

Using GoToAssist Express

Citrix® GoToAssist® Express is a Web-based technology that enables you to instantly share a customer's desktop, mouse and keyboard to quickly resolve the problem.

1. Download GoToAssist Express

To get started, you'll first want to download GoToAssist Express to your PC or Mac® computer. To download GoToAssist Express, visit: www.gotoassistexpress.com.

Log in with your email address and password and then click **Download & Start**. This only needs to be done once.

2. Log In to GoToAssist Express

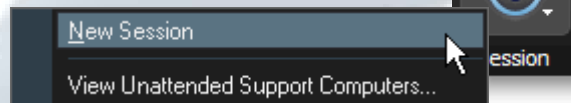
Double-click the  icon in your system tray or Mac dock, enter your email and password and then click **Log In**.

3. Start a Support Session

To begin a support session, you must first generate a unique Support Key and then convey that key to your customer.

Step 1: Generate a Support Key

Click the **Session** menu at the top of the Viewer and then select *New Session*.



You can also create a new Support Key by double-clicking the  icon in your system tray or Mac dock.

Step 2: Share the Support Key with Your Customer

Direct your customer to www.fastsupport.com and have him or her type his or her name and Support Key into the connection box.

-or-

Click the **Email Support Info** button in the middle of your screen. This will open an email in Microsoft® Outlook® containing the Support Key and URL. Send the email to the customer and have him or her click the link that is included in the email.

-or-

Click the **Copy Support URL** button. Paste the information into an email or instant-messaging application and have your customer click the support link.

