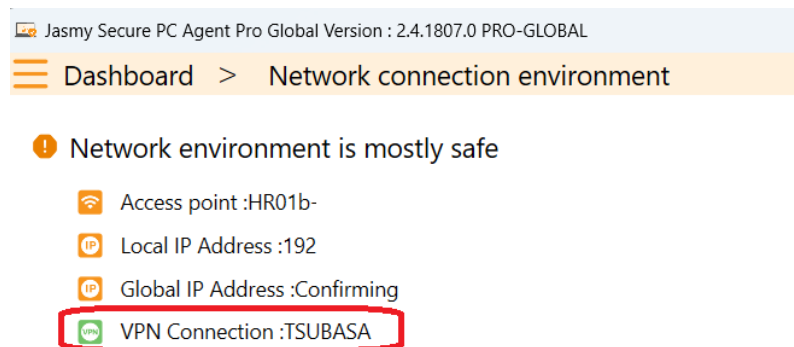
There are three terminal environment status messages in the connection environment display

- If you are connected to the specified Office Wifi and Office VPN

The display will be the same as if you were connected to the Office Wifi specified below

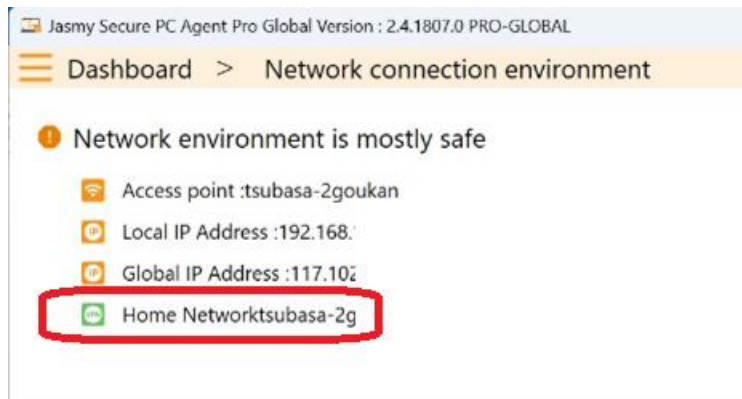


- If you are connected to the designated Office Wifi



- If you are connected to the specified Office VPN





- If you are connected to the designated Home Wifi
- Not connected to the specified Wifi or VPN



✧ Confirming.

- When not connected to the network

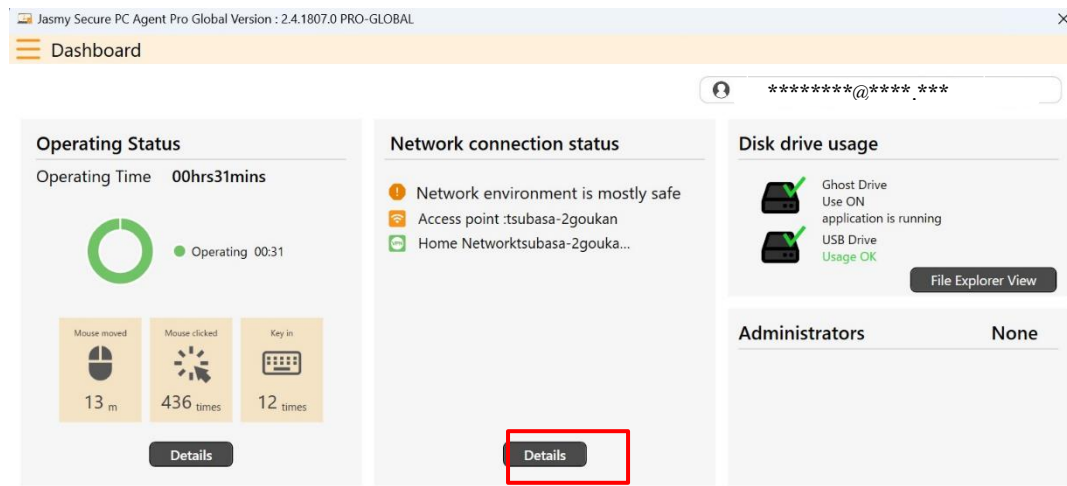


Also, if the message "The current environment requires attention" is displayed, please check the following.

- ✓ If the Wifi or VPN to which the device is connected is not connected to the specified Wifi or VPN, please connect to the specified Wifi or VPN
- ✓ Check and correct the application's connection destination settings

If you have zero administrators, you can set up a secure network in the following way

1. Select the "Details" button under Network Connection Status in the main UI screen

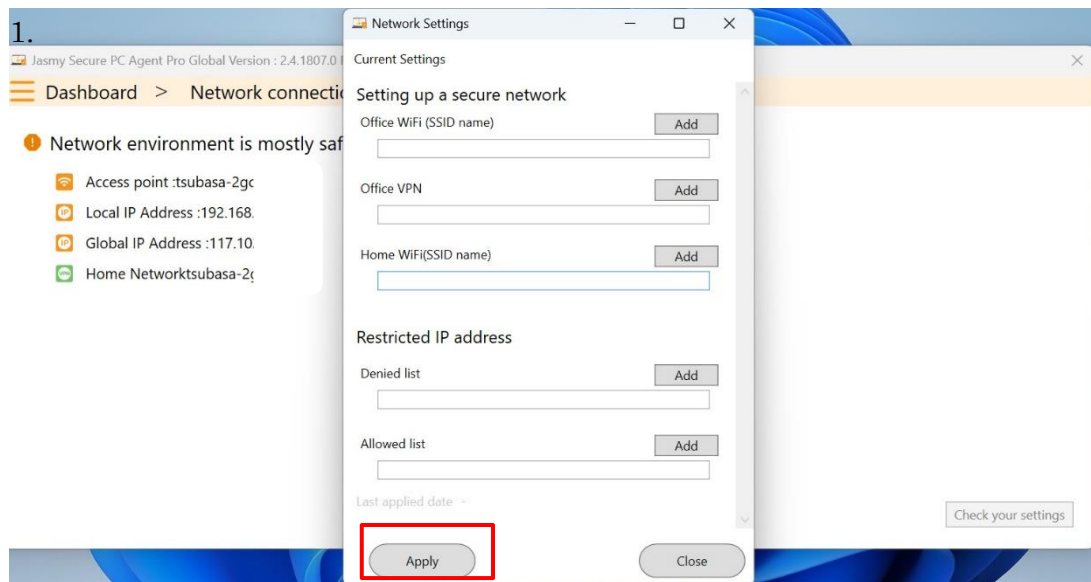


2. Select the "Check settings" button in the lower right corner of the network connection environment



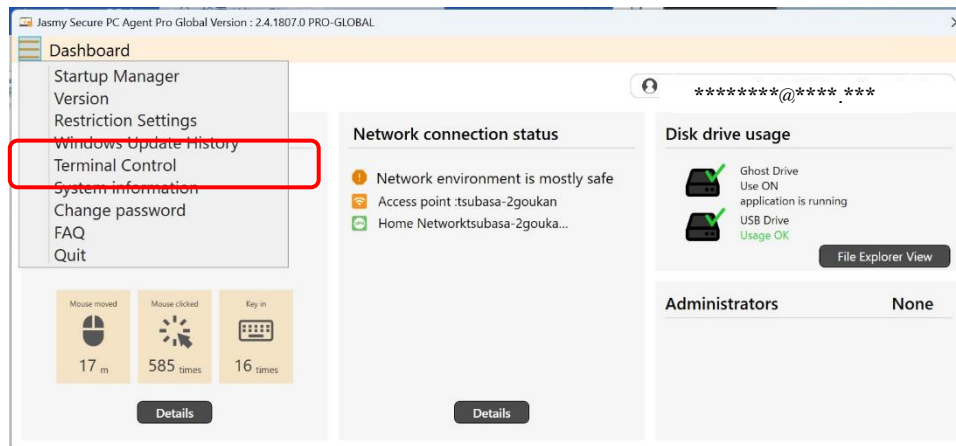
3. Displays the network configuration dialog

Fill in each field and select the "Apply" button

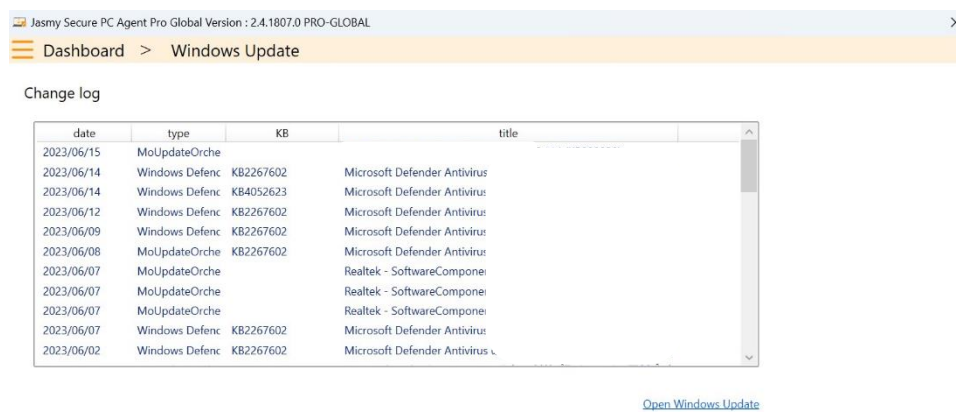


## Display Windows Update

1. Select "Windows Update History" in the hamburger menu of the main UI screen



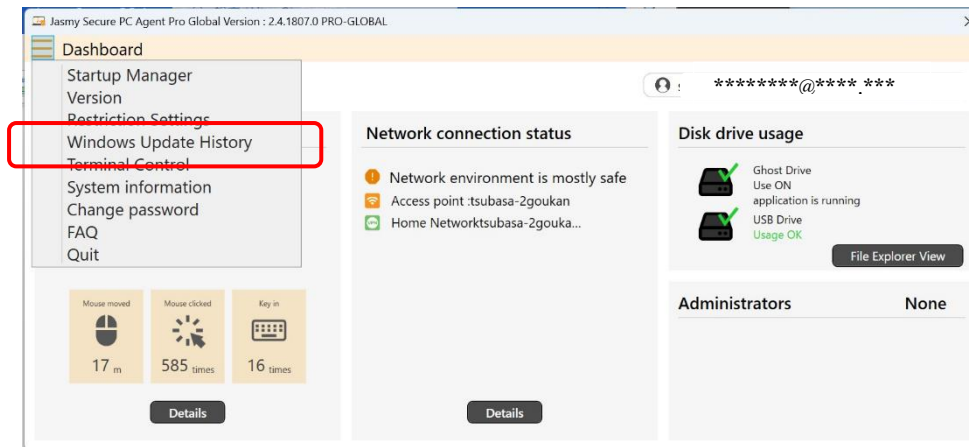
2. Windows Update update history will be displayed



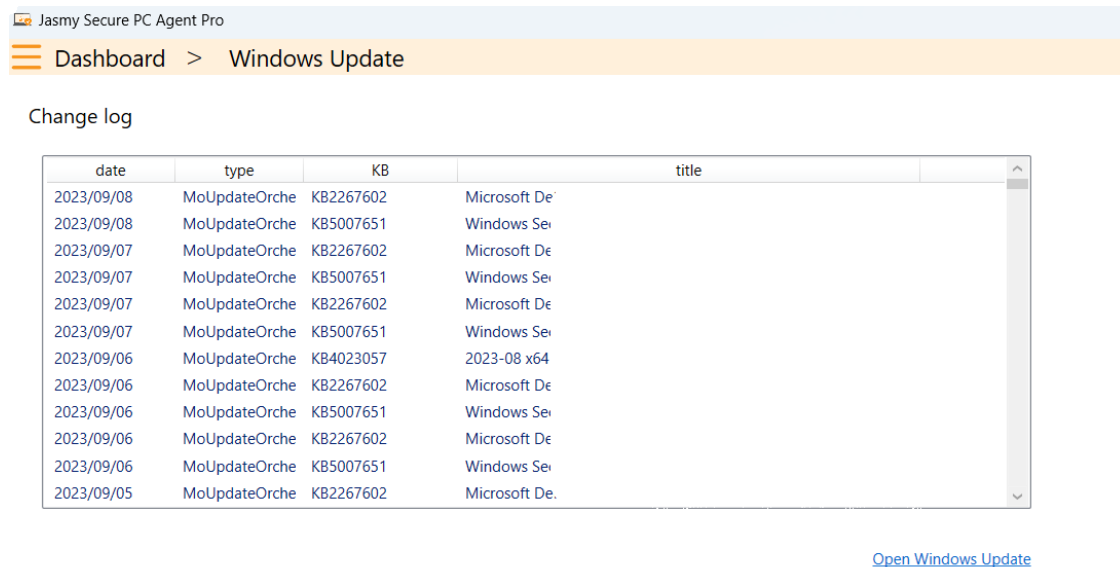
Select "Open Windows Update" if you want to see the update history in detail

## 5.8. View Windows Update history

1. Select "Windows Update History" from the hamburger menu of the main UI screen.



2. Windows Update history is displayed.

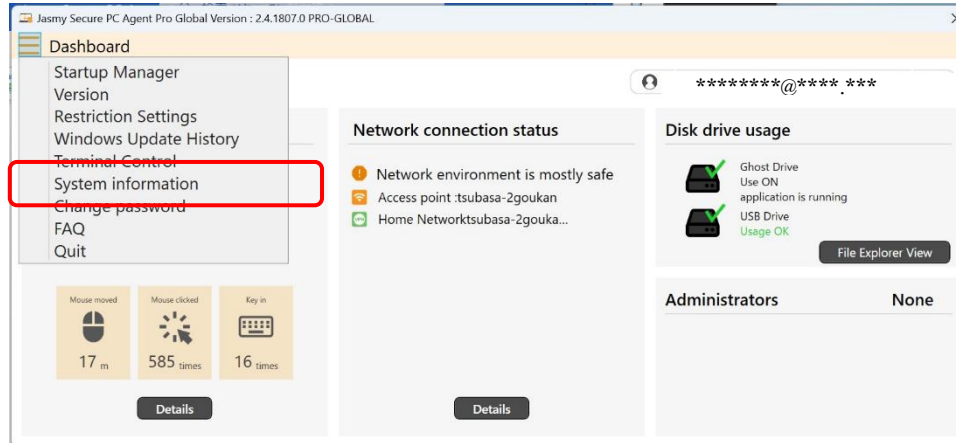


Select "Open Windows Update" if you want to see the details of the update history.

