

# Remote Support Module

## Faster, Easier, Ad Hoc Remote Support

Remote support is a crucial role within IT, allowing you to remotely connect to devices to resolve issues quickly. While you can find free ad hoc support functionality in LogMeIn Central, our powerful Remote Support module supercharges your IT capabilities with unlimited, multi-platform, seamless support sessions.

With Central's Remote Support module, you can unlock frictionless, secure support with the click of a button – across both desktop and mobile.



### Support anyone, anywhere seamlessly.

With the Central Remote Support module, you can support any device – PCs, Macs, iOS, Android, and Chromebooks. Expand your reach of support to not only support desktops, but also mobile devices. Use remote screen view on any iPhone or iPad, and remote view and control on any Android device. Whether your employees are in office, at remote workstations, hybrid work, on-network, off-network, or using their personal devices, you can connect effortlessly.



### Remove headaches with easy ad hoc support.

Provide unlimited support to employees using the Remote Support module and solve one-off requests with ease and flexibility. There are multiple ways to start a session. Whether using PIN code, direct link, SMS, or email, you have the option to pick the connection method that works best for you. We also know one of the biggest hurdles can be walking someone through how to start a session. Use our intuitive visual cues to guide employees to get connected easily.



### Solve more issues, faster.

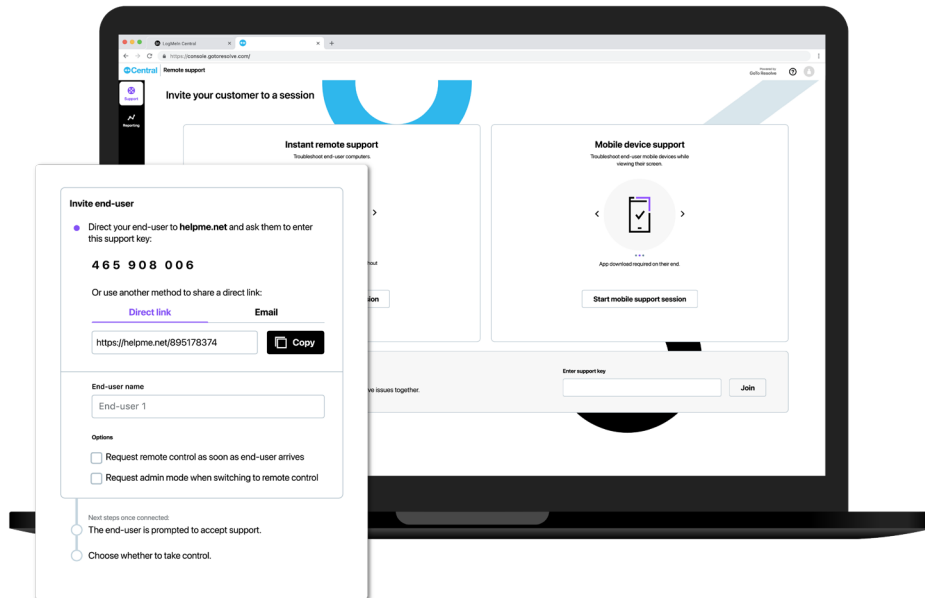
Central's Remote Support module allows for quick remote resolutions. Your time and resources are precious, so it is important to allow you to tackle multiple issues at a time using multi-session handling. You can also solve issues faster by bringing agents together in a support session using agent collaboration. Multi-agent Collaboration allows for simultaneous viewing and controlling in remote support sessions.

| Availability                                  | Free Ad Hoc Support | Remote Support Module |
|---|---------------------|-----------------------|
| No Installation Required                      |                     | ✓                     |
| No Endpoint Availability Required             |                     | ✓                     |
| Unlimited Sessions                            |                     | ✓                     |
| Admin Mode                                    |                     | ✓                     |
| Remote Session Types                          |                     |                       |
| Remote Control                                | ✓                   | ✓                     |
| Remote View                                   | ✓                   | ✓                     |
| Window Desktop Support                        | ✓                   | ✓                     |
| Mac Desktop Support                           |                     | ✓                     |
| Mobile Support (iOS, Android, and Chromebook) |                     | ✓                     |
| Connect via Email PIN code                    |                     | ✓                     |
| Connect via Link PIN code                     |                     | ✓                     |
| Connect via SMS PIN code                      |                     | ✓                     |



| Agent Console                                   |                     |                       |
|---|---------------------|-----------------------|
| Web Agent Console                               | ✓                   | ✓                     |
| Desktop Agent Console                           |                     | ✓                     |
| In-Session Functionality                        | Free Ad Hoc Support | Remote Support Module |
| In-session Chat                                 | ✓                   | ✓                     |
| Reboot and Reconnect                            | ✓                   | ✓                     |
| Ctrl-alt-delete Shortcut                        | ✓                   | ✓                     |
| Zoom/Resize Customer Screen                     | ✓                   | ✓                     |
| In-session Clipboard Synchronization            | ✓                   | ✓                     |
| Remote System Diagnostics                       | ✓                   | ✓                     |
| Session Recording                               | ✓                   | ✓                     |
| File Transfer                                   | ✓                   | ✓                     |
| Guided Agent Flow                               |                     | ✓                     |
| Multi-session Handling                          |                     | ✓                     |
| Multi-agent Collaboration                       |                     | ✓                     |
| Session Transfer                                |                     | ✓                     |
| Session History and Notes                       |                     | ✓                     |
| Security  |                     |                       |
| Remote Connections Using TLS and AES Encryption | ✓                   | ✓                     |
| Data Confidentiality                            | ✓                   | ✓                     |
| Audit Reports                                   |                     | ✓                     |
| Report Abuse                                    |                     | ✓                     |

| Mobile Functionality                                 | Free Ad Hoc Support | Remote Support Module |
|--|---------------------|-----------------------|
| Connect via PIN code (SMS, Link, or Email)           |                     | ✓                     |
| Remote Control                                       |                     | ✓                     |
| Remote View  |                     | ✓                     |
| Chat   |                     | ✓                     |
| Session Recording                                    |                     | ✓                     |
| System Information (OS, Device Model, Device Screen) |                     | ✓                     |
| Transfer Session                                     |                     | ✓                     |
| Screenshot   |                     | ✓                     |



Central, built by GoTo.  
RMM made easy.

Learn more about Remote Support with Central.

[Request a Demo](#)