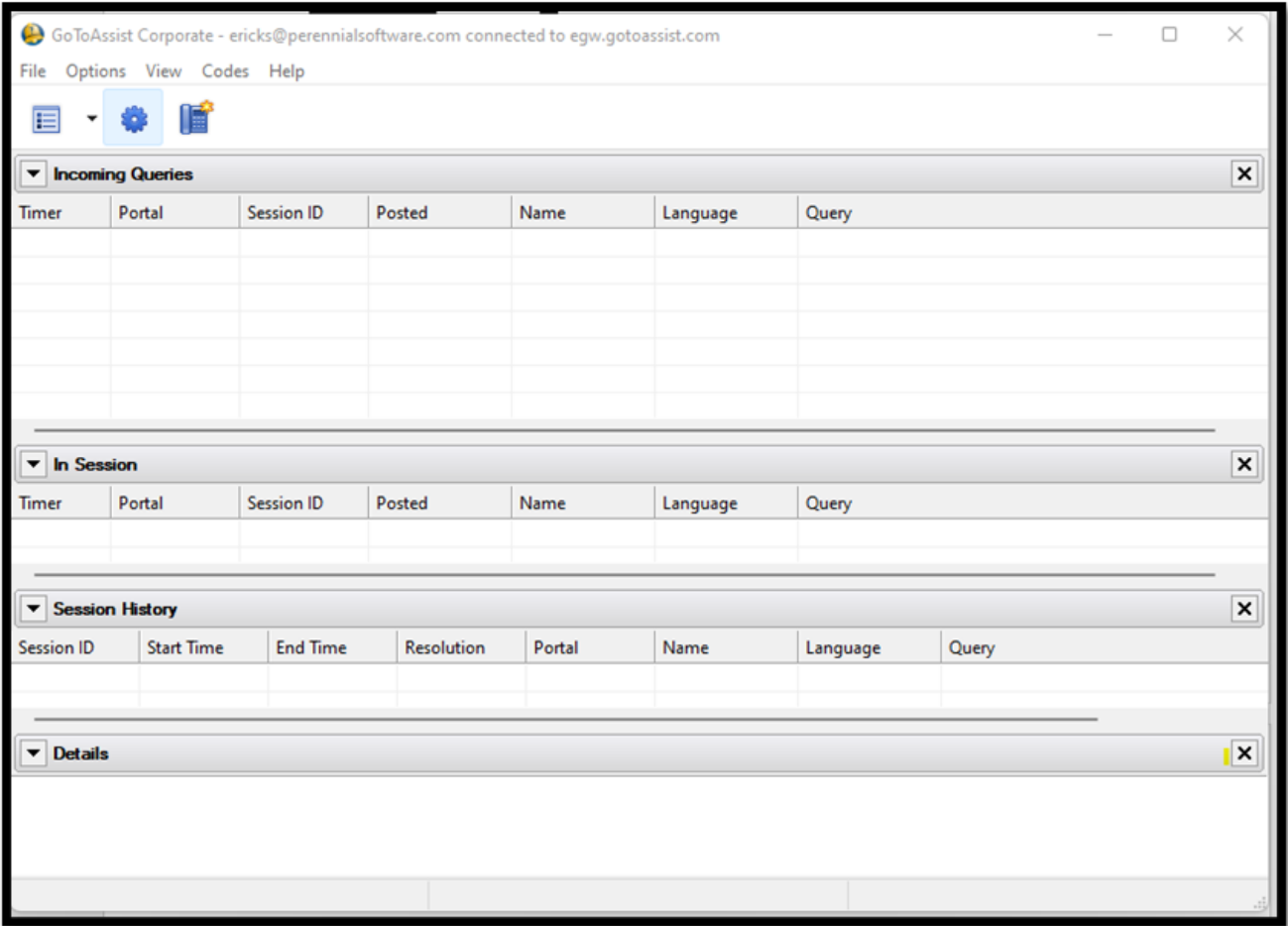


Setting up a GoTo Assist Corporate Session

05/24/2024 8:31 am EDT

- 1. You will need to get access to Goto Assist Corporate from IT.
- 2. Log into Goto Assist corporate.
- 3. Click on the arrow pointing up in the bottom scroll bar of your desktop and then right click the bell icon.
- 4. Click show list view.
- 5. You will be taken to this screen.



6. Click on the telephone icon and then click the Create Code button.

The screenshot shows a web application window titled "Code Management - GoToAssist". It has a close button (X) in the top right corner. The main content area is divided into three sections: "Create New Code", "Active Codes", and "Code Options".

Create New Code

Name:

Portal:

Active Codes

Name	Code	Time	Portal
Customer [001]	575-319-248	29:29 minutes	Perennial - AlarmBiller

Code Options

URL:

Session Invitation:

Invitation Language:

7. Enter the customer's email and then push the 'Send Via Email' button.

8. Your customer will receive this email.

Your Support Session Information Inbox x



Erick <essteckel@gmail.com>
to me ▾

Dear Customer,

Please click the following link to begin our support session:

<https://broker.gotoassist.com/h/alarmbiller?Question=DR295-428-600>

The connection code for this session is: 295-428-600

Thank you.

Your Support Representative
Sent from [Mail](#) for Windows

↩ Reply

➦ Forward

9. Have your customer click the link in blue and proceed with your live assist.