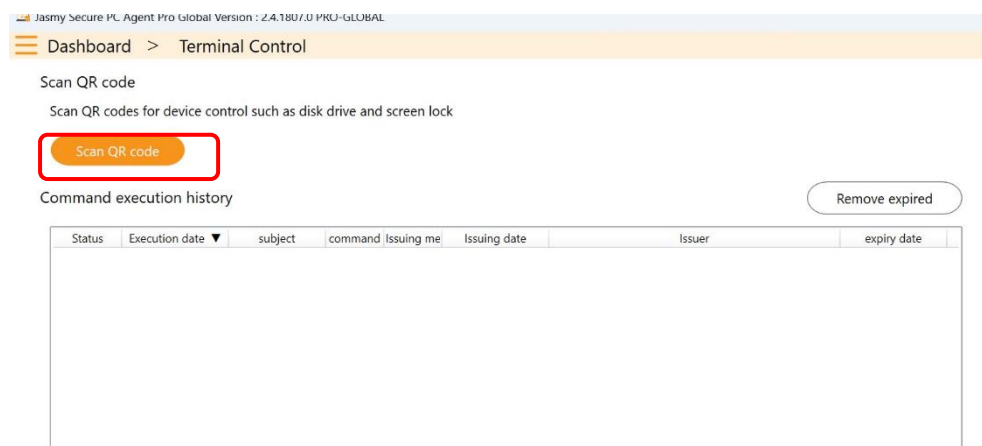
In some cases, more items are displayed in Agent's "Windows Update History" than in Windows Update's "Update History".

## 5.9. Read QR Codes (executing commands)

1. Select "Terminal Control" from the hamburger menu of the main UI screen

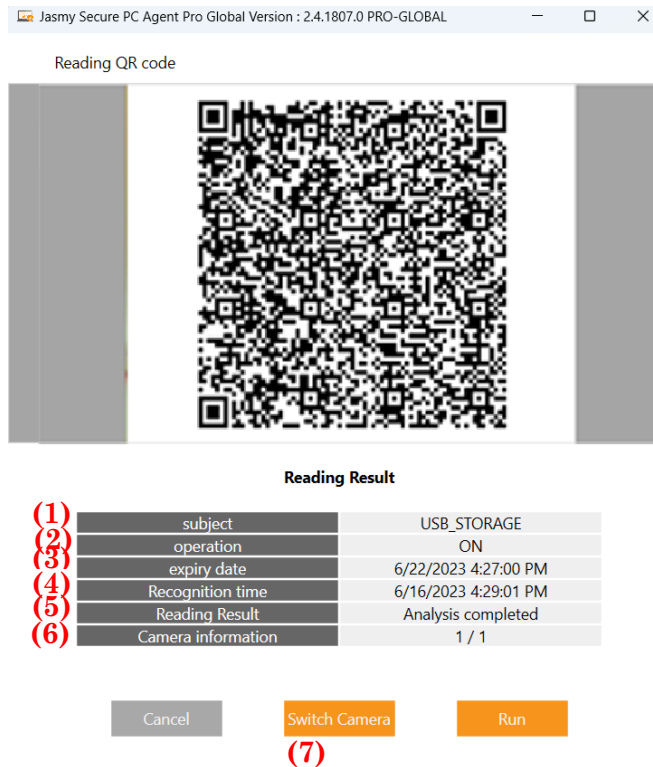


2. Select the "Scan QR Code" button



- The web camera will automatically start up and read the QR code.

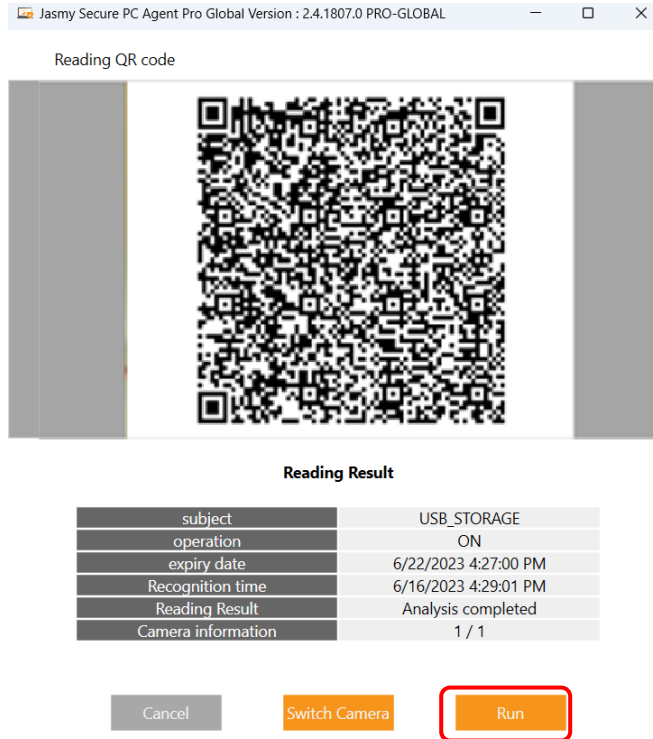
If the QR Code cannot be read, move the QR Code closer or further away from the camera, or shift it slightly to the left or right.



- Displays the target
- Displays the operation
- Displays expiration date
- Displays the time of the reading
- Display reading results
- Display camera information
- When multiple cameras are connected, you can switch cameras in order by selecting the "Change Camera" button. When the last camera has been switched, the display returns to the beginning.

- 4. Confirm the contents of the scanned QR code and select the "Run" button to execute the contents of the QR code.

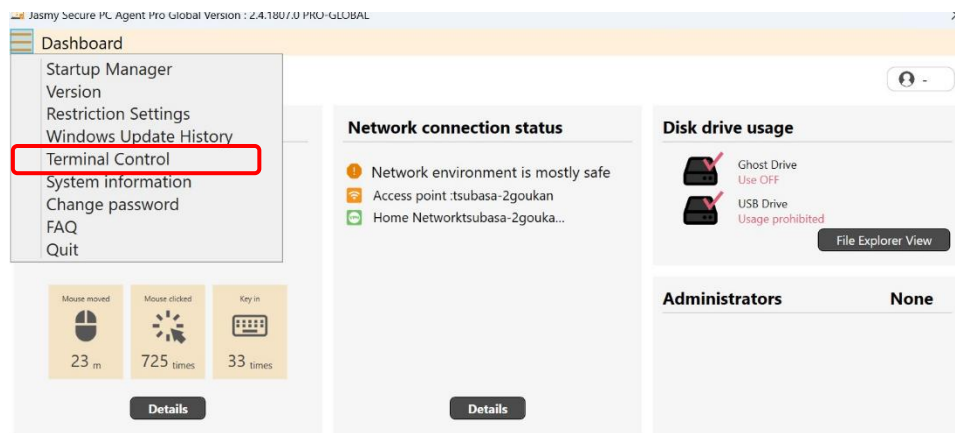
Select the "Cancel" button to end the QR Code reading and close the "QR Code Reading" dialog.



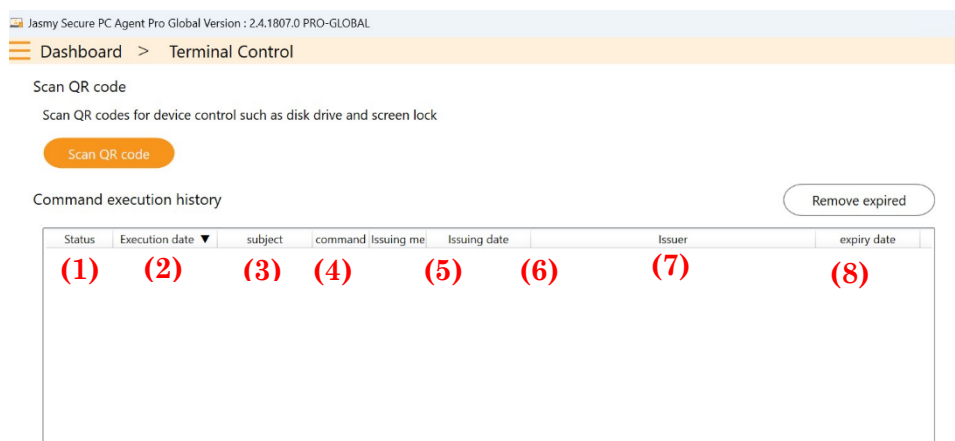


## 5.10. Terminal control (display of command execution history)

1. Select "Terminal Control" from the hamburger menu of the main UI screen



2. Command execution history is displayed



① Display command status

The command that is currently in effect will be labeled "Running"

② Displays the date and time the command was executed

③ Show command execution target (USB storage / business drive / screen lock)

④ Displays command contents (ON / OFF)

⑤ Show how to issue commands (online / QR code)

⑥ Displays the date and time the command was issued

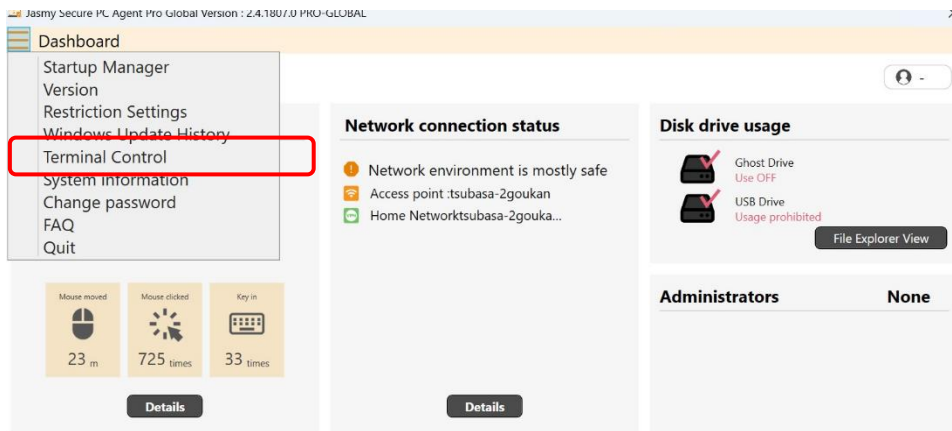
⑦ Show command issuer

⑧ Show command expiration date

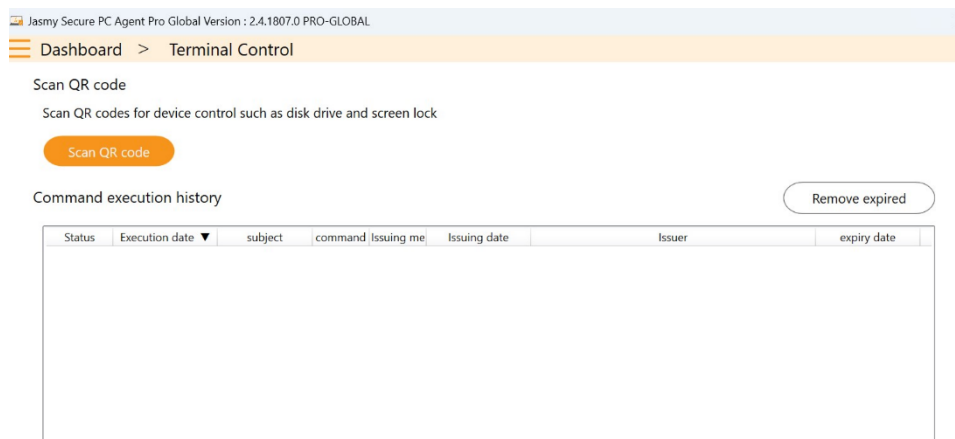
Click on the title of each item to sort the display by the clicked item, in descending/ascending order

## 5.11. Remove expired command execution history

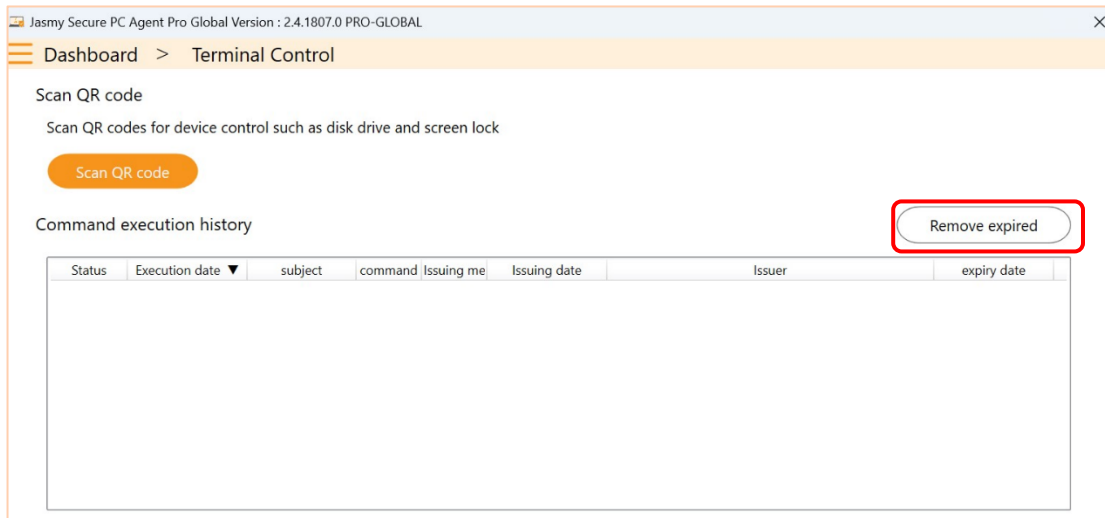
1. Select "Terminal Control" from the hamburger menu of the main UI screen



