UNIVERSITY OF HAWAI'I
FOUNDATION

Citrix GoToAssist User Guide
Last Revised: 2/5/2007

Citrix GoToAssist software enables us to overcome the challenges of end-user support between the UH Foundation Help Desk and users who may not be located in the Foundation main offices or on the Manoa campus. With GoToAssist, helpdesk personnel have a way to see and even control an end-user's desktop, which helps to provide a much faster and easier support experience.

How to use GoToAssist to request support

1. Contact the Help Desk by phone to request a support session. A session can also be established if it is determined that an existing support incident requires remote interactive support (such as from an existing e-mail support thread).
2. Go to the following website: http://www.uhf.hawaii.edu/GoToAssist.

3. Fill in the information for the fields shown on the screen (Name and Phone #). From the field labeled "Choose a representative", select the name of the helpdesk staff member currently assisting you.
4. A window on your screen will show that your support request is being submitted.

Contacting your representative

In a few moments you'll meet a live representative on your screen.

POWERED BY GoToAssist™

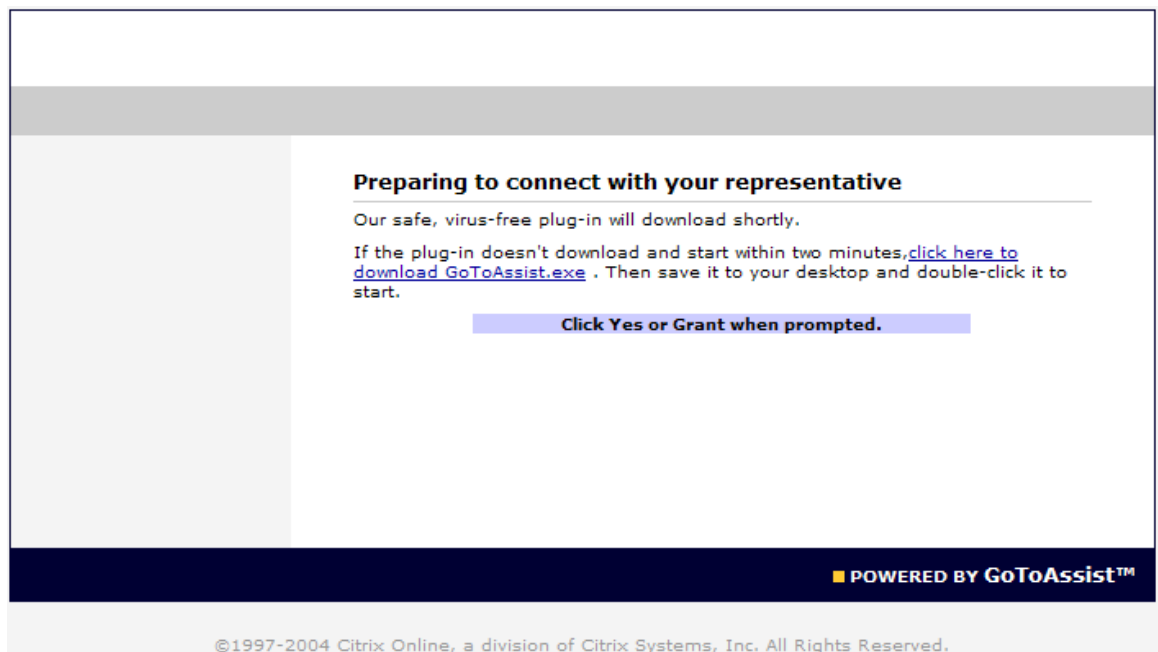©1997-2004 Citrix Online, a division of Citrix Systems, Inc. All Rights Reserved.
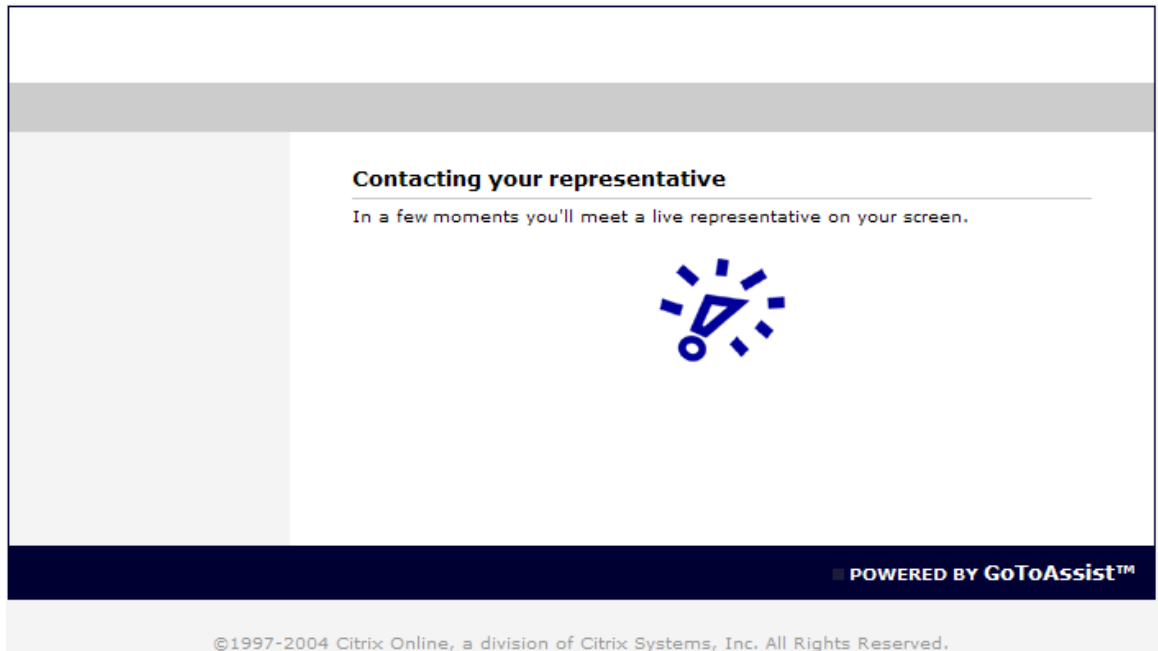
The representative assisting you should get a prompt on their screen, showing that you are requesting support.

