



## FAQs for Representatives and Customers version 8.0

### FAQs





### Representative

Question	Answer
<p><i>I can't log in to HelpAlert. I've received the following error message:</i> <b>Your name or password was invalid. Please try again</b></p>	<ul style="list-style-type: none"> <li>• Confirm login is in email format.</li> <li>• Confirm login and password are in lowercase.</li> <li>• Have your manager re-set your password or use the <i>forgot password</i> link.</li> </ul>
<p><i>How do I re-set my password?</i></p>	<ul style="list-style-type: none"> <li>• From the HelpAlert Login window, choose <b>Forgot your password?</b></li> <li>• In the <i>Login</i> field, enter the HelpAlert login in email address format.</li> <li>• Re-type the login in email address format.</li> <li>• Click <b>Submit</b>.</li> <li>• An email will be sent to your email address with a link to create a new Account Password.</li> </ul>
<p><i>I can't log in to HelpAlert. I've received the following error message:</i> <b>Account not activated</b></p>	<p>Have your manager contact Citrix Online for reactivation.</p>
<p><i>I can't log in to HelpAlert. I've received the following error message:</i> <b>Cannot connect to server</b></p>	<ul style="list-style-type: none"> <li>• Check your Internet connectivity.</li> <li>• Ask your manager to check for firewall changes.</li> <li>• Ask your manager to check for proper IP configuration.</li> <li>• Visit the Service Status Page to check for system availability: <a href="http://status.gotoassist.com">http://status.gotoassist.com</a></li> </ul>
<p><i>What ports does GoToAssist use?</i></p>	<p>All GoToAssist software connections are outbound, requiring TCP connections to ports 80, 443 <b>or</b> 8200.</p>
<p><i>What are the minimum browser requirements to begin a screen-sharing session with my customer?</i></p>	<p>The minimum browser version required for the customer is Internet Explorer, Netscape Navigator 4.0 or later or Mozilla Firefox 1.0 or later. If the customer's browser is not Java-enabled, the customer will be prompted to manually download the screen-sharing file.</p>
<p><i>How can I increase or decrease the amount of time my pop-up Alerts show on my screen? (The default length is 30 seconds.)</i></p>	<p>From the HelpAlert inbox:</p> <ol style="list-style-type: none"> <li>1. Choose Options.</li> <li>2. Select Preferences, then Alerts.</li> <li>3. Under Pop-Up Alerts, increase the "Incoming queries show for" time to your preference. (The maximum is 120 seconds.)</li> </ol>
<p><i>How do I draw and erase the drawings on the shared screen?</i></p>	<p>From the GoToAssist Viewer window:</p> <ol style="list-style-type: none"> <li>1. Click the Tools menu, and select one of the annotation tools.</li> <li>2. Click, hold and drag the mouse to draw.</li> <li>3. Choose Erase Drawings (also from the Tools menu).</li> </ol> <p>To use the function key shortcuts, from the Viewer window,</p> <ol style="list-style-type: none"> <li>4. Click the Tools menu, then choose Preferences.</li> <li>5. Select the Viewer under Category</li> <li>6. Check Enable Viewer Hotkeys.</li> </ol>

