

GoToManage Remote Support

Remote Support Made Easy™

Key benefits

- Solve technical problems faster with secure, reliable remote support.
- Boost productivity and revenue by quickly resolving technical issues.
- Increase customer satisfaction and loyalty.
- Reduce travel time and related costs.
- Manage multiple users in one account.
- Share access to your unattended computers with team members.

Citrix® GoToManage® Remote Support is the essential support tool designed for IT professionals, managed service providers and software consultants in a team environment. With GoToManage Remote Support, you can resolve technical issues by instantly delivering web-based support to customers, end users, unattended computers and servers.

GoToManage Remote Support is the choice of IT professionals demanding robust, easy-to-use remote support. GoToManage Remote Support's award-winning technology allows both on-demand sessions and the ability to connect to unattended machines. Team-based functionality lets multiple support technicians share access to unattended machines and group machines by company, operating system, location and customized categories.

Combine with GoToManage Monitoring to provide proactive network monitoring, alerting and scripting functionality. GoToManage is the optimal support and management solution for every IT professional.

Applications

IT Managers: Manage multiple support technicians who assist end users and service unattended computers and servers. Combine with GoToManage Monitoring to visualize and manage the entire IT infrastructure.

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. Integrate with GoToManage Monitoring to gauge server health, monitor client networks and receive customized alerts when technical problems arise – proactively solve problems, even before the client knows there's an issue.

Software Consultants: Share access to unattended computers with team members working on the same project. Add GoToManage Monitoring to audit the health and performance of computers where your software is installed.

Remote support and remote monitoring

Instantly view and support customer computers and servers, transfer files between computers, reboot/reconnect, run diagnostics, provide unattended support and much more. Integrate GoToManage Remote Support with GoToManage Monitoring to quickly and easily access and analyze an entire network. Features include team-based inventory management, server monitoring, network usage tracking capabilities and proactive alerts. GoToManage Monitoring offers the perfect companion to GoToManage Remote Support.

www.gotomanage.com

Security

GoToManage Remote Support security includes 100 percent permission-based support and end-to-end data encryption using government-approved 128-bit Advanced Encryption Standard (AES) and Secure Sockets Layer (SSL).

Features

Easy Setup	Sign up and set up in just two minutes.
Two-Way Screen Sharing	See exactly what's happening on your customer's desktop or show your own screen as an example.
Remote Control	Remotely take control of your client's desktop and provide service, as if you were sitting at the client's computer.
Unattended Support	Work on your computers or servers after hours or when they are unattended.
Administration Center	Manage team members, setting the functions they can perform and the resources and machines they can access.
Multi-tenancy and grouping	Support multiple organizations and group machines by company, operating system, location or customized categories.
FastSupport.com Entry Site	Seamlessly transition from a phone call into an online support session by directing a client to the FastSupport.com site and providing a 9-digit support code.
Multiple Sessions	Simultaneously support up to 8 customers at a time.
File Transfer	Instantly exchange files and folders with your customers.
PC and Mac® Support	Support both PC and Mac users – from either a PC or a Mac computer. (Some features are not available for the Mac platform.)
Remote Diagnostics	Obtain client's system information in a single mouse-click.
Annotation Tools	Draw, highlight and point to items right on the screen.
Live Chat	Chat in real time with clients instead of staying on the phone.
Reboot/Reconnect	Restart your customer's computer and automatically reconnect to the support session in progress.
Log In as Administrator	Perform system administrative tasks such as Send Ctrl-Alt-Del.
Instant Email Invitations	One click sends the client a Microsoft® Outlook® email or instant message containing a link to the support session.
GoToManage Integration	Proactively manage your IT infrastructure with monitoring and management tools.

Try it free!

Sign up for a free trial of GoToManage Remote Support plus GoToManage Monitoring by visiting www.gotomanage.com or contact us at:

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About Citrix Online
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