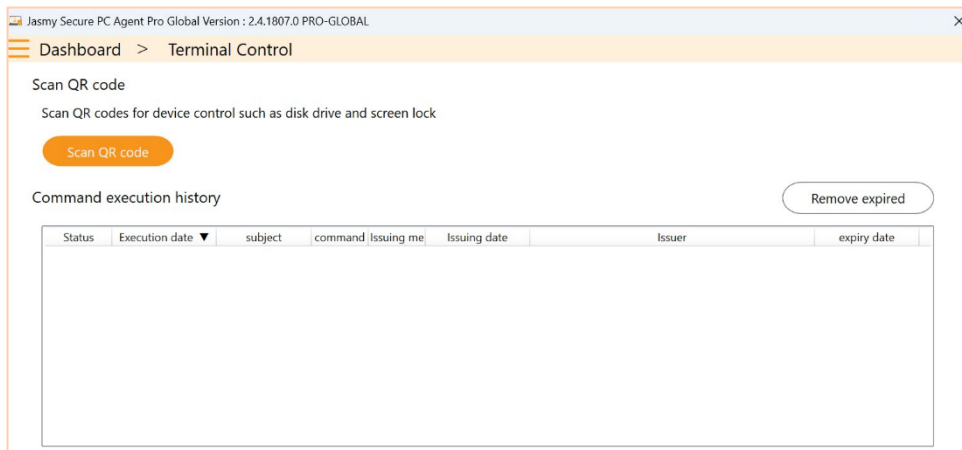
2. Command execution history is displayed



### 3. Select the "Remove Expired" button

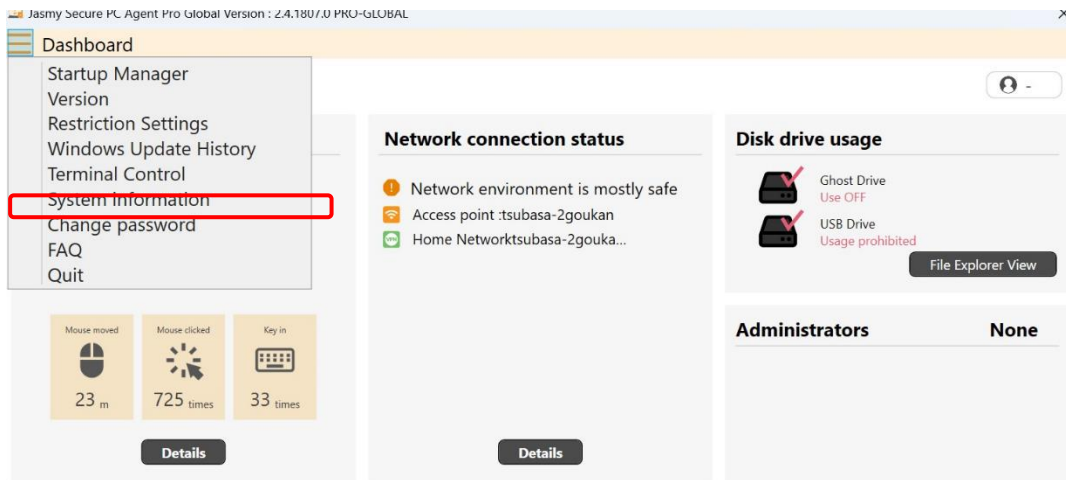


### 4. Expired execution history will disappear from the list of command execution history



## 5.12. Display of terminal information

1. Select "System Information" from the hamburger menu of the main UI screen



2. Device information will be displayed

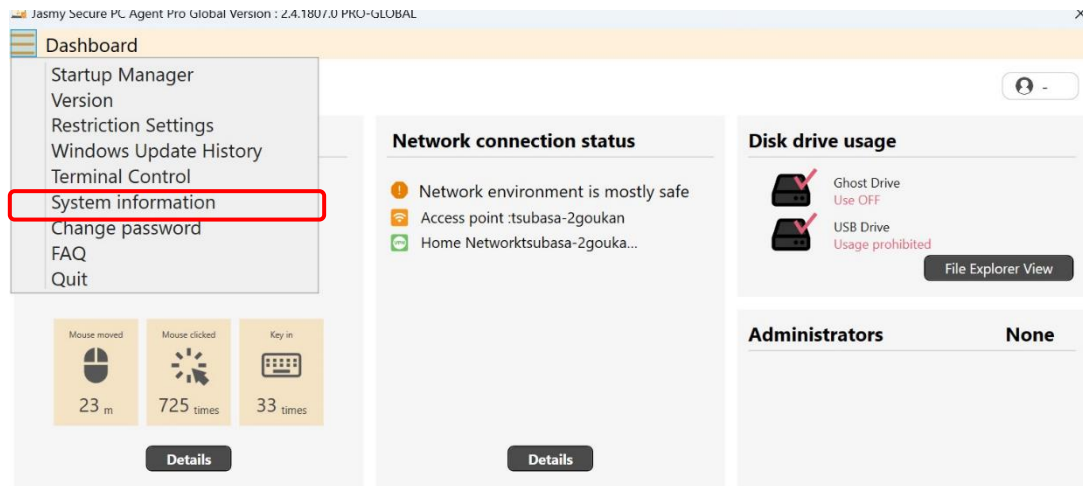


### 5.13. View Battery Report

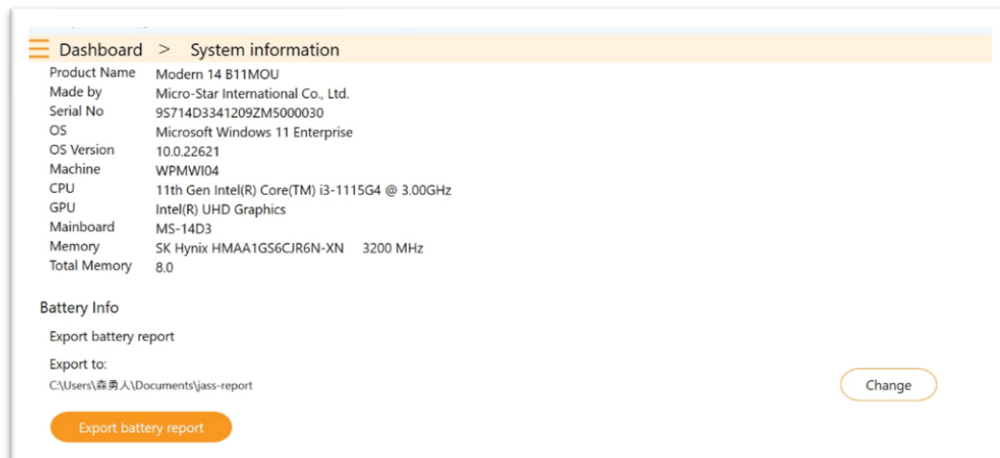
Export a standard Windows battery report as an HTML file and store it in a folder. At the same time, the exported file is displayed in a browser.

To view the battery report,

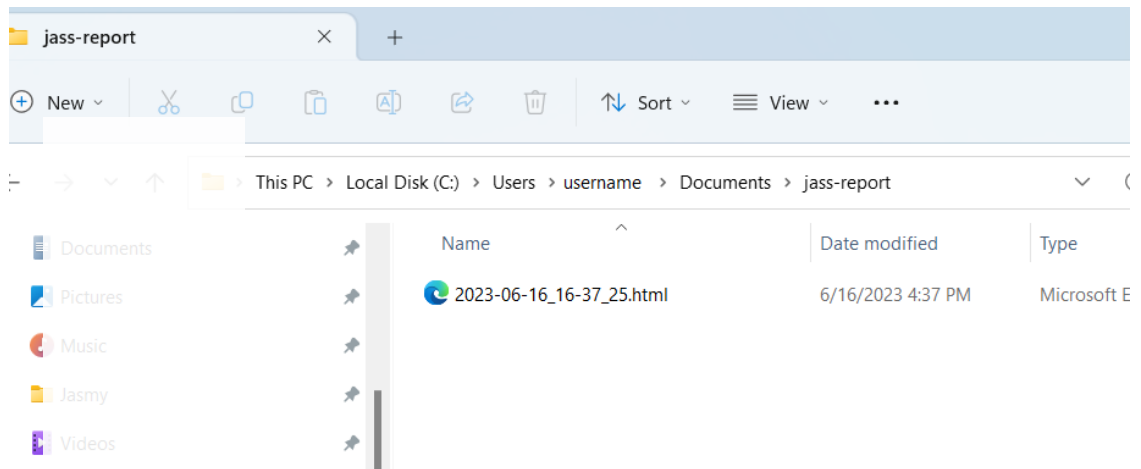
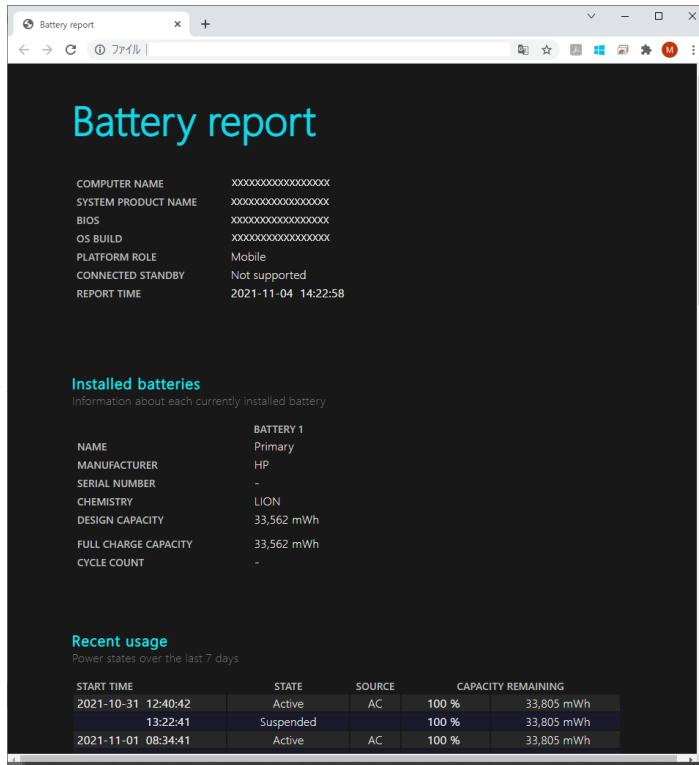
1. Select "System Information" from the hamburger menu of the main UI screen



2. Select the "Export Battery Report" button under Battery Information

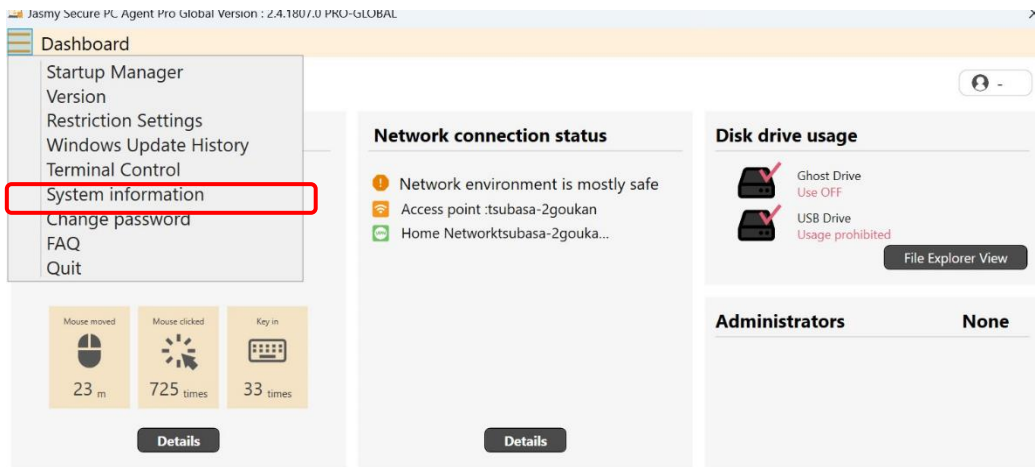


- The battery report will be displayed in the browser you are using and an HTML file will be exported to the destination

