Refog 2.0

Keylogger & Personal Monitor

for Mac OS X

Quick Start

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Advisory

You are discouraged from installing this software on any computer that you don't own. This may be illegal in some countries or states as such software could be considered a threat to private, confidential or financial information of third parties. Please consult your local lawyer for details.

What's this App?

Refog software is designed to monitor and record events that happen on your Mac. You can keep track of:

- Typed text, typed passwords * and copied text *;
- Visited websites (Safari, Firefox and Chrome web browsers);
- Applications used, window titles and names of open documents;
- Scheduled screenshots and screenshots of visited web pages;
- System events like sleep, screen locking or storage device connections.

All recorded data is stored locally on your Mac. No such data is sent to Refog Inc. or third parties. Refog Personal Monitor can be configured to send collected data and screenshots to your email.

* Available in Personal Monitor edition only.
May be unavailable for some applications.

System Requirements

Refog 2.0 requires Mac OS X 10.6 Snow Leopard, Mac OS X 10.7 Lion or Mac OS X 10.8 Mountain Lion later to run. You will be prompted for administrator password to install a Monitoring Tool.

How to Use

- Install: Download and run the Refog application. You will be prompted to install a monitoring tool. When installed it will run automatically for all users of your Mac. How to Install?
- Set some settings: hide Refog icon, define Hot Key combination to view logs, setup scheduled screenshots, screenshots of visited web pages or activated windows. When done you can close Refog application. How to adjust Settings?
- Enable and configure email delivery of logs.
- To view collected information and screenshots run Refog application later on. How to launch Refog?

Installation

Download installation disk image from:

http://www.refog.com/mac/

Disk image should open automatically after the download is finished. If that does not happen, locate the downloaded file in your Downloads folder and double click to open it.

Double click **Refog** icon to run the application. It will ask if you wish to install a **Monitoring Tool** to track activity on this Mac. Click «Install» and provide administrator password. Optionally adjust settings and then quit Refog.

That's it. Please note a small Refog icon in System Menu Bar. That means that a Monitoring Tool is running and keeps a track of everything that happens on your Mac. Monitoring is started automatically for all users when they log in. You can hide this icon. See «Monitoring Settings».

Now you can eject and delete the installation disk image.

How to Launch

There are two ways to launch Refog Viewer application and view collected information:

Hot Keys

Use a special key combination to run Refog Viewer. Default combination is ⌥ ⇧ ⌘ **R** (Option, Shift, Command and R). Press these keys simultaneously and Refog Viewer will pop up. This works only when a Monitoring Tool is installed and running.

Hot Keys combination can be changed, disabled for non-administrator users or disabled completely in «Monitoring Settings». If Hot Key combination is disabled you will have to launch Refog Viewer manually.

Manual Launch

Refog Viewer can be launched directly from the installation disk image, your personal folder or a USB drive. Download Refog as described in «Installation». Then run Refog application from the disk image or drag the application to your personal folder or USB drive. You will be able to run the application from that location.

Monitoring Settings

To change Monitoring Settings launch Refog Viewer and click «Monitoring > Settings...» menu or «Settings» icon in the application toolbar). There are «Invisibility», «Screenshots», «Password», «Email Delivery», «Users» and «Advanced» setting tab. Settings are applied immediately when you close «Settings» window or click «Apply» button.

Invisibility Settings

«Show Refog Icon...» option allows you to show or hide Refog icon in System Menu bar. The icon is shown by default and lets you know that the Monitoring Tool is running. You may wish to hide this icon so that other users of this Mac would not be distracted by it.

You are advised to change the default Hot Key combination used to launch Refog Viewer. Press a key on your keyboard to change a main Hot Key of the combination. Click on modifier keys to change the combination. Make sure to select at least 3 modifier keys to prevent accidental launch.

Screenshot Settings

Desktop screenshots can be taken automatically at set time intervals. By default screenshots are saved every 5 minutes. Screenshots can also be saved when a user switches to a new window or visits a new web page. Only active window is captured then. These options are disabled by default.

Note: Screenshots can take up considerable amount of disk space. Creating screenshots too often can fill up your hard drive too fast and/or slow down your Mac. You should decrease automatic screenshot creation interval or enable screenshots for new windows or web pages only when you really need that additional screenshots. When viewing a log delete unnecessary screenshots right away.

Email Delivery

Refog Personal Monitor can be set to automatically send periodic emails with typed text and optionally screenshots.

Enabling delivery

- Go to «Settings», «Delivery» tab.
- Enable «Automatically send logs by email» option.
- Type your email address (the one you wish to get reports to).
- Configure delivery settings.

Delivery configuration

Email server settings are configured automatically for most popular email service providers. In other cases you need to know your email provider settings for sending email. See your email provider help for details.

- *User name* and *password*: credentials you use to access your email inbox or outgoing mail (SMTP) server.
- *Outgoing mail server* (SMTP) address and *port*.

For example: smtp.server.com, port 25.

- *Use TLS connection*: check this option if your email provider supports secure connection for email delivery.
- *Maximum email size*: email servers have a limit for email size. Refog will automatically break up big emails to fit this size. Leave this setting at default value of 10 MB if you don't know maximum email size supported by your email provider.

