



REFOG
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 pasteboard* contents;
- Visited web sites (Safari or WebKit only);
- Applications used, including window titles and open documents' names;
- Scheduled screen shots and screen shots of active windows or visited web pages;
- System events like wake, sleep or storage device connections.

* Available in Personal Monitor edition only.

Refog Personal Monitor can also be set to [send collected data](#) and optionally screen shots by email.

System Requirements

Refog requires Mac OS X Leopard (10.5.7) or 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, check if you wish to make scheduled screen shots, screen shots of all active windows or visited web pages. Check if you wish to keep a track of all window and application switches. When done you can close Refog application. [How to adjust Settings?](#)
 - Enable and configure [email delivery](#) of logs.
 - To view collected information [run Refog application](#) later on. Hit Space Bar or click on a Preview to view screen shots if available. [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 optionally delete the disk image.

How to Launch

There are two ways to launch Refog Viewer application and view collected information: using Hot Keys or Manually.

Hot Keys


Use a special key combination to run Refog Viewer. Default combination is $\lrcorner \uparrow \text{⌘} \mathbf{R}$ (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 or disabled in «[Monitoring Settings](#)». If Hot Key combination is disabled you will have to launch Refog Viewer manually.


Manual Launch

Refog Viewer can also 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 (This menu can also be accessed by clicking  Refog icon in the application toolbar). There are «Invisibility», «Screen Shots», «Email Delivery» and «Advanced» settings. 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 successfully installed and 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.

Screen Shot Settings

Desktop screen shots can be taken automatically at set time intervals. By default screen shots are saved every 5 minutes. Screen shots 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: Screen shots can take up considerable amount of disk space. Creating screen shots too often can fill up your hard drive too fast and/or slow down your Mac. You should decrease automatic screen shot creation interval or enable screen shots for new windows or web pages only when you really need that additional screen shots. When viewing a log delete unnecessary screen shots right away.

Advanced settings

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.

Email Delivery

Refog Personal Monitor can be set to automatically send regular emails with typed text and optionally screen shots.

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 automatically or manually.

Automatic settings

Enable «Send emails using Refog server» option to have everything configured for you. Emails with logs will be relayed through our SMTP server. No additional configuration required.

Manual settings

For manual configuration 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 set 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 problems with your configuration. In this case Refog will not be able to deliver your logs. Go back and fix your settings. Click «Finish» to apply settings and enable delivery.

Log delivery options

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

Note: screen shot delivery dramatically increases email size and time required to deliver logs. Disable this option or change [screen shot 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:

Check users you wish to monitor. By default monitoring is enabled for all users.

Only Admins can use Hot Key combination:

Enable this option so that [Hot Key combination](#) will only work for computer Administrators. When unchecked, any user can launch the Log Viewer using the Hot Key combination.

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. Already 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.

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 events categories. Note that it shows only users that did logon after the Monitoring Tool was installed.

- Click **computer name** to view all events.
- Click **user name** to view events that relate to that user only.
- Click **event category** to view only that particular type of events (like typed text, screen shots, web page visits, etc.)

A table to the right shows a corresponding list of events sorted by date. Each time you start the viewer program it automatically scrolls down to the events that happened since the last time.

If some text in the table is truncated, point at it with a mouse to see full text immediately. Click an event to see full event details.

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

Date Filter

Application displays only last 7 days of events to speed things up, but you can always see more.

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.

Tips & Tricks

How to preview screen shots 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 screen shots

How to save, print or email a screen shot


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

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 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 screen shots then check «Delete Logs and Screen Shots» 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 web site for more info and technical support:

<http://www.refog.com/>

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

About

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Quick Start rev. 19, based on Refog 1.3.375.