

What is GoToAssist?

GoToAssist allows for Remote Viewing/Control of your computer and empowers our training staff to view and share control of the students Traffic Graphics software with your permission, while retaining total control of the mouse and keyboard control. You may end the training session at any time during the class.

GoToAssist provides a highly secure connection with end-to-end, government-approved Advanced Encryption Standard (AES) encryption, which means that all data is encrypted throughout the entire support session. In addition, GoToAssist includes best-practices security measures, including permission-based support modes.

CITRIX GOTOASSIST SECURITY FACT SHEET

Security is a fundamental concern for support organizations. Citrix Online uses the latest security technology to ensure that the data exchanged between the support representatives and customers is completely secure. Identities are scrupulously verified and protected with industry-standard authentication technology, and Citrix® GoToAssist™ sessions are kept secure and private with the use of randomly generated session keys and advanced encryption.

HOW GOTOASSIST WORKS

After you contact our training staff, a remote-support session may be initiated in several ways. A representative on the phone can refer a customer to a URL or email a link to a session log-in page on our company's Web site.

Permission-based screen sharing; mouse and keyboard control; and file transfer follow as necessary. Once a remote-support session has begun, our training staff and your student are connected via Citrix Online's communication server. Large, randomly generated session keys are issued to both participants to ensure that only the designated parties are connected. During the session, all transferred information, including screen views, file-transfer data and identities, are encrypted, compressed, encoded and decoded using Citrix Online's technology. Encryption and decryption are from end to end, so data can't be read during transit and can only be viewed with GoToAssist software. Our technology is TRUSTe compliant, and Citrix Online is a TruSecure SiteSecure-certified company.

AUTHORIZATION AND ACCESS CONTROL

GoToAssist sessions can only be initiated by your customer. During a session, the customer can decline the start of screen sharing or screen viewing, decline the initial download or refuse receipt of a transferred file. At any time the customer can retake control of the mouse and keyboard or end screen sharing altogether. Once a session has ended, the representative can no longer connect to the customer's computer. Any future sessions generate new session keys and can only be initiated by the customer.

ADVANCED ENCRYPTION

Citrix Online only uses outbound connections protected by state-of-the-art 128-bit Advanced Encryption Standard (AES) encryption to prevent intruder access to the information exchanged during all GoToAssist sessions. Chat; Remote and Local Viewing/Control; and File Transfer data is encrypted end to end, and packets are never decrypted in transit by Citrix Online servers. Because Citrix Online employs AES encryption, a third party can't decrypt or inject packets. AES encryption ensures that recorded GoToAssist sessions, stored on Citrix Online servers, are cryptographically protected.

UNCOMPROMISED FIREWALLS

GoToAssist works easily with firewalls. In most cases, remote-support connections are possible without any firewall reconfiguration. GoToAssist only requires access to outbound ports at both ends of a connection, so there is no need to open holes in firewalls.

HIGHLY SECURED DATA CENTER

Citrix Online data centers are protected with continuous intrusion detection and upgrading of servers. Citrix Online is TruSecure SiteSecure Certified, a standard that ensures the security of your systems and data – and that of your customers or employees – when using GoToAssist.

CUSTOMER PRIVACY

Citrix Online has a strong privacy policy that prohibits unauthorized disclosure of personal or corporate information to any third party. Citrix Online's published privacy policy is included in every service agreement. Citrix Online is a TRUSTe licensee and complies with its stringent privacy policies. Servers hosting GoToAssist are physically and administratively separate from Citrix Online's corporate offices. Only key employees have access to these servers, and only key account representatives have administrative access to customer data on a need-to-know basis for the express purpose of customer support.