5. Once the representative acknowledges your request, you will be notified that your computer is attempting to connect to their computer:

Preparing to connect with your representative

Our safe, virus-free plug-in will download shortly.

If the plug-in doesn't download and start within two minutes, click here to download GoToAssist.exe . Then save it to your desktop and double-click it to start.

Click Yes or Grant when prompted.

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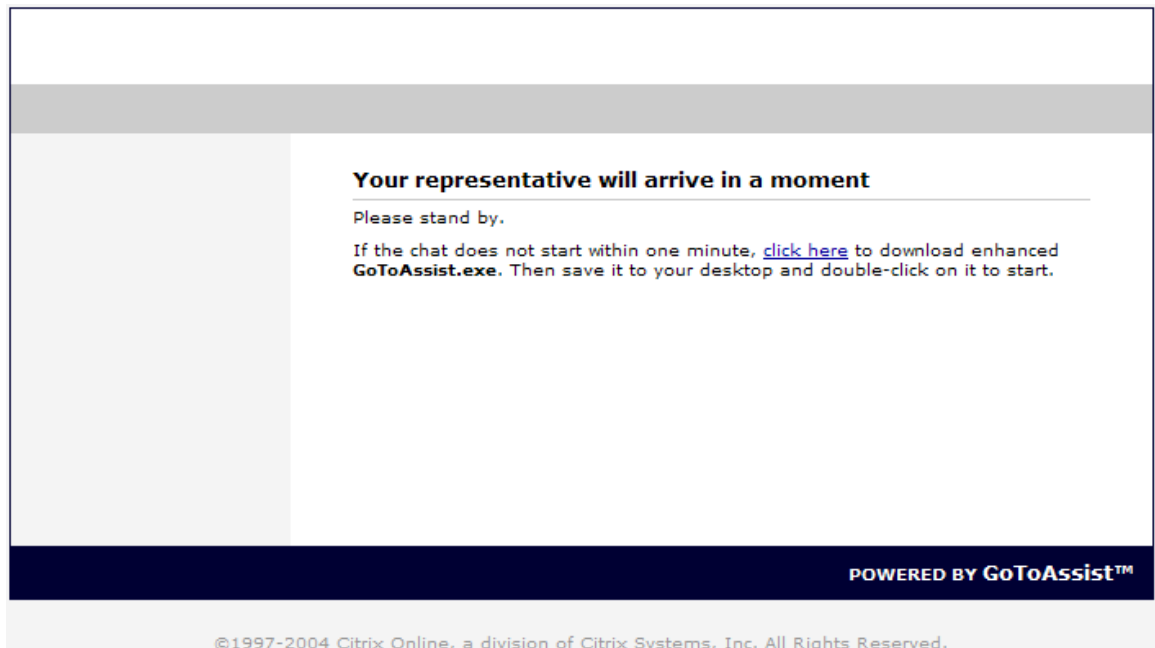
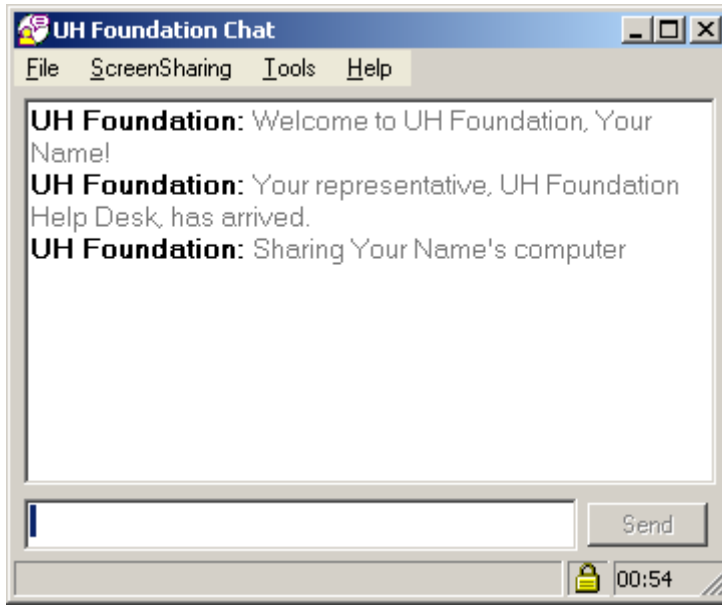When the following Java prompt appears, click on Run to allow the Java