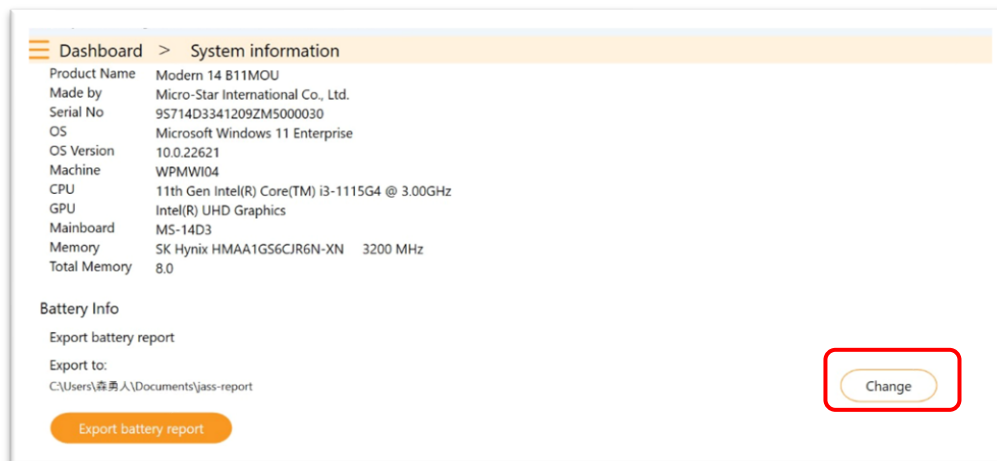


## 5.14. Change export destination for battery reports

1. Select "System Information" from the hamburger menu of the main UI screen

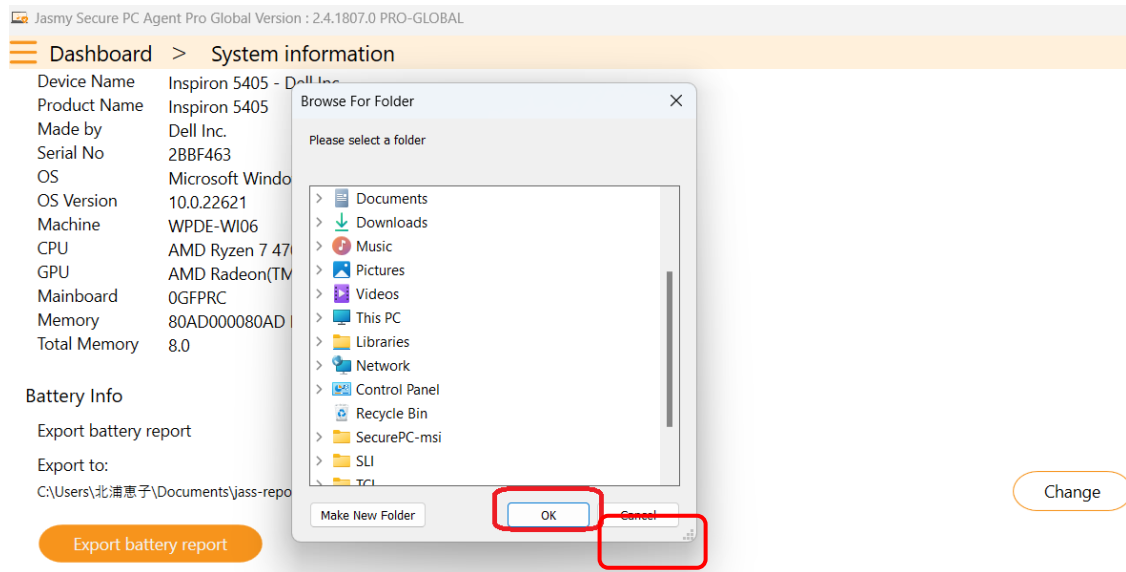


2. Select the "Change" button under Battery Information

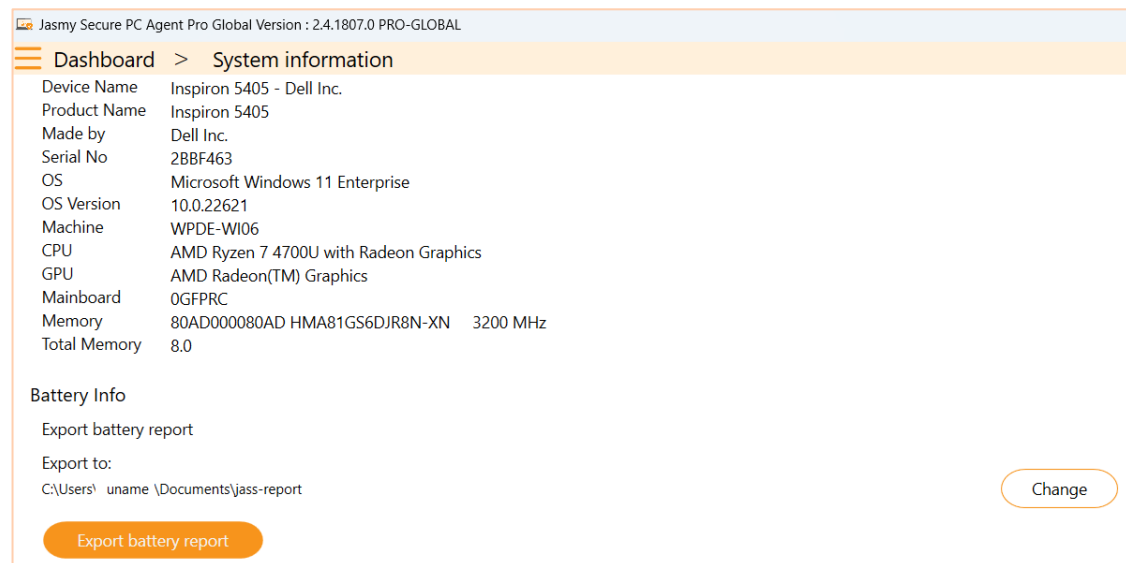




- On the Browse Folders screen, select where to export the battery report, or create a new folder and select the "OK" button.



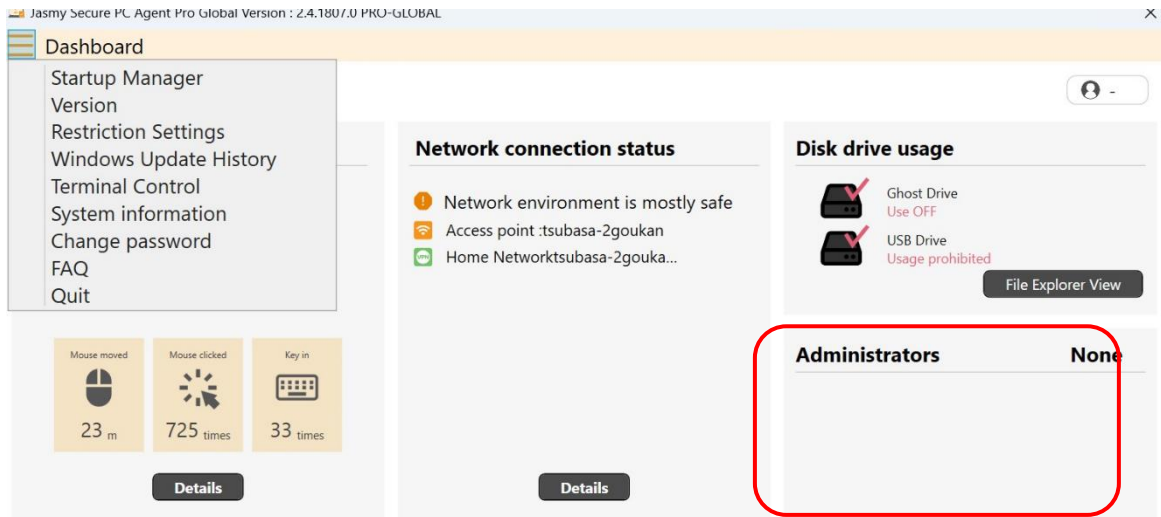
- The battery report export destination will be updated



## 5.15. Displaying the list of administrators

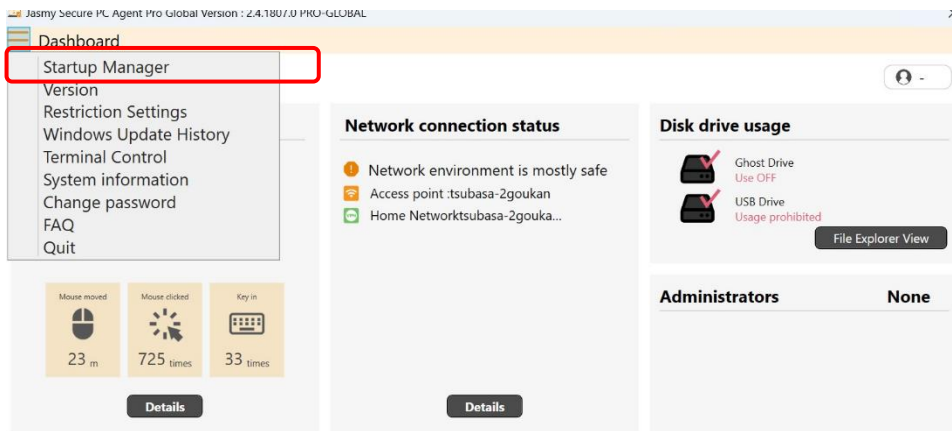
You can identify the administrator who manages you.

1. Displays a list of administrators for the user logged into the "Administrators" section of the main UI screen



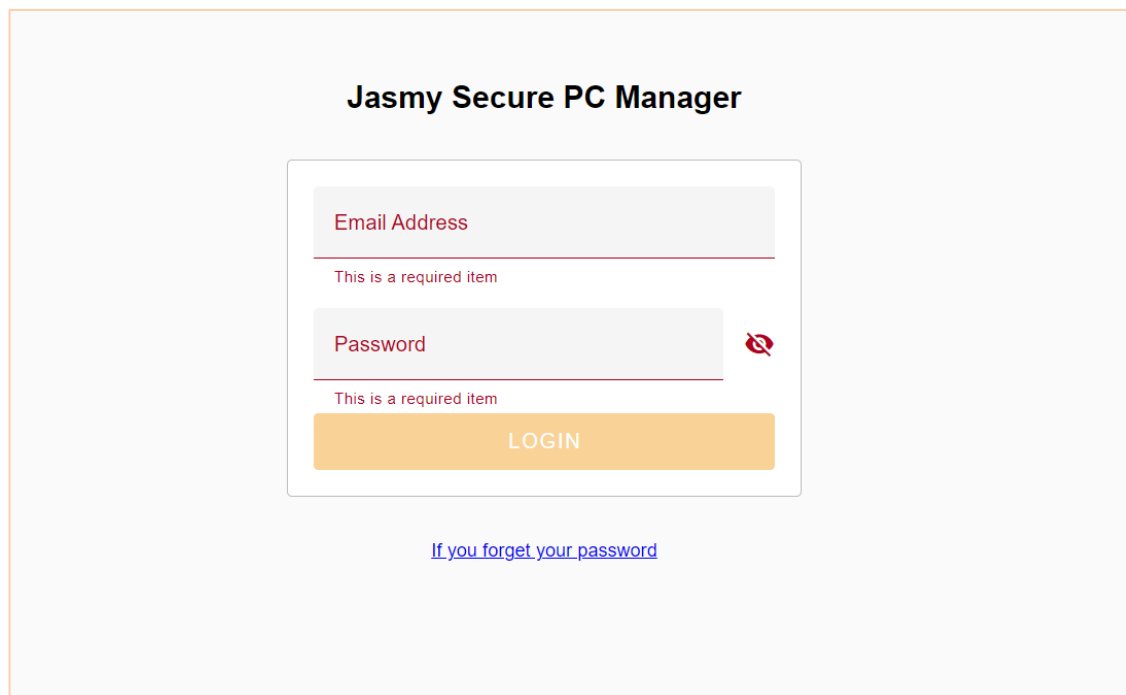
## 5.16. Launch Jasmy Secure PC Manager

1. From the hamburger menu of the main UI screen, select "Startup Manager"



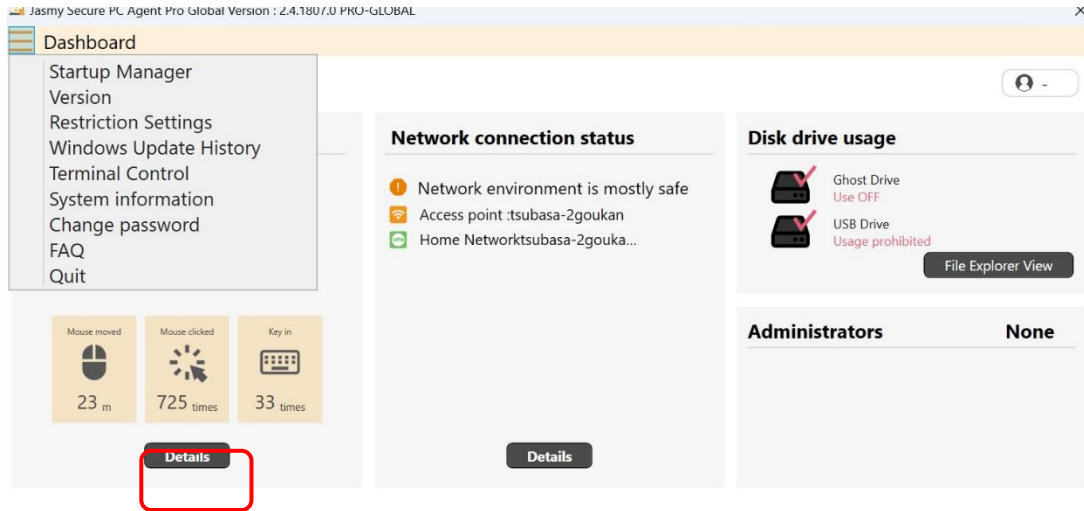
2. The "Jasmy Secure PC Manager" website will open.

For more information, please refer to the Jasmy Secure PC Manager Operating Instructions

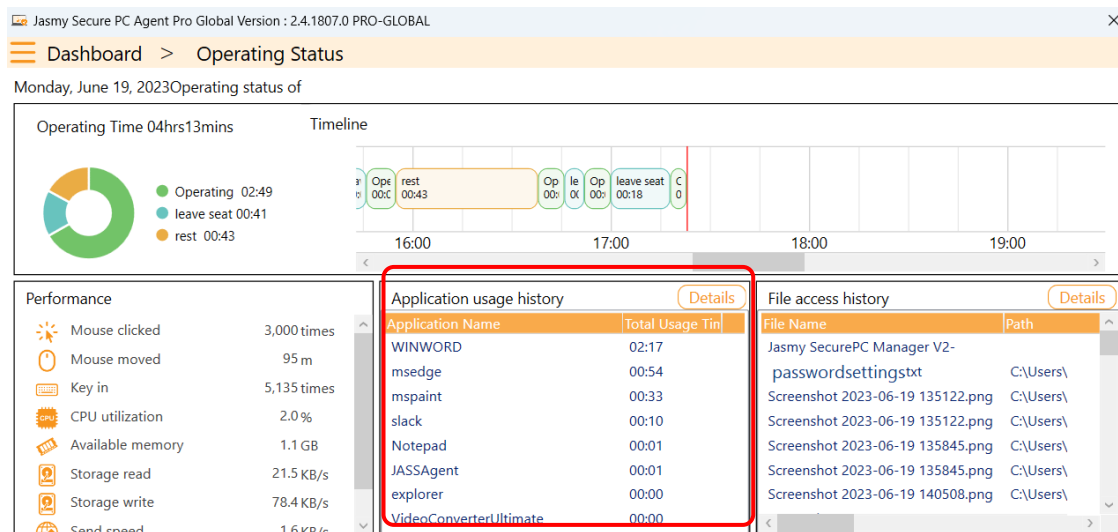


### 5.17. Display of application usage history

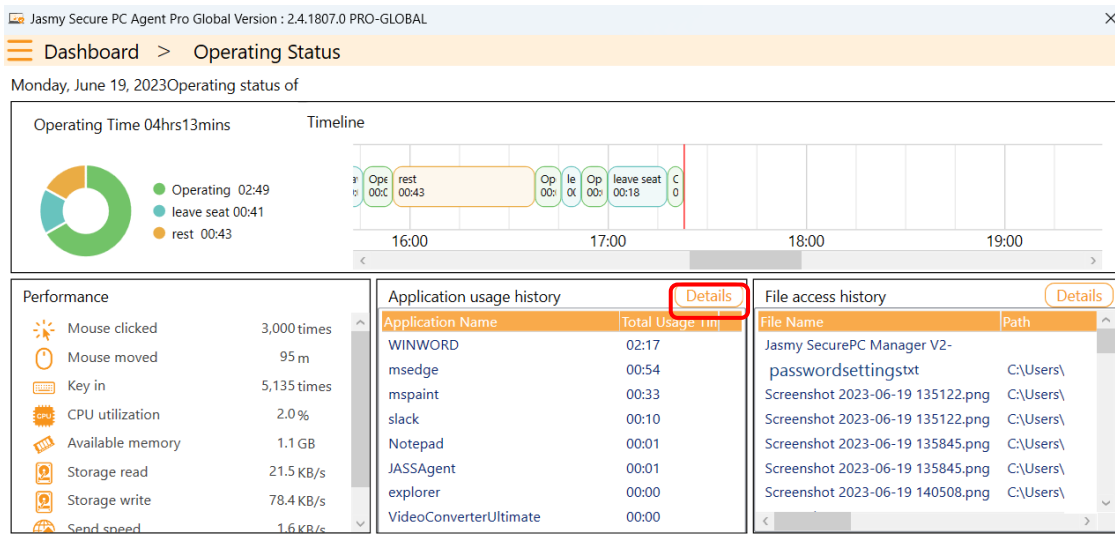
1. Select the "Details" button displayed in the "Operational Status" section of the main UI screen



