

Konnect Me & Konnect Me+ Secure Remote Desktop

Everything you need to install, connect, and administer Konnect Me — the self-hosted remote-desktop platform. Written for both everyday users and administrators.

Product · Konnect Me / Konnect Me+

Audience · Users & Administrators

Platforms · Windows, macOS

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1 What is Konnect Me

Konnect Me is a secure remote-desktop application: it lets you view and control another computer over the internet, and lets others connect to yours — for support, remote work, or unattended access to your own machines.

Unlike consumer tools, Konnect Me runs entirely on **your own server**. Every connection is end-to-end encrypted and relayed through Konnect infrastructure — no third-party cloud, and your data never leaves your control. **Konnect Me** is the free client; **Konnect Me+** adds account login,

an address book that syncs across devices, an administration console, and subscription plans with enforced device/user limits.

2 How it works

Three pieces work together:

Component	Role
The app (client)	Installed on each computer. Shows that computer's ID and lets it connect to, or be controlled by, others.
The relay server	Konnect's server that securely brokers the encrypted connection between the two computers.
The console (Konnect Me+)	The web dashboard where administrators manage users, devices, address books, and subscription plans.

Already configured. Every Konnect Me app you download is pre-pointed at your Konnect server — there is nothing to type in. Install it and it is ready to connect.

3 Installing the app

- 1 Open **konnect-plus.com** and go to the **Konnect Me** download area.
- 2 Choose your platform:
 - **Windows** — download `Konnect Me Setup.exe` and run it. If Windows shows a "Windows protected your PC" notice, click **More info** → **Run anyway** (this is normal for new installers).
 - **macOS (Apple Silicon)** — for M1–M4 Macs. Download the Apple-Silicon `.dmg`.
 - **macOS (Intel)** — for older Intel Macs.
- 3 On macOS, open the downloaded `.dmg` and drag **Konnect Me** into your **Applications** folder, then launch it from Applications. The app is Apple-notarized, so it opens with a normal double-click.
- 4 Launch **Konnect Me**. You're ready.

Which Mac do I have? Apple menu → **About This Mac**. "Apple M..." = Apple Silicon; "Intel" = Intel.

4 First launch & your ID

When Konnect Me opens, the main window has two halves.

MAIN WINDOW — WHAT YOU SEE

- **Your Desktop / Your ID** — a unique 9–10 digit number identifying this computer. Anyone with this ID (and your one-time password) can connect to you.
- **One-time password** — a short code shown under your ID. It changes each session and is required for someone to connect to this machine.
- **Control Remote Desktop** — a field to type the ID of another computer you want to control.
- **Connect** — starts a session to the ID you entered.
- Top bar — menu, settings, and (in Konnect Me+) a **Login** option.

You do not need to configure a server — it is already built in. The "Powered by Konnect Plus" line at the bottom confirms you are on the Konnect network.

5 Letting someone connect to you

To let a technician or colleague control *your* computer:

- 1 Read them **Your ID** (the large number) and **the one-time password** shown beneath it.
- 2 They enter your ID on their machine and click Connect.
- 3 When prompted, they type the one-time password. The session starts.
- 4 You can end the session at any time by closing the connection bar or the app.

You stay in control. Nobody can connect without the current one-time password (or a permanent password you set on purpose — see §8).

6 Connecting to another computer

- 1 Ask the other person for **their ID** and **their one-time password**.
- 2 Type their ID into **Control Remote Desktop** and click **Connect**.
- 3 Enter their one-time password when prompted.
- 4 Their desktop appears in a window — you can now see and control it.

7 During a session

While connected, a toolbar sits at the top of the remote window:

SESSION TOOLBAR — KEY CONTROLS

- **Display** — adjust image quality/scaling, switch monitors, toggle full-screen.
- **Actions** — send Ctrl+Alt+Del, lock, restart, or switch sides (let them control you).
- **File transfer** — copy files between the two computers.
- **Chat** — type messages to the person at the other end.
- **Close** — end the session.

