



Data Sheet

Remote Access & Support

Handle all your IT issues with GoTo



Ensure your team is ready to handle anything and everything, from routine IT management to complex problem-solving, with GoTo's remote management, access, and support solutions.

GoTo Resolve

Resolve empowers IT teams to simplify and streamline their operations. Tackle support issues from start to finish, from logging a problem discussed in Slack or Teams to remotely resolving the issue, all in one platform. Free and paid account options available.

- Modern, device background access and automation
- Desktop, mobile, and camera-streaming remote access & support
- Lightweight ticketing with messaging integrations

Rescue

With powerful remote support features, advanced security capabilities, and ample customization options, Rescue is best for teams at large businesses and enterprises to provide technical support to employees and customers.

- Break-fix desktop and mobile remote support
- Customizable connection methods and branding
- Advanced account administration and agent monitoring
- Built-in integrations and open APIs

Central

Internal IT, MSPs, and hardware (kiosks, POS systems, digital signage) support teams rely on Central to remotely monitor and manage IT infrastructure, secure endpoints, automate task management, and gain better visibility into their IT universe.

- End-to-end monitoring and proactive alerting
- Integrated antivirus software and antivirus management
- IT automation and patch management
- Employee (non-IT) device access permissions

Comparison Chart

Core Support Functionality	Resolve	Central	Rescue
Clientless Remote Support (Control and View)			
Windows	✓	✓	✓
Mac	✓		✓
Android	✓		✓
iOS	Remote View Only		Remote View Only
Chromebook	Remote View Only		
Unattended Remote Access			
Windows	✓	✓	✓
Mac	✓	✓	✓
Android	Coming Soon		
Camera Share Support Session	✓		✓
Web Console	✓	✓	
Desktop Console	✓	✓	✓
Unlimited Unattended Endpoints			✓
Agent Mobile Applet	✓	✓	
Monitoring and Management			
Mass Deploy (MSI)	✓	✓	✓
Patch Management		✓	
Windows/Application Updates		✓	
Antivirus Management		✓	
LogMeIn Antivirus powered by Bitdefender		✓	
Proactive Alerts		✓	
Asset Management		✓	
Remote Execution	✓	Beta	
Device Level Permissions	Coming Soon	✓	✓
Terminal	Coming Soon	✓	
Background File Manager	Coming Soon	✓	
Device Quick View	✓		
Securely Store and Update Unattended Credentials		✓	✓
Online/Offline Status	✓	✓	
Unlimited Remote Sessions	✓	✓	✓

In-Session Functionality	Resolve	Central	Rescue
Guided Agent Flow	✓		
Reboot Reconnect	✓		✓
Multi-Session Handling	✓		✓
Multi-Monitor Support	✓	✓	✓
In-Session File Manager		✓	✓
File Transfer	✓	✓	✓
System Diagnostics	✓	✓	✓
Session History and Notes	✓		✓
Multi-Agent Collaboration	Coming Soon		✓
Session Transfer	✓		✓
Screen Blank	✓	✓	
Remote Printing (PC/Mac)		✓	
In-Session Chat	✓		✓
In-Session Scripting			✓
Agent Screen Sharing	✓		✓
Helpdesk			
Ticketing Portal for Admin and Agent	✓		
Conversational Ticketing (Slack/Teams Integration)	✓		
Instant Integrated Remote Support within Ticket	✓		
Remote Support Session History	✓		
Email Ticket Submission	✓		
Attachment Support	✓		
Unlimited Helpdesk Services (i.e. IT-help, HR-help, Finance-help)	✓		
Device/Session Connection Methods			
Unattended Session	✓	✓	✓
Connect on LAN		✓	✓
Wake on LAN		✓	
Connect via PIN Code, Link, or Email	✓		✓
SMS Connection Method	✓		✓
Customer-Initiated Chat			✓
Calling Card Connection Method			✓
Messaging App	✓		

Administration	Resolve	Central	Rescue
Admin Center	✓		✓
Reporting	✓	✓	✓
End User Management & Control (Add, remove, suspend, or switch)		✓	
Active Session Monitoring in Command Center			✓
Coded Webpage (Pin) Integrations	✓		✓
Customization and Branding			✓
Session Feedback Surveys			✓
Architecture/Security			
256-bit TSL Encryption	✓	✓	✓
Two-Factor Authentication	✓	✓	✓
SSO	✓	✓	✓
Data Center Residency (EU, US)	✓		✓
IP Restrictions			✓
Enterprise Security Capabilities			✓
Role/Agent Based Access Control (RBAC)	✓		✓
Zero Trust Identity Based Access Controls	✓		
Advanced Features/Integrations			
Open APIs		✓	✓
MS Teams Integration	✓		
Slack integration	✓		
CRM and Ticketing Integrations			✓
1 TB File Storage		✓	
VPN Networks (Hamachi)		✓	

GoTo makes IT easy.

Explore GoTo's remote management, access, and support solutions.

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