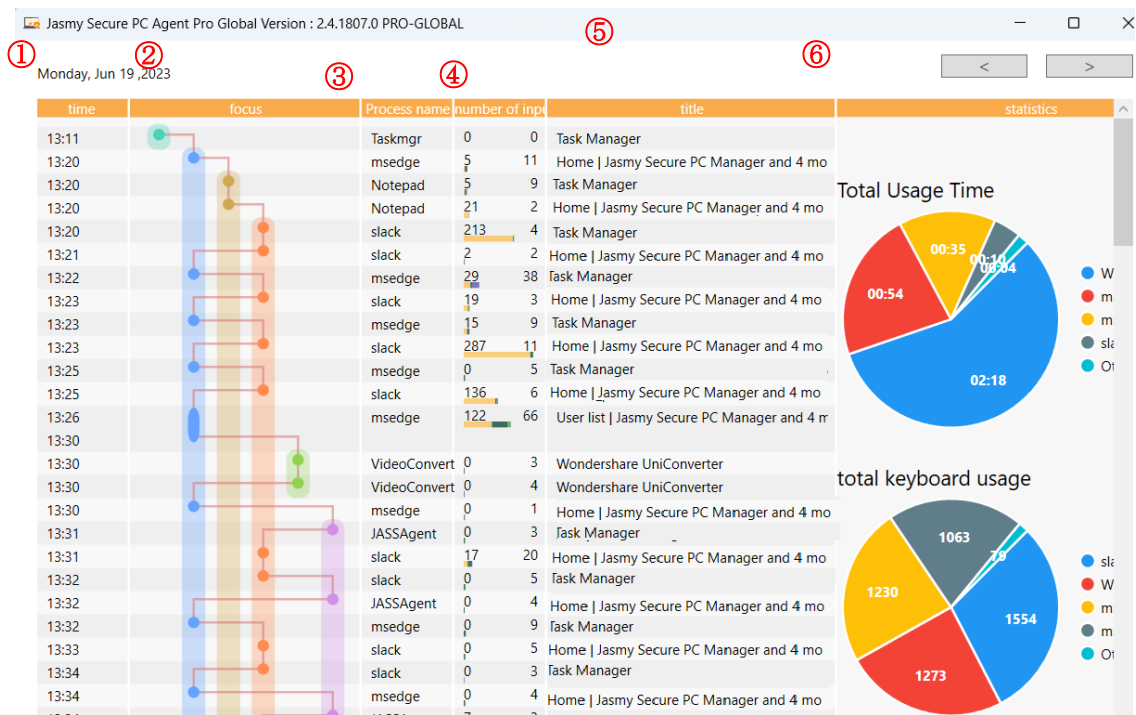
2. The Operation Status screen will be displayed, and the history of applications used will be shown in the Application Usage History area of the Operation Status screen.



3. Select the "Details" button in the application history



4. The application usage history is displayed

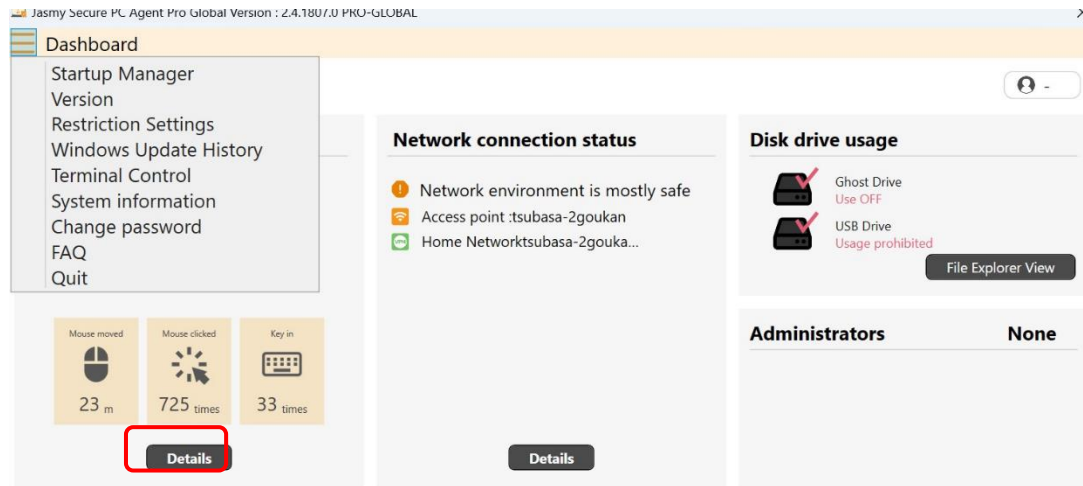


- Displays time in or out of focus (1)
- Circle from time in focus to time out of focus within one process (2)  
If the process has switched, it is connected by a red line.
- Display process name (3)
- Display the number of inputs (4)

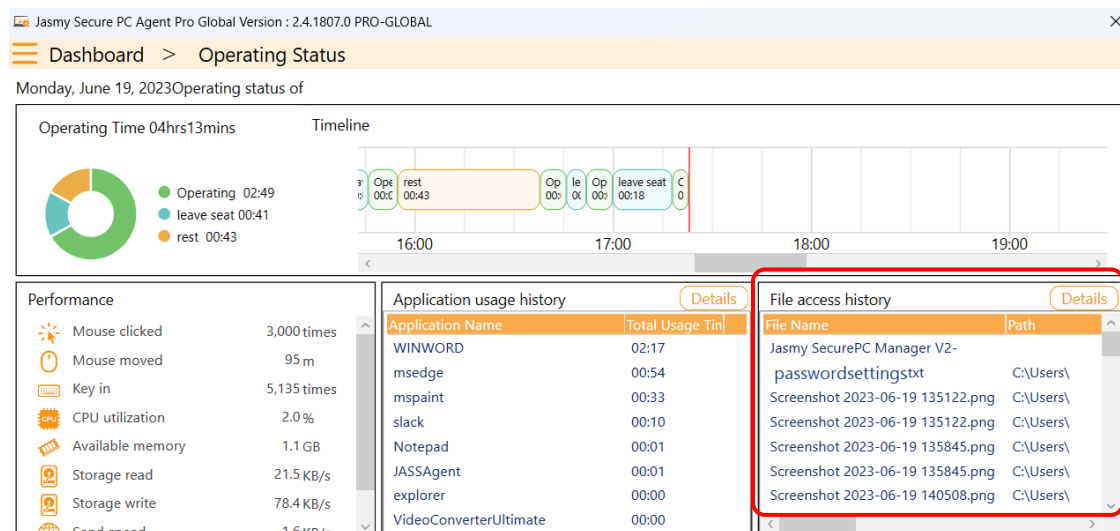
- ✧ Left: Number of keyboard uses
- ✧ Right: Mouse clicks
- ✧ Bar: Operating status
  - Orange: Number of key uses
  - Blue: Mouse clicks
  - Green: Mouse movement distance
- Displays application name, website name, etc. of the process (5)
- Displays statistics on total time spent on the process, total keyboard usage, and total mouse clicks per day (6)

## 5.18. Display of file access history

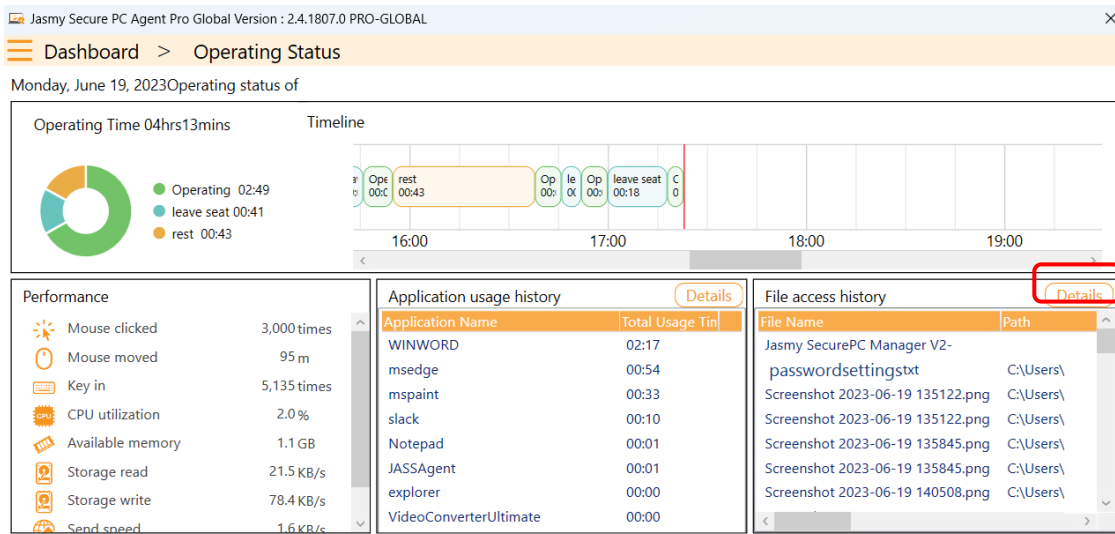
1. Select the "Details" button displayed in the "Operational Status" section of the main UI screen



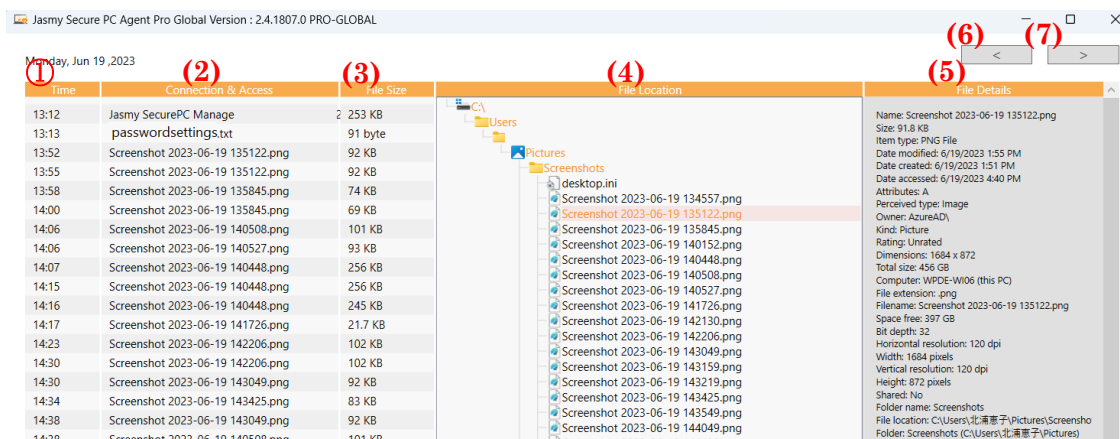
2. The Operation Status screen will be displayed, and the history of file accesses will be shown in the file access history area on the Operation Status screen.



