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#### **Features and Benefits**

# **Remote Support Module**

Faster, easier ad-hoc remote support

With LogMeIn Central Remote Support, unlock fast, frictionless, secure ad-hoc support with the click of a button, no installation needed.

Support any device - PCs, Macs, iOS, Android, and Chromebooks - in any situation. Whether supporting one-off employee sessions or off-network devices, you can now expand your reach of support.

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# Support seamlessly

Provide unlimited support to employees in the office, at remote workstations, and everywhere in between.

# **Remove headaches**

Support any device in one single product, allowing you to expand your IT support capabilities while reducing management overhead.



### Secure, start to finish

Don't sacrifice security for simplicity. Behind an easy-to-use interface is security-first architecture.

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Instant remot		Mobile device support Tradature tet - or main excess whe waveging the scenes.	
<ul> <li>Direct your end-user to helpme.net and ask them to enter this support key:</li> </ul>	>	< 🔽 >	
465 908 006	heat	Age download required on their and	
Or use another method to share a direct link: Direct link Email	ion	Start mobile support session	
https://helpme.net/895178374			
End-user name	ve issues together.	Enter support key	
End-user 1	Printed to good No.		
Options			
Request admin mode when switching to remote control			
Next steps once connected: The end-user is prompted to accept support.			

# **Remote Support Module Includes:**

## **Remote Session Types**

- Pin-based/Clientless Session
- Remote Control
- Remote View
- Desktop Support (PC, Mac, Chromebook)
- Mobile Support (iOS and Android)

#### In Session Functionality

- Guided Agent Flow
- In-session Chat
- Reboot and Reconnect
- Ctrl-alt-delete Shortcut
- File Transfer
- Zoom/Resize Customer Screen
- Multi-session Handling
- Remote System Diagnostics
- In-session Clipboard Synchronization
- Session Transfer
- Multi-agent Collaboration
- Session History and Notes
- Session Recording

# **Agent Console**

- Web Agent Console
- Desktop Agent Console

### Security

- Remote Connections Using TLS and AES Encryption
- Audit Reports
- Data Confidentiality
- Report Abuse

# **Mobile Support Android**

- Connect via SMS, Link, or Email
- Remote Control
- Chat
- Session Recording
- System Information (OS, Device Model, Device Screen)
- Transfer Session
- Screenshot

# Mobile Support iOS

- Connect via SMS, Link, or Email
- Remote View
- Chat
- Session Recording
- System Information (OS, Device Model, Device Screen)
- Transfer Session
- Screenshot



Central, built by GoTo. RMM made easy.

To learn more about Central Remote Support, call 888-960-0282 to speak with your account representative.