# MyHomeSeer Remote Guide

Welcome to the new MyHomeSeer 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 3.0.0.81 or later. HSTouch Android client requires 1.0.0.76 or later. Please make sure to update to these versions. It is recommended that you uninstall the application and then reinstall it from the Play Store/iTunes Store. (*This guide assumes you have HSTouch Server already set up. 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 MyHSRemote you will need to register your HS3 software with the connected service.

a) Once the HSTouch has finished installing, go ahead and open it up. You will be prompted with a Log In to MyHS screen.

b) Click *Register*. Your default browser will come forward and load the registration page.

c) Enter in the preferred email address you would like to use to be tied to your myHS for the *Account Email Address*. This will later be used as your myHS username.

d) Enter a preferred *Account Password*. You will use this as the password to enter in your MyHS settings.

e) The *License ID* you are asked for is your HS3 licenseID. The same goes for your *License Password*. (*For HomeTroller HS3 users, this is located on the bottom of your unit. For HS3 Software users, this information was emailed to you.*)

f) Click *Register*. You will receive a confirmation on the next screen unless errors are detected. You will also be emailed an email that requires a confirmation. Click the link in the email.

myHomeSeer Beta
access - anywhere - anytime
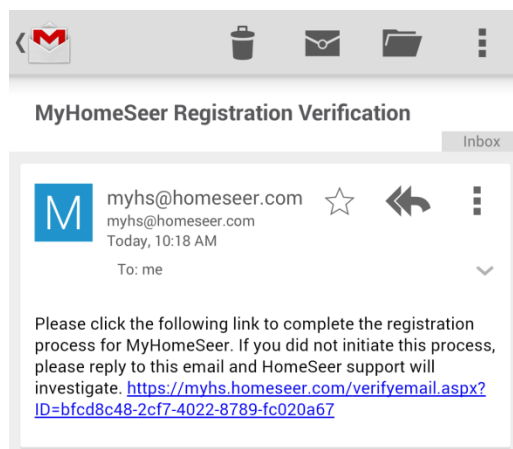
Register

Account Information

Account Email Address

Account Password

Confirm Account Password

### HomeSeer System Information

License ID

License Password

[Register]

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MyHomeSeer Registration Verification

Inbox

M myhs@homeseer.com
myhs@homeseer.com
Today, 10:18 AM

To: me

Please click the following link to complete the registration process for MyHomeSeer. If you did not initiate this process, please reply to this email and HomeSeer support will investigate. https://myhs.homeseer.com/verifyemail.aspx?ID=bfcd8c48-2cf7-4022-8789-fc020a67

STEP #2 – Setting Up MyHS

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

a) Open up the HSTouch 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 used will be used as the Password.
c) Click Ok and HSTouch will now connect.
d) HSTouch will now always connect through MyHS when launching. This will work from any location and any network.
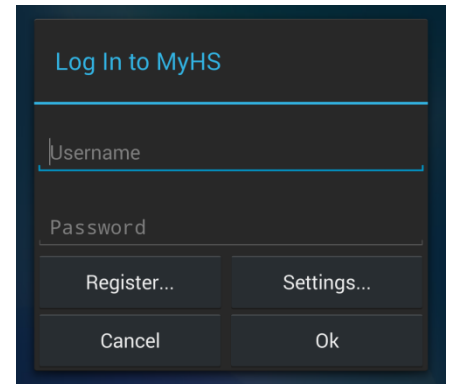
Troubleshooting MyHS

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) and our community based **Message Board** (board.homeseer.com).

Symptom	Cause	Solution
Log-In Prompt Doesn't Display	Wrong Version (HSTouch)	Make sure at least .80 of the HSTouch 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
All Other Problems		Contact HomeSeer

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