3. Select the "More" button in the file access history



4. File access history is displayed

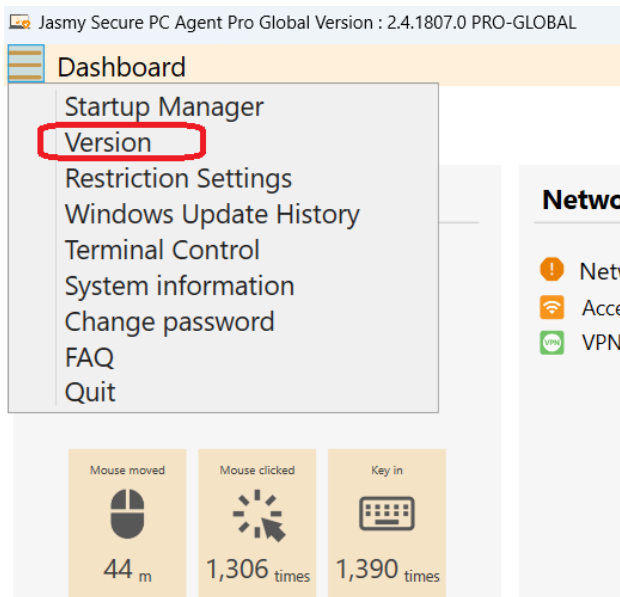


- Display the time when the file was accessed (1)
- Display the name of the accessed file (2)
- Display the size of accessed files (3)
- Display the location of accessed files in a tree structure (4)
- Display details of the accessed file (5)
- Button (6) to display the previous day's access history
- Button to display access history for the next day (7)

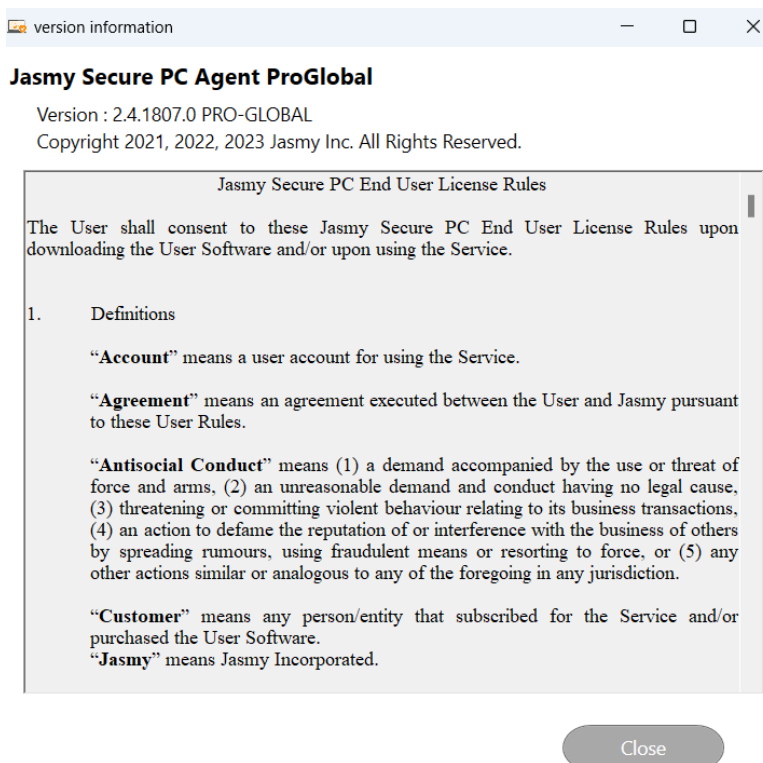


## 5.19. Check version information

1. Select the hamburger menu → "Version" on the main UI screen

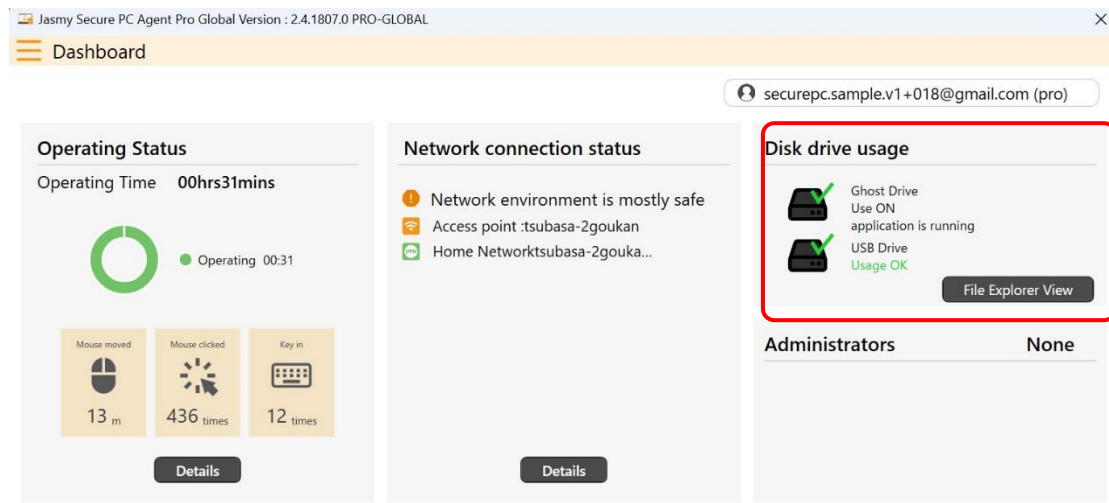


2. The About dialog box appears



## 5.20. Disk Drive Utilization Status Display

You can check disk drive usage on the main UI screen.



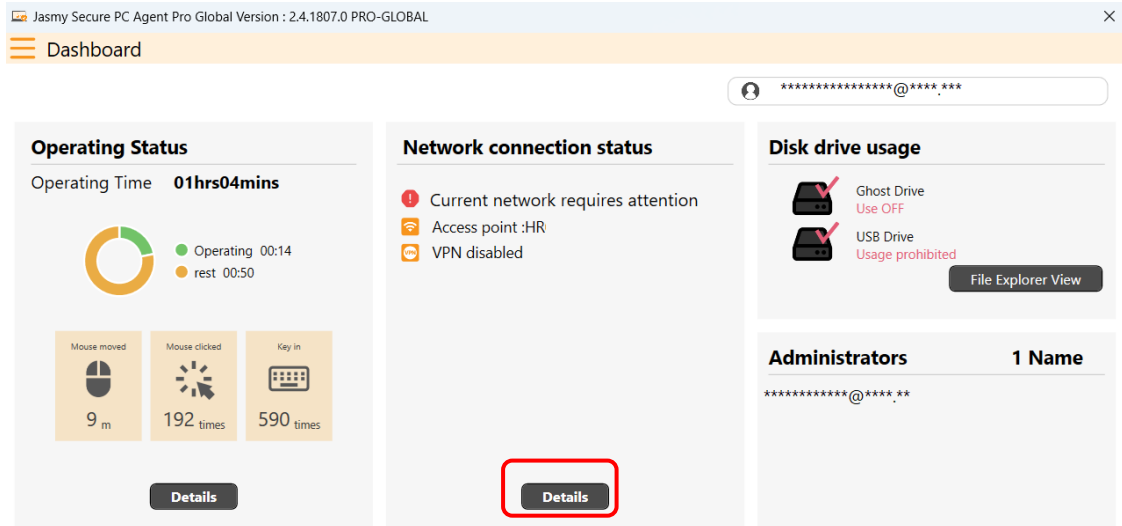
Here you can check the ON/OFF status of the ghost drive and USB storage

If you want to see detailed information about the actual disk, select the "View in File Explorer" button

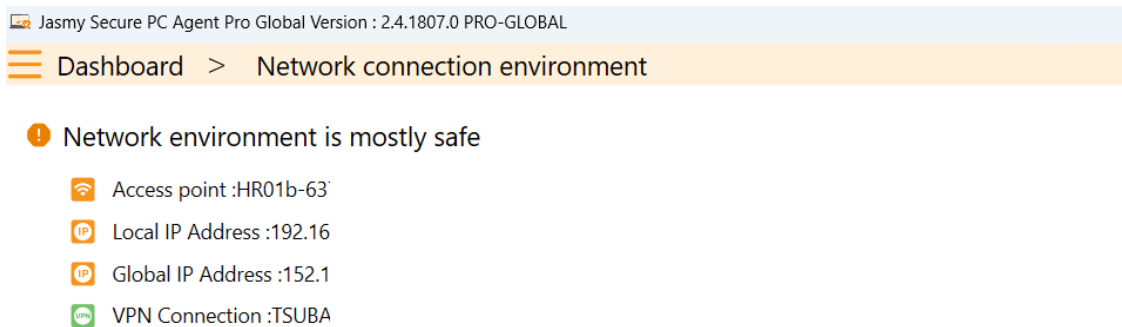
If the network connection status is "Your environment is secure" or "Your environment is generally secure," the ghost drive will automatically turn on even if the administrator does not send a command to turn on the ghost drive.

## 5.21. Display of network connection environment

1. Select the "Details " button displayed in the "Network Connection Status" section of the main UI screen



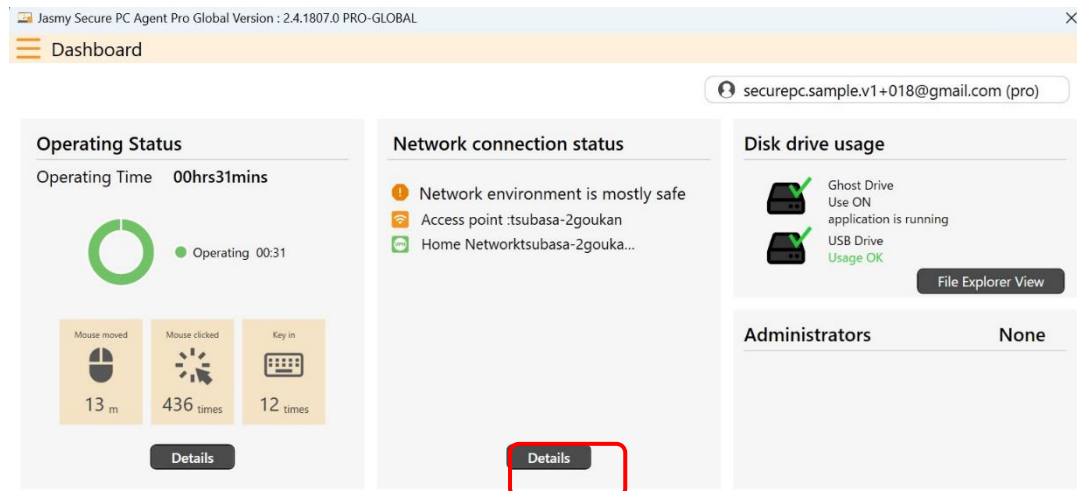
2. Network connection status is displayed



For terminal environment status messages, see [5.2. How to view the main UI screen](#) and [5.7.](#)

## 5.22. Checking Network Settings

1. Select the "Details" button displayed in the "Network Connection Status" section of the main UI screen

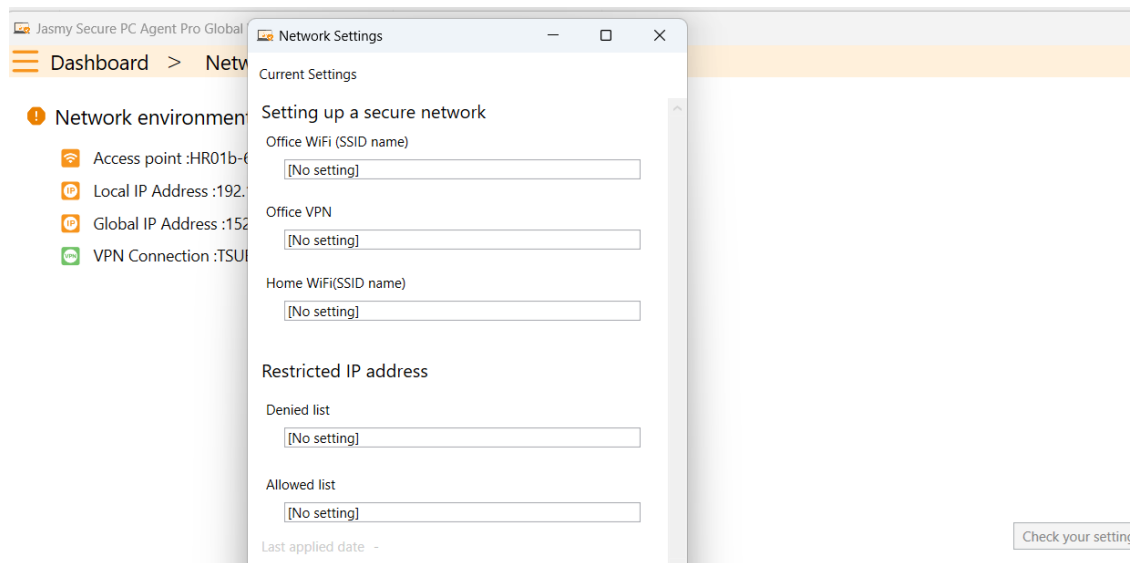


2. Network connection status is displayed

Select the "Confirm Settings" button in the lower right corner



### 3. The Current Settings dialog will appear



Here you will see the following items

It is displayed when the administrator configures it on the "Jasmy Secure PC Manager".

The settings from the administrator will be applied when "Jasmy Secure PC Agent" is restarted.

- ✧ Secure network settings
  - Office Wifi(SSID name)
  - Office VPN
  - Home Wifi(SSID name)

If IP address restrictions are set by the administrator, they are controlled regardless of whether or not this application is launched, and the setting values will remain even if this application is uninstalled.

However, if there are 0 administrators, you can set up the above network by yourself

Please select the "Apply" button after entering each item.

For details, please refer to [5.7](#).

### 5.23. Approving or denying management requests from the administrator

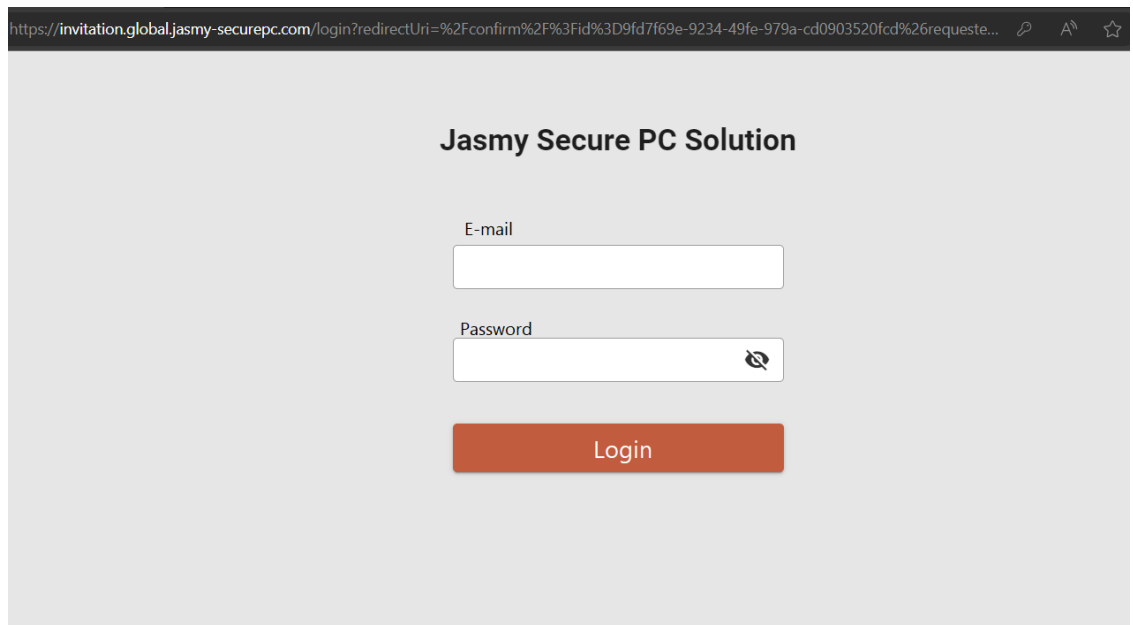
When the administrator adds you as an administrative user on the "Jasmy Secure PC Manager", an administrative request email will be sent to you.