application to run:
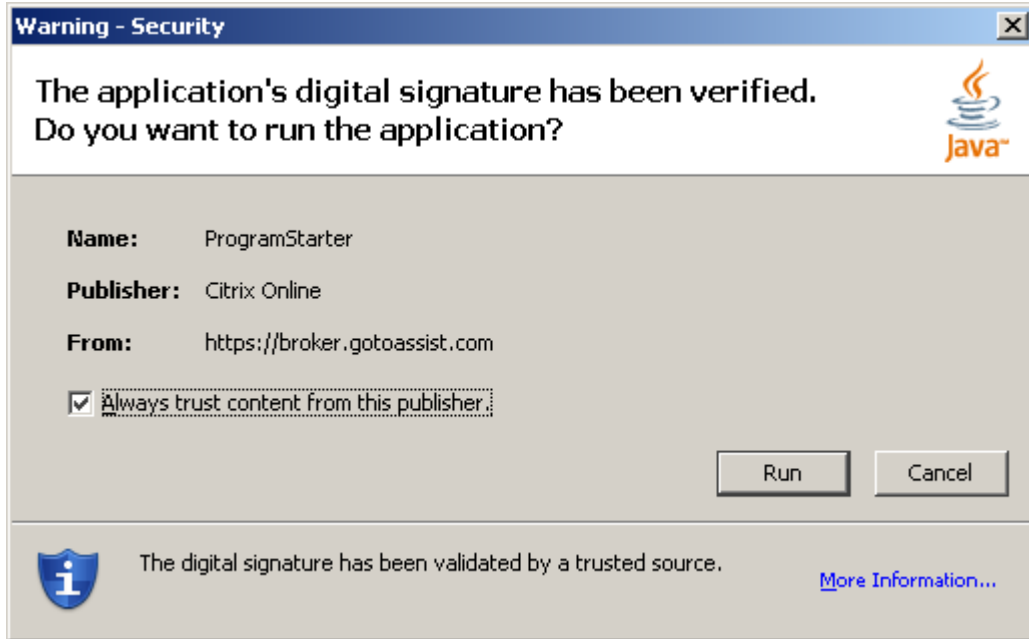
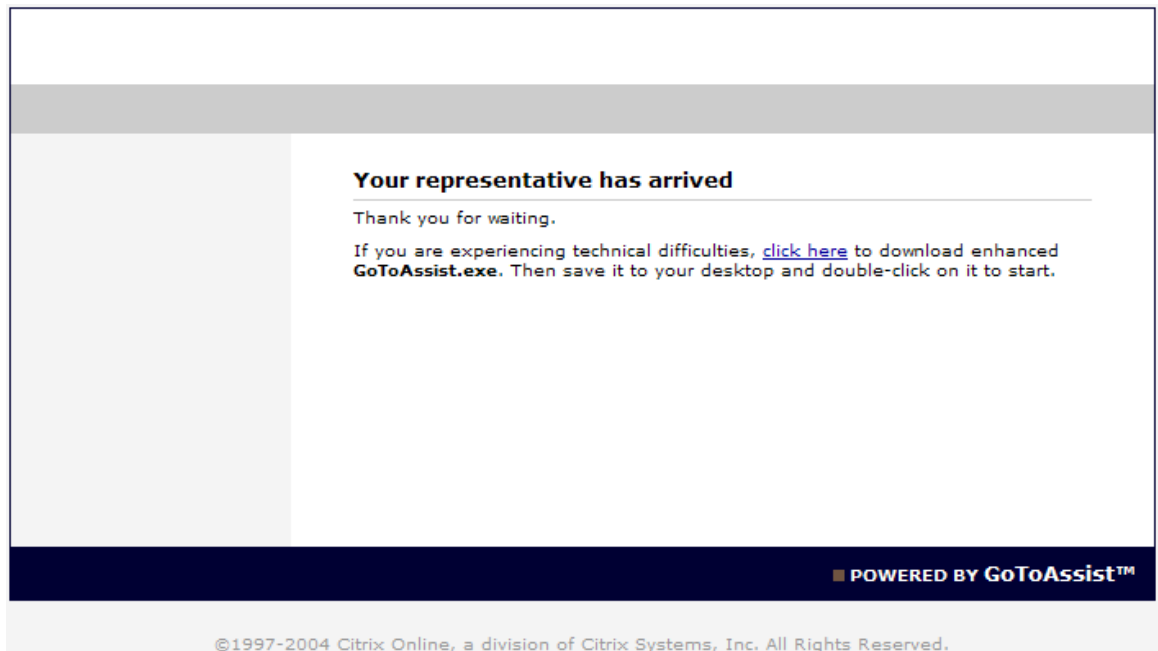6. A screen will appear on your screen while application modules load on the representative's computer:

Once the server modules load, a chat window will appear on your screen:

