GoToAssist Express
Remote Support Made Easy™

GoToAssist® Express™ enhances productivity by enabling individuals and small businesses to provide instant, web-based technical support to their customers. Immediately solve your customers' technical problems by viewing and controlling their computers remotely, saving precious time and cutting travel-related expenses.

GoToAssist Express delivers affordable remote-support functionality with easy-to-use features, strong security and a fast ROI. Plus, it downloads on demand so you can provide support to anyone, anywhere, without having to pre-install the software.

Key benefits

- Increase customer satisfaction by providing immediate support.

- Reduce time and money spent on traveling to and from customer offices.

- Accomplish more each day by using productivity-enhancing features and conducting up to 8 sessions at once.

- Provide service even when your customers are away from their computers.

- Support both PC and Mac® users from one computer.

- Easy setup and fast connection speeds get you in and out of sessions quickly.

Applications

- **IT consultants:** Use GoToAssist Express to support more clients online.

- **Software companies:** Provide more efficient and cost-effective customer service.

- **IT managers:** Perform remote administration and streamline internal support tasks.

- **Accounting technology professionals:** Implement software and support clients all year.

- **Computer gurus:** Quickly provide tech support to friends and family members.

Security

GoToAssist Express users can rest assured that their data is secure. Screen sharing and remote control of customer computers is 100 percent permission-based, and data is fully encrypted end-to-end using Secure Socket Layer (SSL) and government-approved 128-bit Advanced Encryption Standard (AES) encryption.

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, to provide service just as if you were sitting at the client's computer.
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.
Instant Email Invitations	One click sends the client a Microsoft® Outlook® email or an instant message containing a link to the support session.
Multiple Sessions	Simultaneously support up to 8 customers at a time.
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.
File Transfer	Instantly exchange files and folders with your customers.
Unattended Support	Work on your customers' computers even when they are away. Set up Unattended Support on as many computers as you like!
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.)
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.
True 24-bit Color	Get a true-to-life, full-color view of your client's desktop.
Notes and Reports	Track your usage and leave yourself notes to review later.

Try it free!

To get a free 30-day trial of GoToAssist Express, just visit www.gotoassist.com and click the "Try It Free" button in the top right corner.

Organizations needing team-based features and tools for managing multiple users should contact us at 1 800 549 8541 or visit www.gotoassist.com to find out about our GoToAssist Corporate solution.

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About Citrix Online
Citrix Online solutions enable people to work from anywhere. Our products include GoToAssist® for remote support, GoToManage™ for IT management, GoToMeeting® for online meetings, GoToMyPC® for remote access, GoToTraining® for interactive online training and GoToWebinar® for larger web events.

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