If you accept the administrator's request, the accepting administrator will be added as your administrator.

1. Click the URL sent from the system.

<p><b>Subject:</b> User addition approval request</p> <p><b>body (of letter)</b></p> <p>Please approve the addition of users from the link below.</p> <p><a href="https://XXXXXXXXXXXXXXXXXXXXXXXXXX">https://XXXXXXXXXXXXXXXXXXXXXXXXXX</a></p>
--

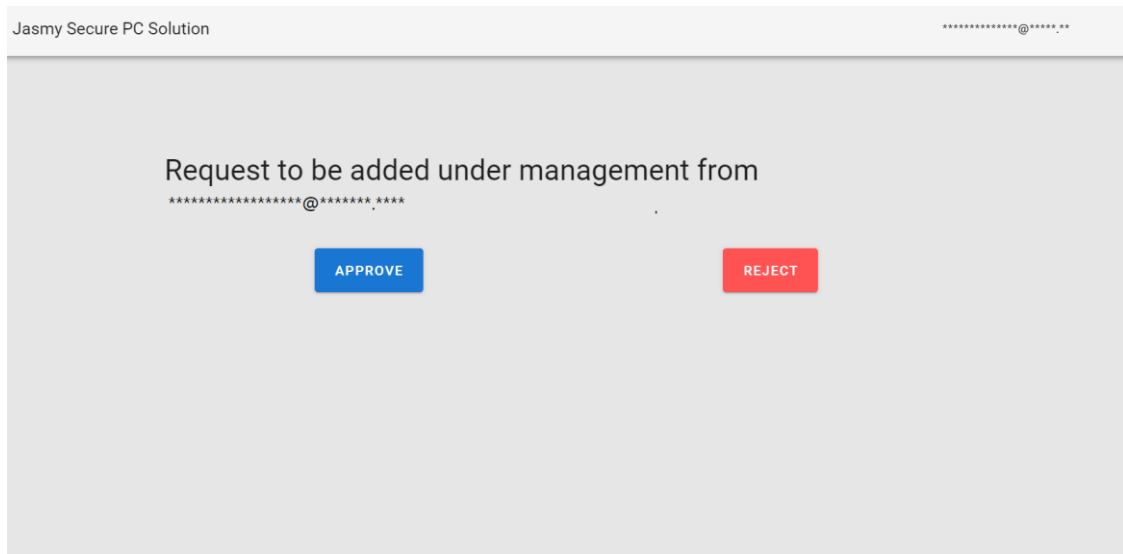
2. On the website that opens, enter your registered email address and password, then select the "Login" button.



The screenshot shows a web browser window with the URL <https://invitation.global.jasmy-securepc.com/login?redirectUri=%2Fconfirm%2F%3Fid%3D9fd7f69e-9234-49fe-979a-cd0903520fcd%26requeste...>. The page title is "Jasmy Secure PC Solution". The login form consists of the following elements:

- An "E-mail" label above a text input field.
- A "Password" label above a password input field with a toggle icon.
- A red "Login" button.

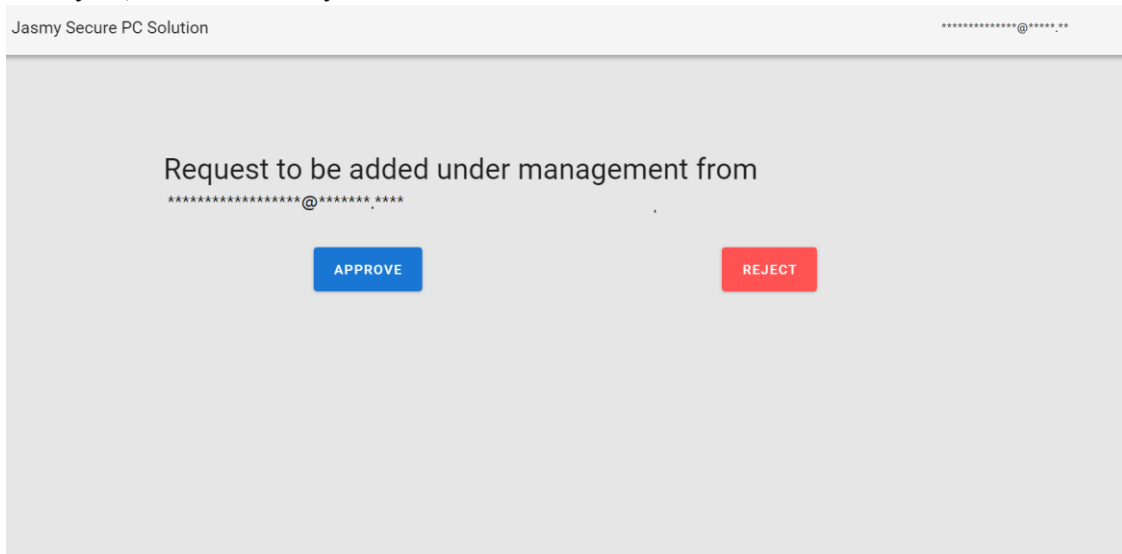
3. The contents of the administrator's request will be displayed



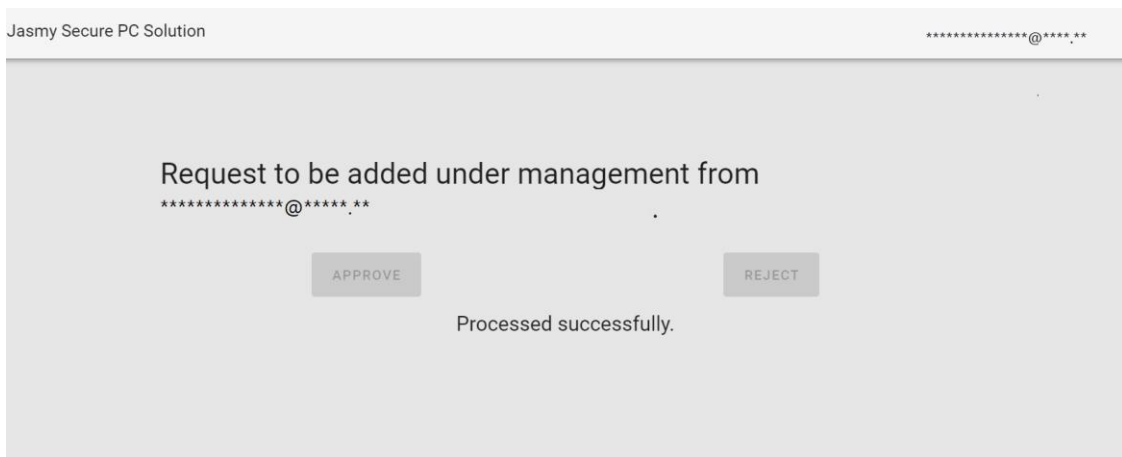
\*If you do not recognize the administrator's e-mail address displayed, please do nothing and contact the JASMY Corporation Support Desk ([https://www.jasmy.co.jp/jasmy\\_secure\\_pc/contact.html](https://www.jasmy.co.jp/jasmy_secure_pc/contact.html)).

- 4. To accept the request, select the "Accept" button

To reject, select the "Reject" button

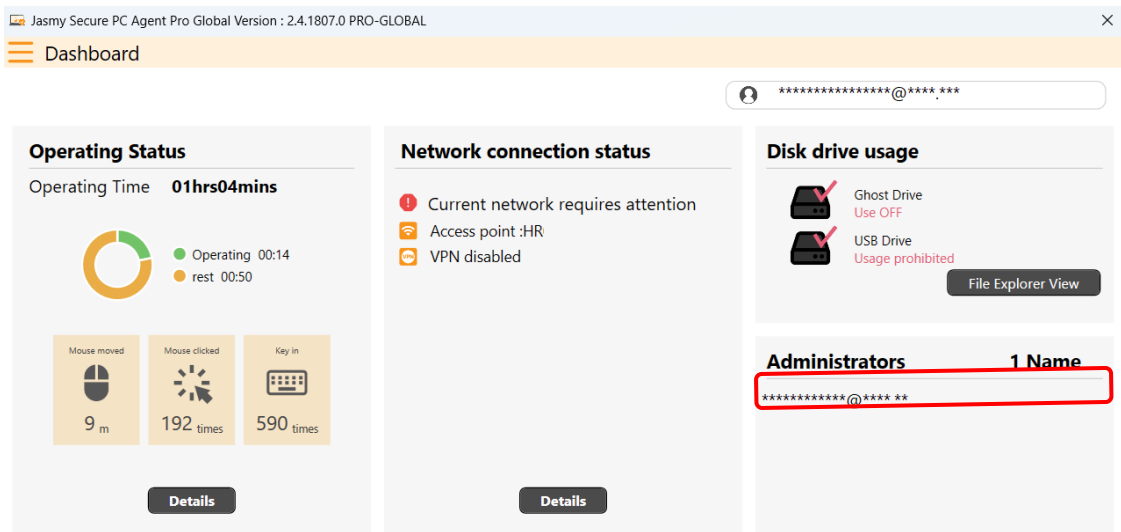


- 5. The results of the process are displayed





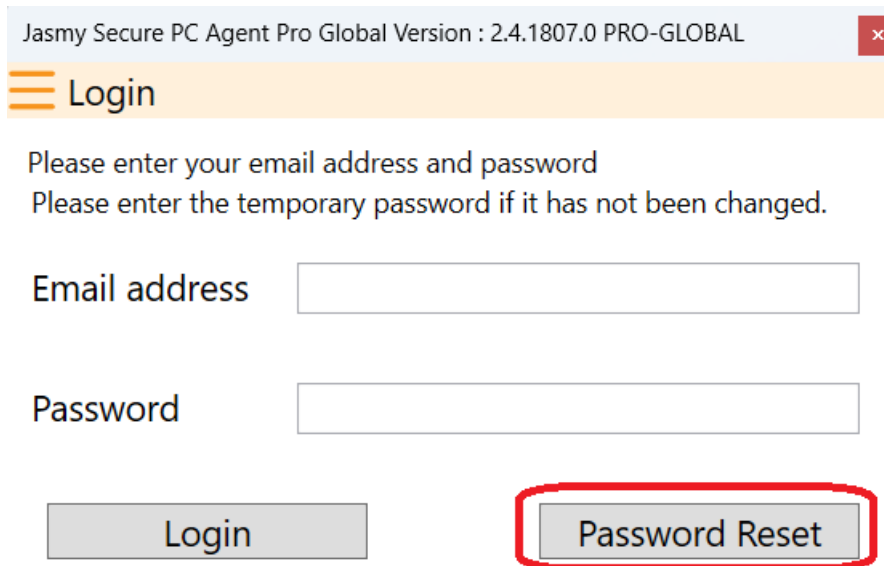
- In step 4, if you accept the management request, the approved administrator will be added to the list of administrators



## 5.24. Password Reset

If you have forgotten or lost your login password, you can reset your password by following these steps

1. Select the "Reset Password" button on the login screen



Jasmy Secure PC Agent Pro Global Version : 2.4.1807.0 PRO-GLOBAL

Login

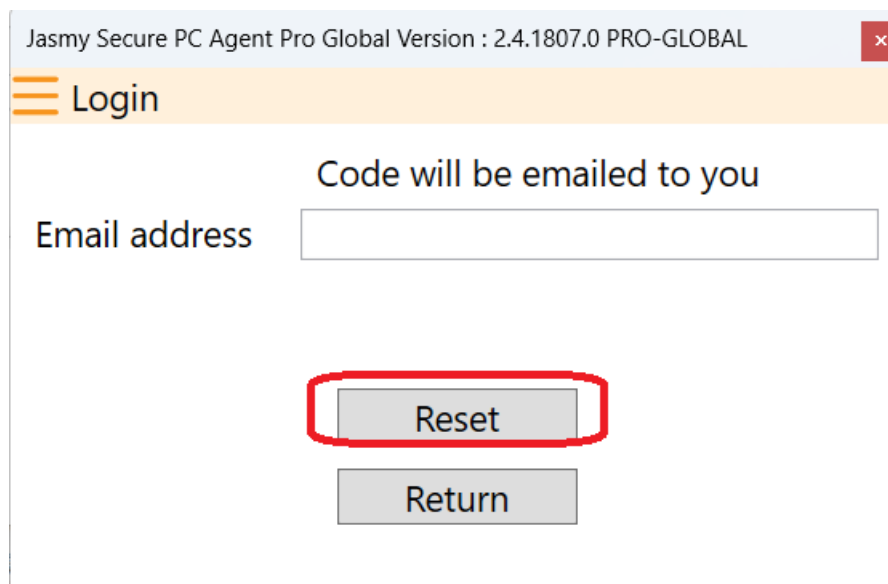
Please enter your email address and password  
Please enter the temporary password if it has not been changed.

Email address

Password

Login Password Reset

2. Enter your registered email address and select the "Reset" button.



Jasmy Secure PC Agent Pro Global Version : 2.4.1807.0 PRO-GLOBAL

Login

Code will be emailed to you

Email address

Reset Return

3. A password reset notification e-mail will be sent to the e-mail address you entered.

**Subject:** Notice of password reset (Jasmy Incorporated)

**body (of letter)**

This is Jasmy Incorporated.

Your login password reset request for Jasmy Secure PC Agent has been accepted.

If you want to reset your password, enter the following authentication code on the login screen, to register a new password.

■ Authentication code

\*\*\*\*\*

\*The authentication code is valid for 1 hour.

Please reset your password within the period.

If you don't recognize this email, someone else may accidentally entered your email address and reset your password.