Shortly after, a prompt will show up for you to acknowledge that the representative will be able to view your computer screen and to share your session with you (meaning that both of you can view and control the session). Click OK to allow ScreenSharing, or Cancel to disallow:
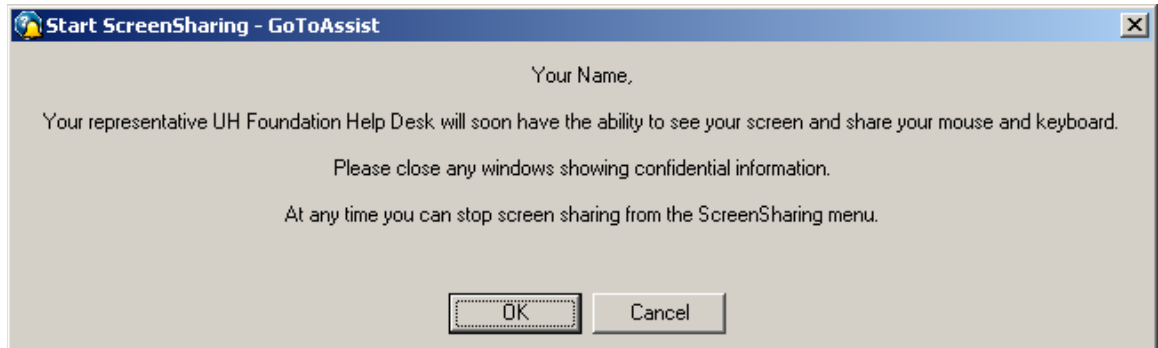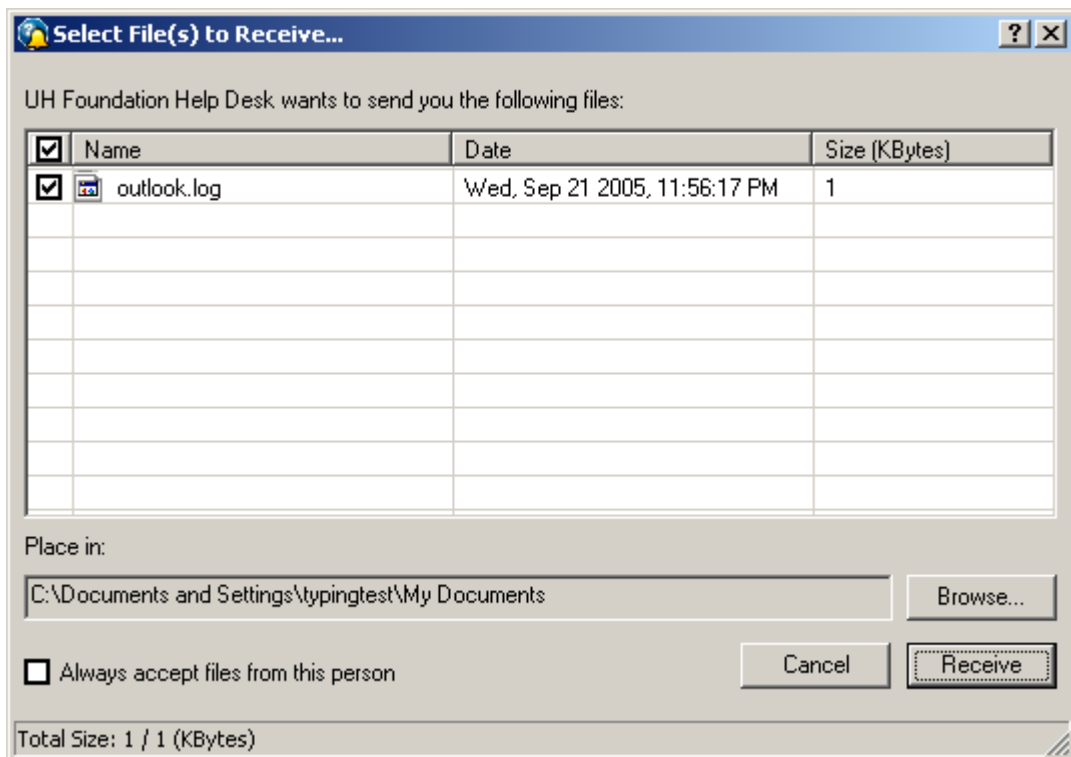

On your web browser window, the following page will appear to show that you are fully connected:

Your representative has arrived

Thank you for waiting.