8 Unattended access

To reach a computer when nobody is sitting at it (a server, a kiosk, your office PC), set a **permanent password** so you don't need the changing one-time code:

- 1 On the machine you want to reach later, open Konnect Me → **Settings** → **Security**.
- 2 Enable **Set permanent password** and choose a strong password.
- 3 From then on, connect using that computer's ID + the permanent password — no one needs to be present.

Treat the permanent password like a key. Anyone who has the ID and this password can reach the

machine unattended. Use a strong, unique password.

9 Logging into your account (Konnect Me+)

Logging in links the app to your Konnect account so your saved devices follow you to any computer you sign in on.

- 1 In the app, open the top-right menu and choose **Login**.
- 2 Enter the username and password your administrator created for you.
- 3 Once logged in, your **address book** (saved devices) appears and syncs automatically.

Your account belongs to a **customer group** with a plan — the number of devices and users you can have is governed by that plan (see §12).

10 The address book

The address book is your saved list of computers, so you don't have to remember IDs.

ADDRESS BOOK

- **Add device** — save an ID with a friendly name (e.g. "Reception PC").
- **Tags & groups** — organise devices by site, department, or customer.
- **Online status** — a dot shows which saved devices are currently reachable.
- **One-click connect** — double-click a saved device to start a session.

11 Administrator console

Administrators manage everything from the web console at **dashboard.konnect-plus.com**.

Logging in

- 1 Open **dashboard.konnect-plus.com**.

Sign in with the admin username and password. Change the password on first login.

What's in the console

Section	What you do there
Dashboard	Overview: connected devices, authenticated users, system status.
Users	Create, edit, enable/disable user accounts; set which group (customer) they belong to.
Devices (Peers)	See every managed device, its owner, OS, and last-seen time.
Address books	Shared and personal address books; assign devices and tags.
Groups	Customer/tenant groups — the container a plan is applied to.
Login logs / Audit	Who logged in, from where, and connection/file-transfer history.
OIDC / LDAP	Optional single sign-on and directory integration.

12 Plans & customers

Konnect Me+ includes subscription plans with **enforced limits**. Open **Plans & Customers** at

`dashboard.konnect-plus.com/_admin/kmadmin.html`.

PLANS & CUSTOMERS ADMIN

- **Plans** — edit each tier's limits: **max login users** and **max managed devices** (0 = unlimited). Add or remove plans.
- **Customers** — each customer is a group. Assign a plan from the dropdown; see live usage bars (users used / max, devices used / max). A bar turns red when a customer reaches their limit.
- **Create customer** — add a new customer and put them on a plan in one step.

Plan	Login users	Managed devices
Free	1	3
Individual	1	20
Basic	10	100
Custom	Configurable	Configurable

Enforced automatically. When a customer is at their device or user limit, the system blocks the next device/user until the plan is upgraded — no manual policing needed.

13 Client generator

From the Customers table, **Get client** opens a per-customer onboarding panel:

- 1 **Download** — direct Windows / macOS download links for the (already-configured) Konnect Me app.
- 2 **Silent preconfigure** (optional) — a one-line command IT can run elevated to force the server settings on a managed PC.
- 3 **Log in** — the customer opens the app, chooses Login, and signs in with the account you created for them. Their devices then appear in the console and count against their plan.

14 Security & two-factor authentication

- **Encryption** — every session is end-to-end encrypted between the two computers.
- **Self-hosted** — traffic is relayed by your own Konnect server; no third-party cloud.
- **Two-factor authentication (2FA)** — each user can enable TOTP 2FA in their account for an extra login step.
- **Access control** — permanent passwords, per-user permissions, and audit logs keep access accountable.

15 Troubleshooting

Symptom	What to do
"Failed to connect via relay server"	Check the machine has internet. If it persists, contact your administrator — the server may be under maintenance.
macOS says the app is "damaged"	Make sure you dragged it into Applications and opened it from there. The official builds are notarized and open normally.

Windows SmartScreen warning	More info → Run anyway — expected for a newly published installer.
Can't add another device	Your plan's device limit is reached — ask your administrator to upgrade the plan.
Forgot the one-time password	It is shown live in the app on the remote machine; it changes each session. Use a permanent password for unattended access.