If you did not request it, please do nothing and ignore this email.

If you have any questions, please contact us.

Jasmy Incorporated support window ([https://www.jasmy.co.jp/jasmy\\_secure\\_pc/contact.html](https://www.jasmy.co.jp/jasmy_secure_pc/contact.html))

4. Enter the verification code and new password provided in the email and select the "Update" button.

Jasmy Secure PC Agent Pro Global Version : 2.4.1807.0 PRO-GLOBAL

**Login**

Please enter the verification code

verification code

Password

Password Confirmed

Requesting password reset...

The verification code is valid for 1 hour after receiving the password reset notification e-mail.

The new password must be at least 8 characters, including at least one number, and must be the same as the "password" and "password (confirmation)". Please enter the same password for both "Password" and "Password (Confirmation)".

5. Password reset completed.

Jasmy Secure PC Agent Pro Global Version : 2.4.1807.0 PRO-GLOBAL

**Login**

Please enter your email address and password  
Please enter the temporary password if it has not been changed.

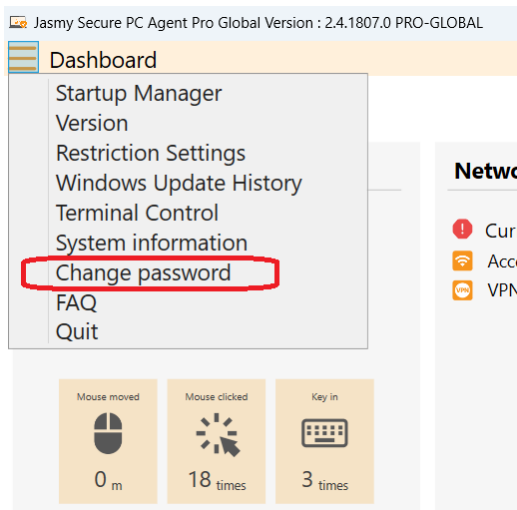
Email address

Password

Password changed

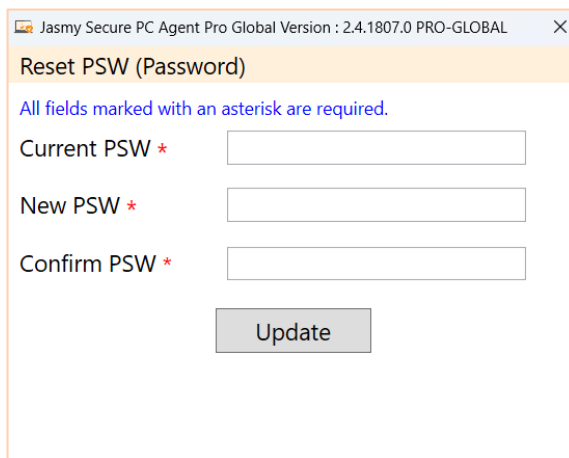
## 5.25. Change Password

1. Select "Change Password" from the hamburger menu on the main UI screen

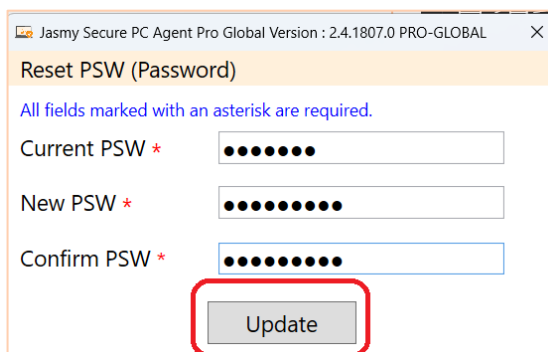


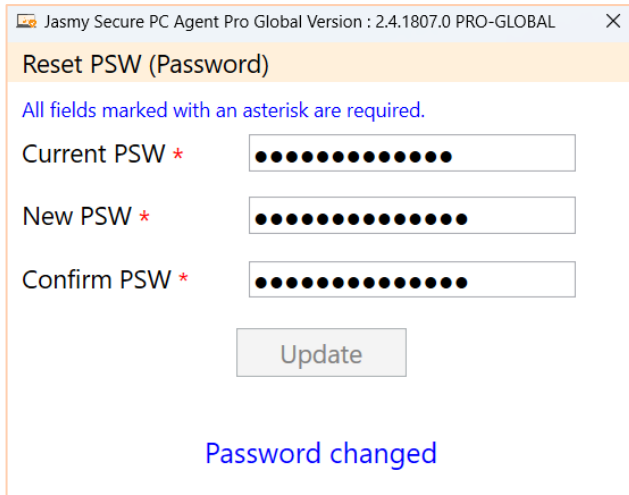
2. Displays the Change Password dialog

Enter your current and new passwords and select the "Update" button



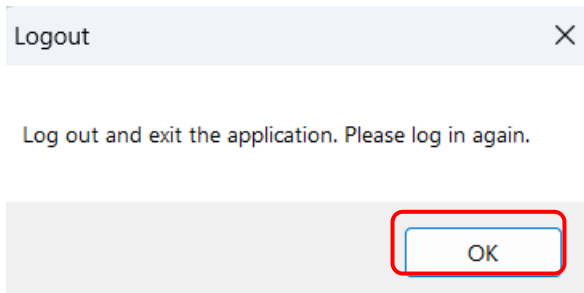
3. Password change is completed





4. Displays the logout dialog

Select the "OK" button and log in again with your new password.

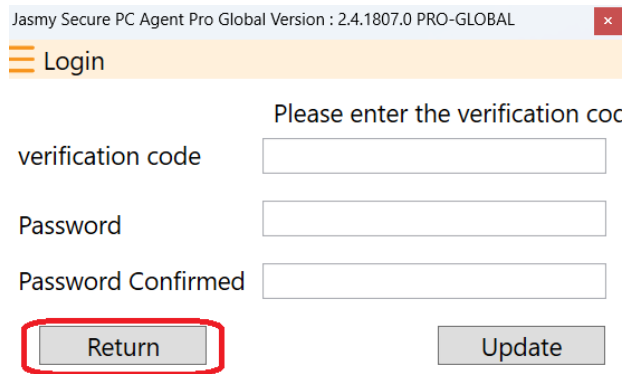


Logging out will clear today's operating data.

## 5.26. If the verification code has expired

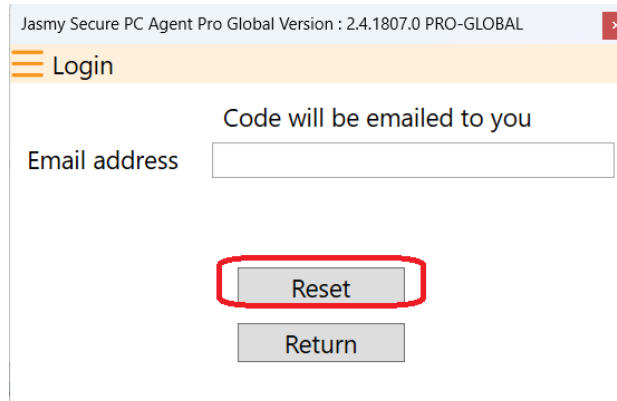
If you have reset your password and your authorization code has expired, you can re-issue your authorization code by following the steps below

1. Select the "Back" button on the screen that appears when you enter an expired verification code



The screenshot shows a web application window titled "Jasmy Secure PC Agent Pro Global Version : 2.4.1807.0 PRO-GLOBAL". Below the title bar is a navigation bar with a hamburger menu icon and the text "Login". The main content area contains the text "Please enter the verification code" above a text input field labeled "verification code". Below this is another text input field labeled "Password", and a third text input field labeled "Password Confirmed". At the bottom of the form are two buttons: "Return" and "Update". The "Return" button is highlighted with a red rectangular border.

2. Enter your registered email address and select the "Reset" button



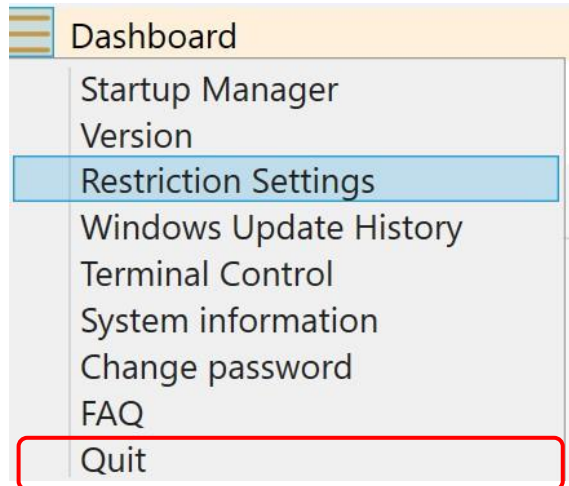
The screenshot shows a web application window titled "Jasmy Secure PC Agent Pro Global Version : 2.4.1807.0 PRO-GLOBAL". Below the title bar is a navigation bar with a hamburger menu icon and the text "Login". The main content area contains the text "Code will be emailed to you" above a text input field labeled "Email address". Below the input field are two buttons: "Reset" and "Return". The "Reset" button is highlighted with a red rectangular border.

3. For further instructions, please refer to [5.24. Password Reset](#) Step 3 onwards

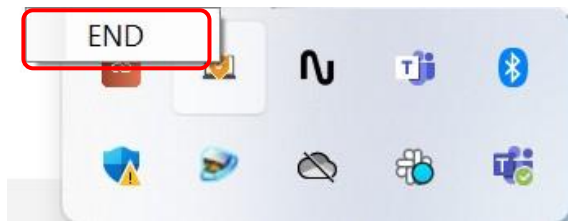
## 5.27. Termination Method

"Jasmy Secure PC Agent" can be terminated by either of the following methods

- Select "Exit Application" from the hamburger menu of the main UI screen



- Right click on the "Jasmy Secure PC Agent" icon in the notification area and select "Exit" from the menu that appears



### Caution:

Even if you select the "Close" button in the upper right corner of the main UI screen, the icon will be hidden in the notification area and data collection will continue in the background (the application is not terminated).

To completely exit the application, follow the exit instructions above.

However, the application will be restarted after one minute, as it is started every minute by the automatic restart function. (The application is always running while Windows is in use.)

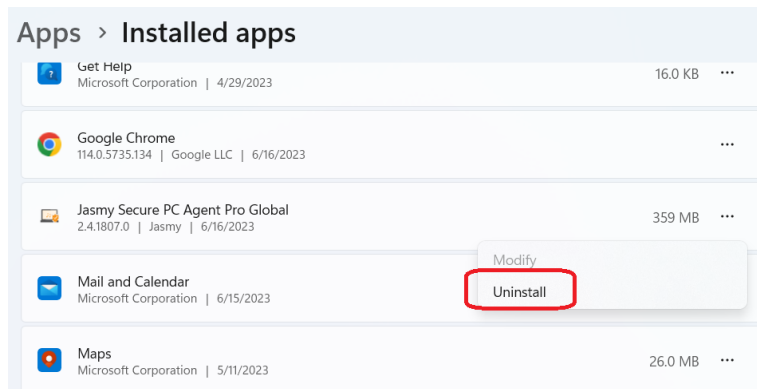


## 6. How to uninstall

1. Ensure that "Jasmy Secure PC Agent" is completely closed

If not, be sure to exit (see 5.27. [5.27. Exit Method](#) (See 5.27. How to Exit))

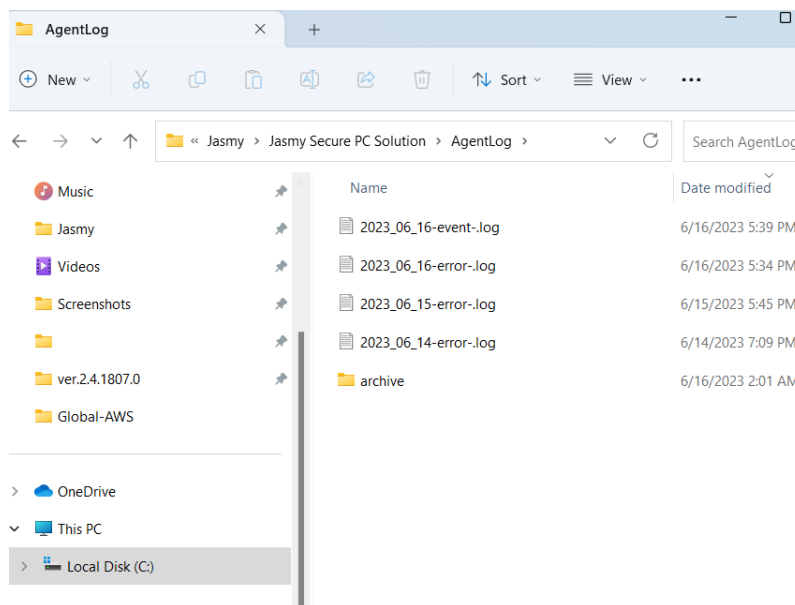
2. Uninstall "Jasmy Secure PC Agent" from Control Panel → Uninstall a program



## 7. In the event of a malfunction

If you experience any problems with this application, such as the application crashing, please provide Jasmy with the log file stored in the folder path below.

C:\Users\[user\_name]\AppData\Local\Jasmy\Jasmy Secure PC Solution\AgentLog



## 8. Restrictions

The operating hours for today displayed on the main UI screen/operating status screen do not take into account break times, etc. Since they are displayed as approximate values, they may not be accurate.

The number of mouse clicks displayed on the main UI screen/operating status screen today may not be accurately counted as the number of clicks when a mouse wheel is used, depending on the type of mouse being used.

The terminal operating status displayed on the main UI screen/operating status screen is automatically determined and displayed based on the behavior of the input device, and may differ from the actual status.

The application usage history displayed on the Availability screen is an approximation and may not be accurate.

The file access history displayed on the Availability Status screen may not be updated in real time.

Some wireless LANs may not display transmission or reception speeds.

After receiving a command, the command may not be released even after the expiration date.

Some terminals may not detect the network connection properly.

In some cases, "ghost drive" may appear as "ghost drive," "business drive," or "virtual drive. Virtual Drive" in some cases.

Do not set camera access to OFF when reading QR codes.

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