## Representative

Question	Answer
<i>Why don't the arrow keys and the number pad on my keyboard operate (e.g., allow me to move my cursor or type numbers)? They only scroll the Viewer window.</i>	The Enable Viewer Hotkeys function is on. <ol style="list-style-type: none"> <li>From the Viewer window's menu bar, choose the Tools menu, then Preferences.</li> <li>Select Viewer in the Category menu.</li> <li>Uncheck Enable Menu Shortcuts.</li> </ol> <p>Note: Disabling keyboard shortcuts also disables the F8, F9 F11, F12 and F12 functions. To activate these features, return to the Viewer window's Tools menu and select them individually as needed.</p>
<i>How can I switch from Customer Screen sharing to Sharing My Screen and back?</i>	<ol style="list-style-type: none"> <li>From your Chat Window, click the ScreenSharing menu, then Share My Screen or Share Customer's Screen.</li> </ol> <p>-or-</p> <ol style="list-style-type: none"> <li>Click the shortcut button on the toolbar of your chat window.</li> </ol>
<i>What File Transfer Protocol is used in GoToAssist?</i>	GoToAssist File Transfer does not use the traditional File Transfer Protocol (FTP), but instead relies on the same secure, firewall-friendly technology that powers screen sharing. Flow control ensures that File Transfer and screen sharing can take place simultaneously.
<i>What is the largest file size that I can transfer between my customer's computer and my own?</i>	The size of the file is not limited or restricted.
<i>Is there a time-out when no activity occurs on either my computer or my customer's computer?</i>	There is no time-out. The session will continue until either side terminates the session by closing the Chat window or disconnecting.
<i>Is there a limit to the duration of a session?</i>	There is no limit to the duration of a session.
<i>Is there a limit to the number of sessions that I can run?</i>	There is not a limit to the number of subsequent sessions that can be run.
<i>What is the Notes tab at the bottom of my Chat window?</i>	The Notes tab is for the representative to enter information pertaining to the session. The information is not seen by the customer and can be viewed in the Management Center.
<i>Why is the 'Share My Screen' button and menu options grayed out?</i>	Share My Screen allows you to share your screen with your customer. This is an add-on functionality. Please contact your Citrix Online Account Manager for more information about Local ScreenSharing.
<i>When my GoToAssist session begins, my chat is always present. Is there any way to minimize it?</i>	<ul style="list-style-type: none"> <li>Yes. Go to the Options menu in HelpAlert</li> <li>Select Preferences and then Chatlink</li> <li>Select Chat Start Mode: Collapsed</li> </ul>
<i>How do I get more clarity when screen-sharing?</i>	<ul style="list-style-type: none"> <li>Please refer to page 17 and 18 of the Representative User Guide.</li> </ul>
<i>Why does my customer see this message when he/she goes to our support page to initiate a screen-sharing session?</i> <b>The page cannot be displayed</b>	<ul style="list-style-type: none"> <li>Close all browsers and re-open another.</li> <li>Check for Internet connectivity.</li> </ul>
<i>How does my customer alleviate "Internet Traffic Jams" or slow connectivity?</i>	<ul style="list-style-type: none"> <li>Close streaming programs (e.g., radio and Internet chat sessions).</li> <li>Close graphic-intensive wallpaper.</li> <li>Close unnecessary programs or applications.</li> </ul>
<i>Must I keep my customer's browser window open during the remote session?</i>	No, the browser is independent of the session.

## Representative

Question	Answer
<i>How do I alleviate an “Internet Traffic Jam” or slow connectivity?</i>	<p>An "Internet Traffic Jam" is a time-out related to communications to and from Citrix Online servers. This can be caused by anything that connects the customer or the representative to Citrix Online servers, including the customer's or representative's internal network or any server the data travels through to get to Citrix Online servers (including Citrix Online servers).</p> <ul style="list-style-type: none"> <li>• Close programs that use bandwidth (e.g., radio and Internet chat sessions).</li> </ul>
<i>If I initiate a Reboot/Reconnect on my customer's computer, and GoToAssist finds no Internet connection to restart the session, how long until it quits searching to reconnect?</i>	<p>Your session will automatically terminate after 10 minutes if unable to reconnect with your customer's computer.</p> <p>Remember to tell your customer not to close his/her Chat box. This will terminate the session prematurely. The customer's GoToAssist Chat box will close automatically when the shut-down is requested, then re-launch upon reconnection.</p>
<i>I would like to chat or share the screen of more than one customer. How would I do this?</i>	<p>GoToAssist has a MultiChat functionality and Multi Session functionality. For Phone Mode:</p>
<i>I would like to transfer my session to another support representative. How would I do this?</i>	<p>Please contact your Citrix Online Account Manager to activate this feature. GoToAssist has the capability to transfer sessions from one representative/portal to another. To Transfer a session:</p> <ul style="list-style-type: none"> <li>• During the session select the transfer session icon </li> <li>• Choose a representative that you would like to transfer the session to.</li> <li>• Click OK to transfer the session.</li> <li>• More detailed instructions are provided on page 39 of the Representative User Guide.</li> </ul>
<i>I have many URLs that I would like to push to my customer. Can URLs be pre-set for me so that I don't have to key them in each time?</i>	<p>Yes, your manager can pre-script up to 50 URLs and Chat messages via the Management Center. Please see your manager or contact your Citrix Online Account Manager.</p>
<i>I like to use the Alt+Tab keys to toggle screens on my PC, but I don't want to toggle screens on my customer's PC. Is there a setting for this?</i>	<p>Yes.</p> <ol style="list-style-type: none"> <li>1. From your Viewer, select Tools, then Preferences, or from HelpAlert, select Options, Preferences and then Viewer in the Category menu.</li> <li>2. Uncheck <i>Pass Windows keys to remote PC</i>.</li> </ol>
<i>Can my customer temporarily end ScreenSharing and reconnect without reinitiating the entire session?</i>	<p>The screen-sharing session can be paused or stopped by the customer.</p> <ol style="list-style-type: none"> <li>1. From your Customer's Chat Window click the  or the  button.</li> <li>2. From your Chat Window click the  button.</li> </ol> <p>You must reinitiate the session from your ChatLink window when the customer is ready to share his/her screen if they selected to stop the screen-sharing.</p> <ol style="list-style-type: none"> <li>1. From your ChatLink window, click the ScreenSharing menu.</li> <li>2. Click Share Customer Screen, or click the Share My Screen button</li> </ol>
<i>Why does my customer get this message when he/she begins a screen-sharing session?</i> <b>OS Not Supported</b>	<p>The customer is using a non-supported operating system.</p> <ul style="list-style-type: none"> <li>• Windows 95/98/Me/NT/2000/XP/Vista are supported.</li> </ul>
<i>When my customer goes to our support page to initiate a screen-sharing session, he/she sees the following message:</i> <b>No reps online</b>	<ul style="list-style-type: none"> <li>• Verify that the representative is in Available Status</li> <li>• Refresh browser.</li> <li>• Close browser and restart.</li> </ul>