Review your setting on the final page of email setup wizard and click «Test Settings» button. If a test fails or takes longer than a few seconds to complete then there are some issues with your configuration. In that case Refog will not be able to deliver your logs. Go back and review your settings. If test is successful click «Finish» to apply settings and enable delivery.

Log delivery options

Emails with logs will be sent at the time intervals you set. Optionally screenshots can be sent along with text.

Note: screenshot delivery dramatically increases email size and time required to deliver logs. Disable this option or change screenshot settings to reduce average size of emails.

Password Protection

You are advised to protect collected data with a password. A password will be asked every time someone tries to run Refog to view a log.

Setting up a Password

- Go to «Settings», «Password» tab.
- Enable «Ask for a password» option.
- Type a password that is not easy to guess and make sure to remember it.
- Retype your password in the second text field.
- Click «Apply Password» button.

Disable «Ask for a password» option if you no longer wish to use Password Protection or need to reset your password.

User Settings

Automatically start monitoring for these users:

This tab shows all users on your Mac. Check users you wish to monitor. By default monitoring is enabled for all users. To log information for particular users of your Mac only, uncheck users you don't wish to monitor. Monitoring will start automatically for checked users.

Only Admins can use Hot Key combination:

Enable this option so that Hot Key combination will only work for computer Administrators. This will prevent other users from accidentally launching Refog viewer. Administrator users are marked with a wrench icon in the list.

Advanced Settings

«*Log typed passwords*»: for security reasons you may wish to disable recording typed passwords. Password recording is available in **Refog Personal Monitor** only. Some running applications need to be restarted for this setting to take effect.

«*Log pasteboard text*»: for security reasons you may wish to disable monitoring of copied text. Pasteboard monitoring is available in **Refog Personal Monitor** only.

Application and window switching events are not recorded by default to reduce log clutter. You may wish to enable logging these events but note that they happen really often.

How to View Events

To view all events that happened on a Mac run Refog Viewer as described in «How to Launch».

A list to the left shows Users and event categories. The list shows all users of the Mac. Once Monitoring Tool is install a user needs to log in at least once for any events to show up in their log.

- Click **user name** to view events that were recorded while that particular user was logged in.
- Click **event category** to view only that particular type of events (like typed text, screenshots, web page visits, etc.)

A table to the right shows a list of corresponding events sorted by date. The list automatically scrolls down to the first event that happened since the last time you viewed the log.

If some text in the table is truncated, position a mouse cursor over it to see full text immediately. Click an event to see event details.

An area below the table shows selected event in detail. Screenshot preview is located in the right bottom corner. Hit a Space Bar or click screenshot preview area to view a screenshot. Drag screenshots from the preview area to save them. Drag to the Trash in the Dock to delete the screenshot.

Date Filter

The viewer displays only last 7 days of events. Click «Date Filter» pop-up button on the toolbar to show a Date Filter menu. It lets you specify a range of dates to list events for. Use a predefined date interval like «last day», «last week», «last month» or click a calendar area to pick a particular day. Drag with a mouse between two dates to pick a range of dates.

Select «All Time» to disable Date Filter and show all events.

Search

Use a Search box in the toolbar to filter the list of events. Pick a search term like typed text, application name or document name and type some text to show only events that match.

Bookmarks

You can bookmark any events for further reference. Use «Events» > «Bookmark» menu or context menu to bookmark events. Alternatively you can click an empty area in the Bookmark column of event list.

To review bookmarks use «Bookmarks» category in the user list.

Tips & Tricks

How to preview screenshots of multiple events

- Select some events or press Command + A to select all
- Hit Space Bar to show Quick Look panel
- Click «Index Sheet» button to preview all the screenshots

How to save, print or email a screenshot

Drag a screenshot from preview area and drop it to your Desktop or other folder to copy. Drop on Mail app dock icon to email the screenshots. Or on Preview app icon to print them. Drop on Trash dock icon to delete the screenshots.

How to temporarily disable monitoring

Run Refog application. Use «Monitoring > Stop» to disable monitoring. Use «Monitoring > Start» to resume monitoring. Or use Start/Stop buttons on the tool bar.

Note: you will **not** be able to launch Refog application using Hot Keys when the monitoring tool is stopped. It will resume monitoring automatically after you restart your Mac or log out and log in again.

How to delete events and screenshots

Select events in the list and use «Events» > «Delete» menu or press Command and Delete key on the keyboard.

How to Uninstall

To Uninstall Refog and a Monitoring Tool run Refog Viewer as described in «How to Launch». Then click «Monitoring > Uninstall...» menu (This menu can also be accessed by using Refog icon in application toolbar). A confirmation dialog will appear.

If you wish to completely erase collected information and screenshots then check «Delete Logs and Screenshots» option. **This action is permanent and cannot be undone.**

Click «Remove» button in a dialog sheet that appears. You will be prompted for a password to continue.

Your Mac will no longer be monitored. If you did not choose to erase collected information, then you can download and reinstall Refog later to view that information.

Support

Please visit Refog website for more info and technical support:

http://www.refog.com/

Or use «Help > Technical Support» menu from within the program.

About

Use of this Software is governed by the terms of the license agreement, that accompanies the product ("License Agreement"). Use «Refog» > «About» menu, then click «License» button to review the license agreement.

Please use responsibly. Consult your local lawyer for info about legal rights of using computer monitoring software in your area.

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