GoToAssist

Efficient IT support
gets you back to business

Remove the friction from remote support and delight your customers and remote employees.

Supporting customers and remote employees just got a lot easier

GoToAssist Remote Support is the choice of IT professionals demanding intuitive, easy-to-use remote support. Our innovative technology allows both on-demand sessions and the ability to connect to unattended machines, directly from a desktop or web-based agent console.

We've introduced visual cues that guide agents and end users through the connection process for a seamless join flow that results in a truly frictionless experience.
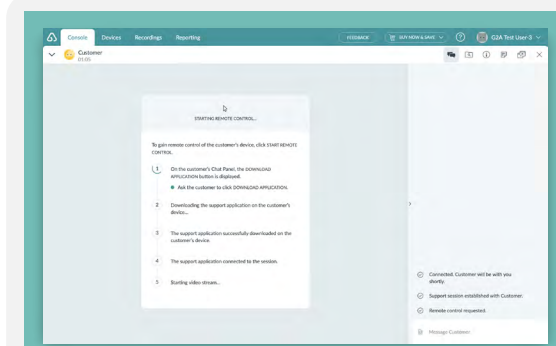
Visual cues allow the agent to guide the end user through the remote control connection process.

Use cases

IT managers:
Manage multiple support agents who assist customers and service computers and servers. Deliver technical assistance to remote staff and customers around the globe and around the clock.

IT consultants:
Instantly solve customers' technical problems by providing live, on-demand support. Use multi-tenant, custom grouping and centralized administration to control access to unattended machines for multiple organizations. Share access to unattended computers with team members to assist in resolving issues.

Key Features

Agent controls

Modern interface:
Choose from a modern web browser or desktop agent console.

Remote view and chat:
Remotely view and chat with an end user without the need for any download.

Remote control:
Remotely control the end user's machine to provide support as if you were there in person.

Unattended support:
Work on your computers or servers after hours or when they are unattended.

Session transfer:
Seamlessly transfer sessions to another support agent (e.g., tier 1 to tier 2).

Reverse screen share:
Share your screen on Windows or Mac machines with the end-user while in remote view or remote control.

Admin mode:
Automatically start a session in Admin Mode and remove the need to manually elevate after the session is connected.

Multiple sessions:
Simultaneously support up to 10 end users at a time.

File transfer:
Instantly exchange files and folders with an end user.

Remote diagnostics:
Obtain your customer's system information in a single click.

Reboot and reconnect:
Restart the end user's computer and automatically reconnect to the support session in progress.

Admin controls

Messaging integration:
Allow employees to use the Slack messaging application to request and join support sessions.

Session recording:
Record active support sessions for auditing and training purposes.

Centralized Admin Center:
Run reports, create and manage groups, set the functions agents can perform and the resources and machines they can access.

Security and permissions

Secure sessions:
Offer permission-based support with end-to-end data encryption using government-approved 256-bit Advanced Encryption Standard (AES) and Secure Sockets Layer (SSL).

Two-factor authentication:
Add a second level of security for your accounts to make credential attacks extremely difficult.

Single Sign-On (SSO):
Allow agents to securely log in to GoToAssist with the same identity they use for other enterprise applications.

Active Directory Connector (ADC):
Receive Active Directory user updates and automatically makes the same changes in yoir GoToAssist account.

Mobile capabilities

iOS Support:
Leverage the iOS Broadcast feature to remotely view any iPhone or iPad running iOS 11+ for fast, easy support.

Android support:
Remotely view and control Android devices including Samsung, LG, Motorola, Huawei running Android 6+.

Mobile chat:
Communicate simply and transparently during a mobile support session through mobile chat.

SMS Session invite:
Take end users directly into the mobile support session without the need to re-enter a session code.

Learn more about GotoAssist Remote Support