



Data Sheet

GoTo Resolve

More features, better support.



Supporting flexible work requires powerful remote support features, which you can find in both GoToAssist and GoTo Resolve. But GoTo Resolve takes it a few big steps further as an all-in-one IT management solution.

GoTo Resolve

Resolve empowers IT teams to not only solve problems but get ahead of them. It includes all the remote support features in GoToAssist, plus added device management, background access, ticketing, and automation. It's everything you need to simplify and streamline your operations.

One solution does it all

Tackle support issues from start to finish, from logging a problem discussed in Slack or Microsoft Teams to remotely resolving the issue, all in one platform. Free and paid account options available.

- Desktop, mobile, and camera-streaming remote access & support
- Modern, device background access and automation
- Lightweight ticketing with messaging integrations
- Zero-trust, identity-based access control security

Do more. Rest easy.

- Provide remote support on any device, from anywhere
- Modernize your helpdesk with conversational ticketing
- Save time and resources with remote IT automation
- Enjoy peace of mind with zero trust security

Comparison Chart

Agent Console	GoTo Resolve	GoToAssist
Web Agent App Console	✓	✓
Desktop Agent App Console	✓	✓
Mobile Agent App Console	✓	
Remote Support Session Functionality		
Windows, Mac, iOS, Android, Chromebook, and Linux Support	✓	✓
Remote View and Remote Control	✓	✓
Attended and Unattended Support Sessions	✓	✓
Camera Share Support Session	✓*	✓
Multi-Session Handling	✓	✓
Session Transfer	✓	✓
File Transfer	✓	✓
Remote System Diagnostics	✓	✓
In-session Chat	✓	✓
Reboot and Reconnect	✓	✓
Ctrl-Alt-Delete	✓	✓
Clipboard Synchronization	✓	✓
Zoom/Resize Customer Screen	✓	✓
Session Recording	✓	✓
Session History and Notes	✓	✓
File Manager	✓	
Multi-Agent Collaboration	✓	
Monitoring and Management		
Mass Deploy of Hosts (Windows and Mac)	✓	✓
Device Labels & Grouping	✓	✓
Remote Terminal Access	✓	
Background File Manager	✓	
Remote Execution	✓	
Device Quick View	✓	
Patch Management	✓	
Alerting	✓	
Antivirus	✓	
Antivirus Management	✓	

*More advanced features with zero download required

Account Administration	GoTo Resolve	GoToAssist
Unified GoTo Admin Center	✓	
Active Directory Connector (ADC)	✓	✓
Securely Store and Update Unattended Credentials	✓	✓
Reporting	✓	✓
Group Permissions	✓	✓
APIs	Coming Soon	✓
Integrations	✓	✓
Security		
Single Sign-On (SSO)	✓	✓
TSL/AES Encryption	✓	✓
Multi-Factor Authentication (MFA)	✓	✓
GDPR Compliant	✓	✓
Zero Trust Access Controls	✓	
Helpdesk		
Incident Mangement	✓	
Conversational Ticketing via Slack/Microsoft Teams Integrations	✓	
Email Ticket Submission	✓	
Integrated Remote Support	✓	
Unlimited Helpdesk Services (i.e. IT-help, HR-help, Finance-help)	✓	

GoTo makes IT easy.

Explore GoTo's remote management, access, and support solutions.

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