## Representative

Question	Answer
<p><i>When my customer has ended a screen-sharing session and wants to connect with me in another session, he/she sees the following message:</i></p> <p><b>Representative not available</b></p>	<ul style="list-style-type: none"> <li>• Close the browser window that says "Session Over" from the previous session, and reopen the browser.</li> <li>• If the browser is Netscape, close ALL sessions of Netscape and restart Netscape.</li> </ul>
<p><i>Is the plug-in virus free?</i></p>	<p>Yes, the plug-in is safe. Citrix Online performs regular virus checks and updates. The warning message the customer may see is a default message that is displayed by the browser when executable files are downloaded.</p>
<p><i>What is the size of the file that my customer downloads to engage in a screen-sharing session with me?</i></p>	<p>The file ranges in size from 500kb to 1000kb depending upon your organization's GoToAssist configuration.</p>
<p><i>Are there any files or folders left on my customer's computer after the session ends?</i></p>	<p>The downloaded file stays on the customer's computer; however, any subsequent sessions will require a smaller download, which contains a new encryption key.</p>
<p><i>How do I switch users while connected to my customer's PC?</i></p>	<ul style="list-style-type: none"> <li>• In the Tools menu of the Viewer select Run as a Service</li> <li>• Once the service is installed you can now switch usernames by going to the Windows Start menu and logging off.</li> </ul>
<p><i>How much data can I send through the clipboard?</i></p>	<ul style="list-style-type: none"> <li>• You can send up to 1.5mb through the clipboard. This applies to text and images.</li> </ul>
<p><i>Can I enable shortcuts to my drawing tools or to share the clipboard?</i></p>	<ul style="list-style-type: none"> <li>• You can enable the Viewer hotkeys by going into the tools menu of the Viewer and selecting preferences</li> <li>• Select Viewer in the Category menu and place a check next to Enable Viewer Hotkeys.</li> <li>• This will make a shortcut to your F6 for sharing the clipboard, and F8, F9, F11, F12 keys for the annotation tools.</li> </ul>
<p><i>Why is my customer unable to start ScreenSharing?</i></p>	<ul style="list-style-type: none"> <li>• The customer's computer does not have Java scripting enabled. Instruct the customer to click the <a href="#">manually download the software</a> link on the "Preparing to connect with your representative" screen and then follow the instructions provided on that screen:</li> </ul> <div data-bbox="647 1266 1446 1457" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p><b>Your representative has arrived</b></p> <hr/> <p>Thank you for waiting.</p> <p>Trouble connecting with your representative? <a href="#">Manually download the software.</a></p> <p>Then save <b>GoToAssist.exe</b> to your desktop and double-click it to start.</p> </div> <ul style="list-style-type: none"> <li>• Depending on your configuration, you may need to manually start ScreenSharing. <ol style="list-style-type: none"> <li>1. From your ChatLink window, click the ScreenSharing menu.</li> <li>2. Choose Share Remote Screen or Share Local Screen.</li> </ol> </li> </ul>