If you are experiencing technical difficulties, click here to download enhanced **GoToAssist.exe**. Then save it to your desktop and double-click on it to start.

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7. Things you can do/can happen during a GoToAssist session:

-At any time, close ScreenSharing using the ScreenSharing menu from the chat window
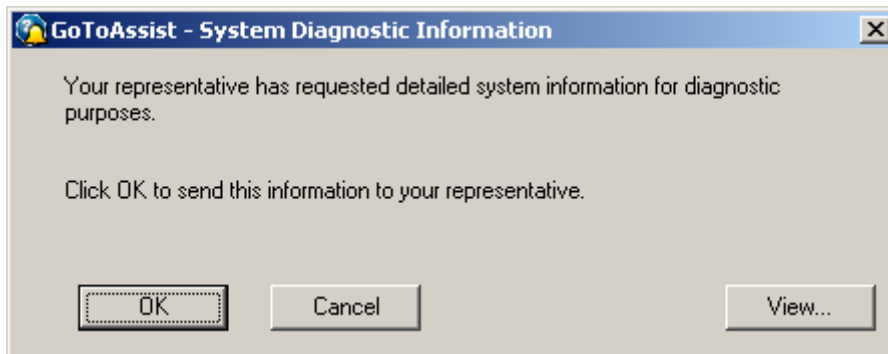-The representative may wish to send you files and/or folders:

Select File(s) to Receive...

UH Foundation Help Desk wants to send you the following files:

☑	Name	Date	Size (KBytes)
☑	outlook.log	Wed, Sep 21 2005, 11:56:17 PM	1

Place in:

C:\Documents and Settings\typingtest\My Documents   Browse...

☐ Always accept files from this person   Cancel   Receive

Total Size: 1 / 1 (KBytes)

If you choose to receive the files/folders, you can select where you want the files/folders to be saved by clicking on 'Browse…', and then click Receive after specifying a location to receive the files/folders
-If a reboot of your computer is required, the following prompt will appear. Simply click OK to acknowledge the message and proceed with the reboot:
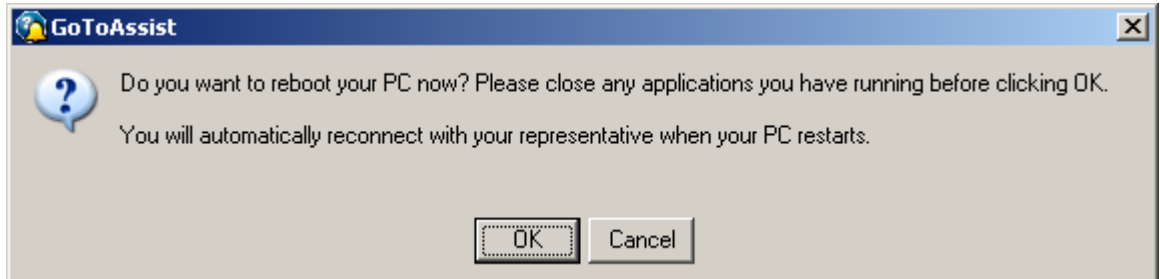

-If diagnostic information is required to assist you, click OK to allow the transfer of this information:

-The representative may wish to send you a web URL to view. You will receive the URL in your chat window, and a browser window with the link should automatically appear, as in the example below:
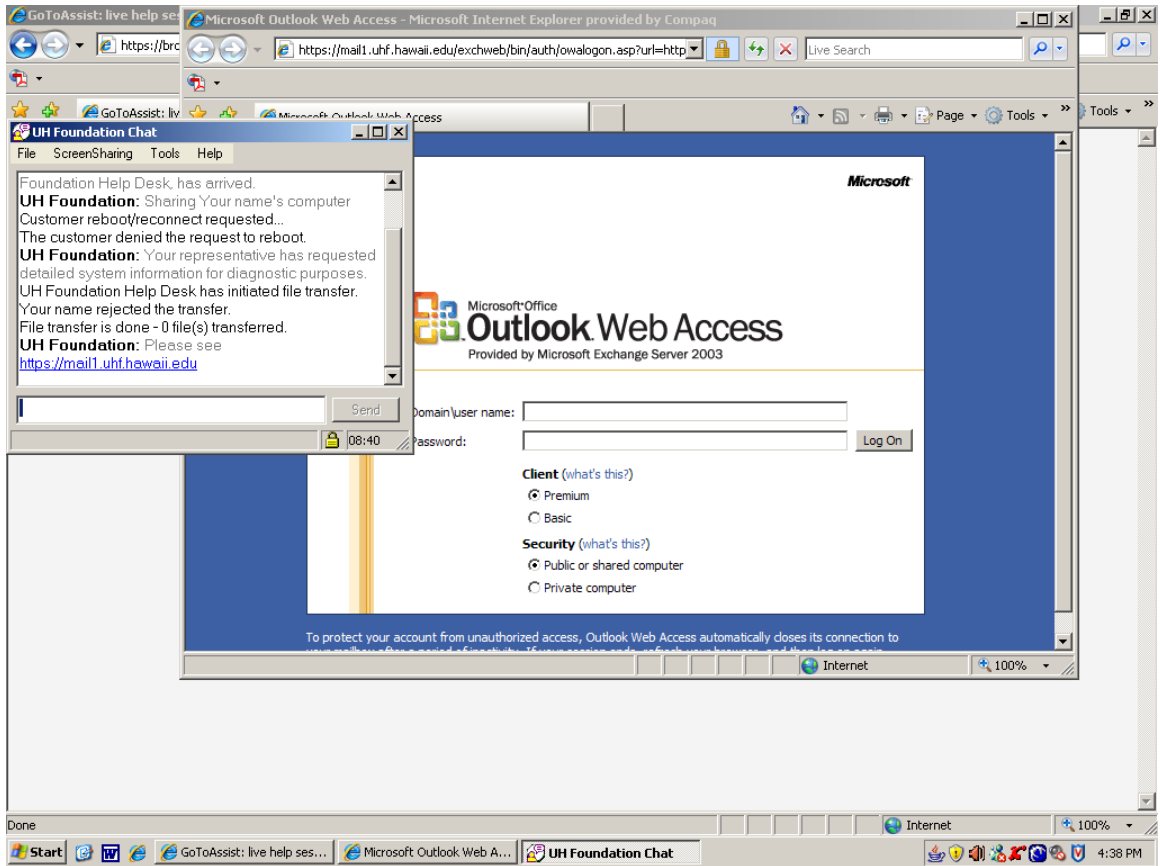
-The representative may ask to transfer the session to another representative who can better assist you:
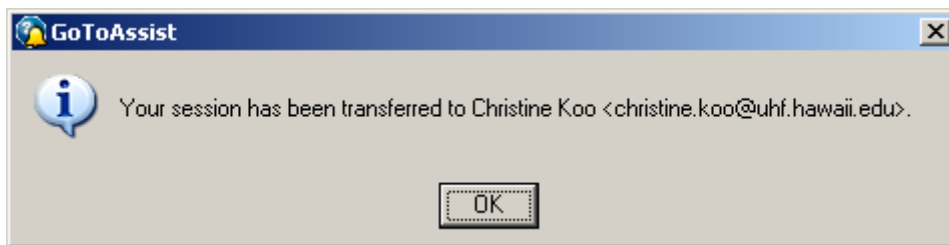
Once the session has been transferred, support proceeds normally.
-Either you or the staff member can end the GoToAssist session. Simply close the Chat window.

8. Once the session is over, the feedback form will appear. Complete it if you wish: