GoToAssist for Staff and Students

What is GoToAssist

GoToAssist allows a member of IT Services to securely view and control the desktop or laptop of another person from a remote location. By doing so we can hopefully help identify and resolve a problem quickly.

How Does It Work?

If staff on the Service Desk believe using the GoToAssist will help you will be asked, over the phone, if you are happy for staff to view and control your computer. If you don’t want us to do this, don’t worry, we will still try and help resolve your problem. If you are happy to proceed then stay on the telephone and the Service Desk will then provide you with you a web link and a code to enter to establish the connection and confirm your acceptance (see details below).

Please close or minimise any private or confidential information on screen that you don’t wish the Service Desk to see.

Making the connection

This process is largely a matter of visiting a website and following the steps offered. The full process is below:

1) Start the connection
   a) Click on the web link in the email the Service Desk has sent you
   b) or go to www.fastsupport.com and type in your name and the “Support Key” that the Service Desk has given you.

2) Download the GoToAssist plugin. This may not be necessary if it is already installed.
   a) If you have a pop up blocker you might need to click ‘allow’ to enable installation.
   b) Allow any options to Save, Run or Make changes to your computer as prompted.

3) Join the support session
   a) You may also see a popup asking “Do you want to run this application?”, specifying ProgramStarter. Select ‘Run’.
   b) A prompt will then appear on screen asking for your permission to join the support session. Click Yes.
c) When you are successfully connected a yellow GoToAssist icon will appear in the system tray of your computer in the bottom right hand corner and a GoToAssist toolbar will appear in the corner of the screen.

The Support Session

The Service Desk technician will talk you through what they are doing at every stage and seek your permission before changing any setting. You will also be informed of how to disconnect from the session at any time should you wish to.

Please be aware that you need to be on the phone with the Service Desk at all times during the support session. We cannot guarantee that a remote assistance session will resolve a problem or resolve it within the time available.

Disconnecting the Session

To disconnect your session please click on the red disconnect icon in the GoToAssist toolbar.
FAQs

Can I disconnect?
Yes, you have complete control of the mouse and the session. To disconnect your session click on the red button in the GoToAssist panel.

What happens if I forget to disconnect?
We encourage you to ensure that your session is disconnected. The Service Desk technician will close the session at the end of your call. If neither party disconnects the session, it will automatically timeout after 5 minutes of inactivity. 

What happens if I can’t remain on the telephone?
Explain to the Service Desk that you cannot continue the session and arrange a date and time to re-open a fresh session. (Note: a new connection code will be required)

Can the Service Desk see my files without my knowledge?
No. The Service Desk can see only what you can see on screen.

I’ve got a Mac can I still use the service?
Yes. Please be aware that we primarily support pcs but will try our best to assist Mac users.

Is it Secure?
Sessions are encrypted end to end, so these sessions are as secure as online banking. It is worth ensuring, however, that you are confident of who it is you are allowing to connect to your system. We do not record the sessions.

Is the plugin virus free?
We are using a highly respected supplier, who takes extreme care over their plugins, which will always be signed as either ‘Citrix Online’ or ‘GoToAssist’. Your local PC will then virus check the plugin before it is run.

**Are there any minimum system requirements?**
Remote assistance should work on all University owned and administered computers with standard operating systems. This does not necessarily include mobile devices. At present remote assistance is not available for home support.

**I’ve a problem with my computer at home can I use this service?**
Currently remote assistance is only available on the campus network, but if the pilot is successful we may expand our support to include University services accessed from home.

**Is anything left on my pc after the support session?**
The remote assistance plugin will stay on your computer but cannot be reactivated unless you input a fresh support code. This means you shouldn’t need to reinstall the plugin again.

**Is the session recorded?**
No. Our policy is not to record support sessions.

**I’m in an open access room can you connect to the pc?**
Yes, but because we need to speak to you by phone during the session this will impact other people so it might be better to visit the Service Desk in person.