GoTo
Resolve

Migrating from GoToAssist to GoTo Resolve

A usable guide to setup users and devices in GoTo Resolve accounts.

What's Inside

Before getting started, please note:

There is no assisted migration of users and devices, meaning you will need to deploy your GoTo Resolve hosts and remove GoToAssist hosts manually.

01

Migrating Users

Obtain a list of current GoToAssist users:

1. Sign in to the classic GoTo Admin Center at **admin.logmeininc.com**

2. Select **Reports** from the navigation pane on the left

3. Under **Choose a Report Type** select **User Status Report**

4. Under **Select Users or Groups** change the **Filter category** to **Products** and **Filter by:** to **GoToAssist Remote Support**

5. Click **Create**

01 Migrating Users

Obtain a list of current
GoToAssist users

**Add a new
GoTo Resolve user**

Remove a
GoToAssist user

Add a new GoTo Resolve user:

1. If you are not already, sign into the admin portal at **admin.goto.com**

2. Navigate to **People** on the left-hand side. Here you can create groups, roles and set permissions, as well as add admins, managers, and users.

   Click <u>here</u> to learn the difference between a role and a permission.

3. From **People > Users**, select **Add User**

4. Select the checkbox next to GoTo Resolve and then select **Next**

5. Enter the new user's name and business email address. If multiple users will have the same configuration of products and roles, you can select **+ Add another user or Import users to upload an existing .csv**

   ⚠ **Important:** Verify the email address you've entered is correct. You cannot change the email address later.

6. Select **Next**

7. Apply a product settings template. Choose the system default or your custom settings if you have previously created a settings template.

Obtain a list of current
GoToAssist users

**Add a new
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GoToAssist user
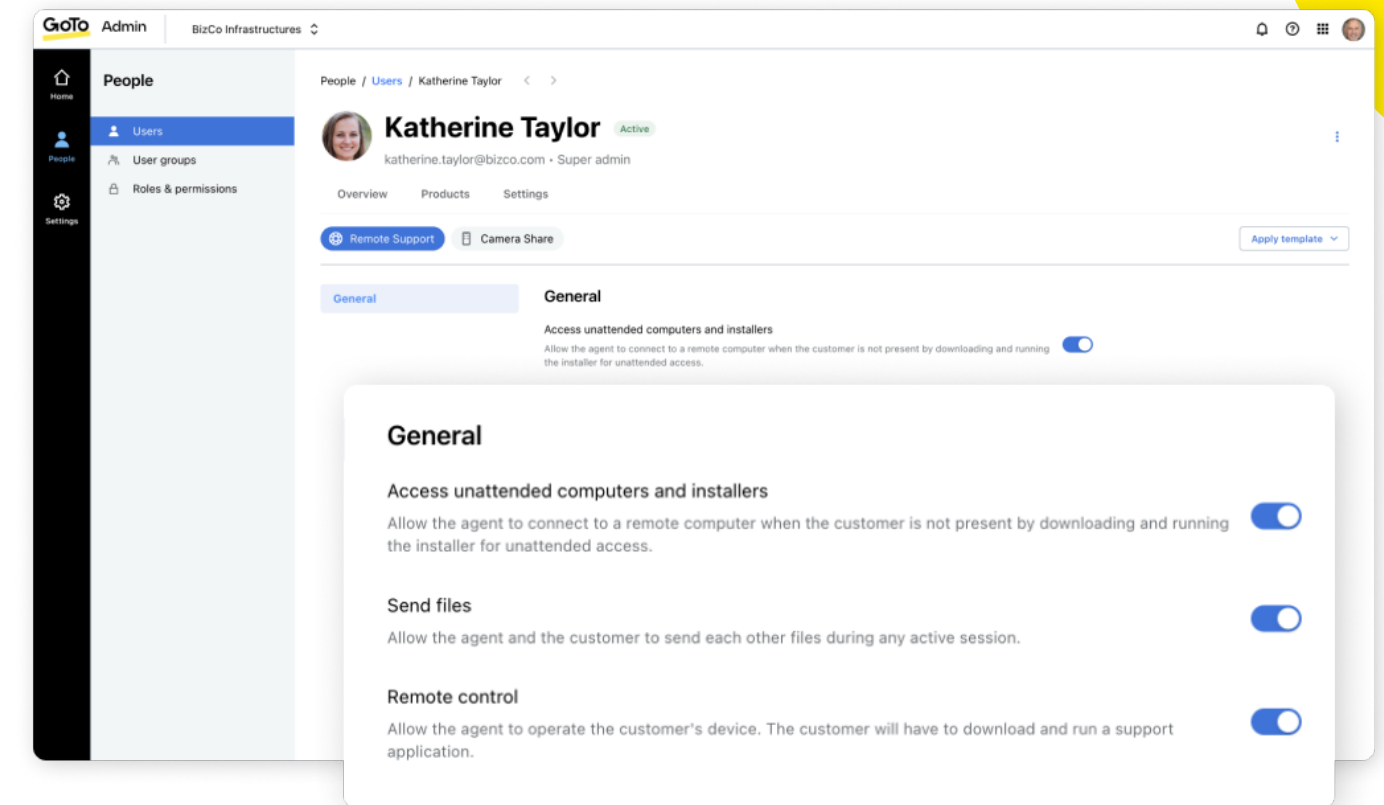
Adding a new GoTo Resolve user (cont.)

8. Choose a role

   Note: If you are assigned the admin role (not super admin), you will not be able to view or assign a role to the new users. They will be created as members.

9. Optional: If applicable, apply a user group

10. Choose a language

11. Choose a welcome email if you have previously created a custom email template

12. Select **Send invitation** when complete

Watch a Demo

Learn More

Obtain a list of current
GoToAssist users

Add a new
GoTo Resolve user

**Remove a
GoToAssist user**

Remove a GoToAssist user:

1. Sign in to the classic GoTo Admin Center at
    admin.logmeininc.com

2. From **Manage Users**, click on the user you want to
    remove the GoToAssist license from

3. Under **Products**, select **Edit** and then uncheck the
    box next to **Agent for GoToAssist Remote Support**
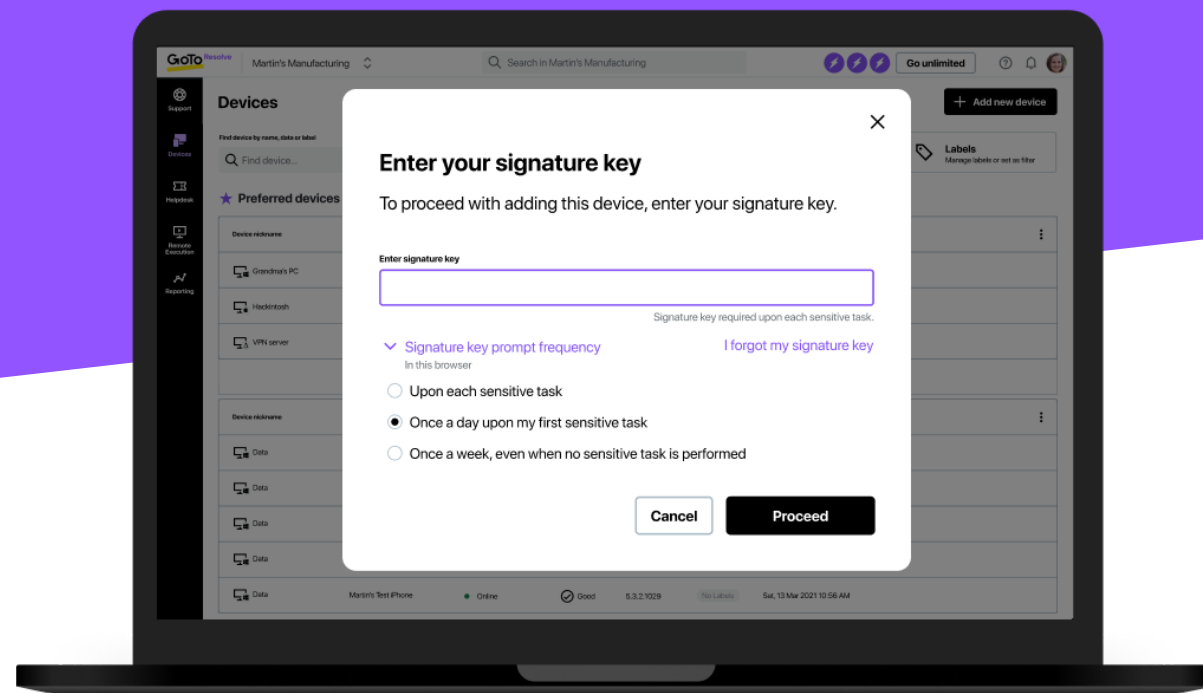   (mobile will automatically be unchecked as well)

4. Click **Save**

02 Migrating Devices

Important:

Before adding a device, you will be asked to generate a Signature Key using zero trust.
For more information on zero trust, click here.

Add a device to GoTo Resolve:

1. From the Devices tab, click on **+ Add device**

2. Choose an installer

3. When prompted, enter your **Signature Key**

4. Once the download is completed you can either run it on the device you are currently on, which will add GoTo Resolve to the device you are in front of, or use the installer on other devices

5. Once the installation is completed, you should see your device under the **Devices** tab

6. After adding a device, you can manage your preferred and standard devices

Watch a Demo

Learn More

Remove a device from GoToAssist:

GoToAssist v5
(v5 is the newer offering, with both desktop and web-based application)

1. Sign into the **console at console.gotoassist.com**

2. From the **Devices** tab select the device group containing the device you want to remove

   NOTE: The device machine has to be in "online" status for the install files to be removed. If not online, the device will only be removed from the list.

3. Hover over the row of the device you want to delete and click the **Remove icon**

4. Confirm your choice by clicking **Remove**

GoToAssist v4
(v4 is the original product, with a desktop-only application)

1. Sign in at **up.gotoassist.com** and select your desired device group in the lower navigation on your dashboard

2. To select a single device, click the **Device icon** next to the **device name**. To select multiple devices, hold the **CTRL key** and click the **Device icon** for each device you want to select.

   NOTE: The device machine has to be in "online" status for the install files to be removed. If not online, the device will only be removed from the list.
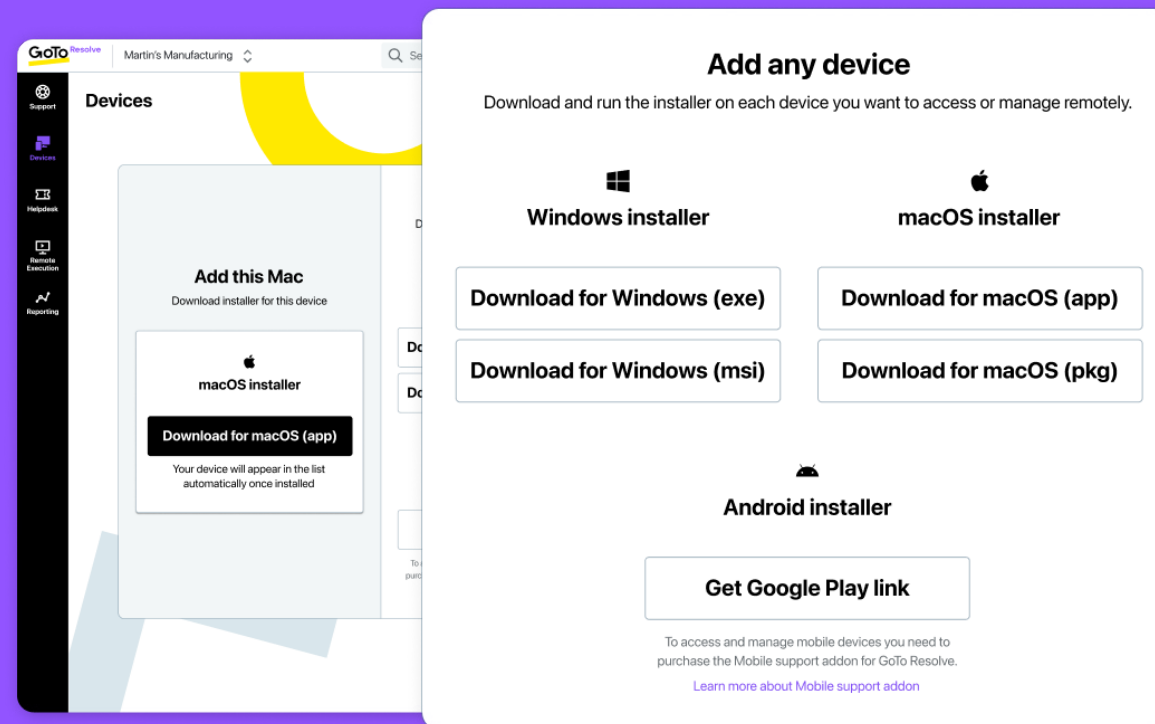
3. Click **Delete** in the lower navigation

4. When prompted, click **Delete Device(s)** to confirm
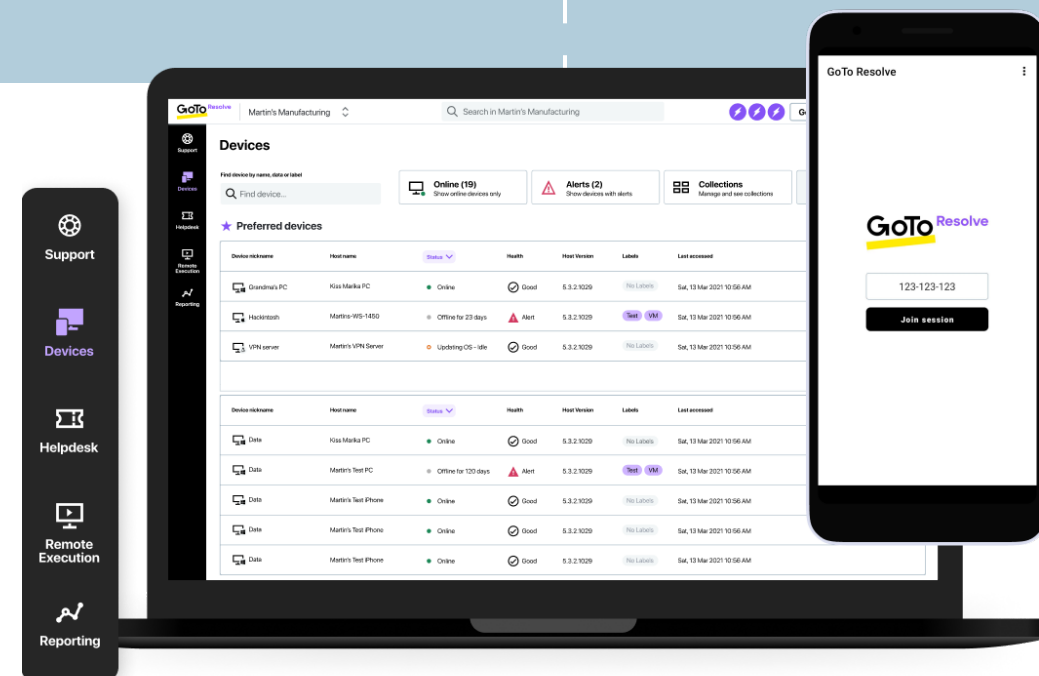
03

Optional: Mass Deployment

GoTo Resolve's MSI can be used for deployment via Group Policy, Intune, LogMeIn Central*, or any other RMM tool that allows MSI deployment.
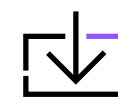

To begin, download GoTo Resolve's MSI:

1. Head over to **console.gotoresolve.com**

2. Under Devices, click on **Add Device**, and then select **Download for Windows (msi)**

3. Enter your **Signature Key**

4. The download will begin

If leveraging GoToAssist to install GoTo Resolve on each of your devices.
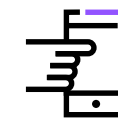
Note: This will require that you connect to each device to install GoTo Resolve.

TIP: Technicians should download the MSI before following the following steps.

Access and support options.

Using unattended access:

1. Connect to the device you would like to install GoTo Resolve on

2. Use **Send File** to transfer the GoTo Resolve MSI

3. Once the file is sent, double-click the MSI and proceed with the installation

Learn More

Using an attended / Instant Remote Support Session:

1. Establish a remote support session with the end-user of the device you'd like to install GoTo Resolve on

2. Once connected use **Send File** to transfer the GoTo Resolve MSI

3. Once the file is sent, double-click the MSI and proceed with the installation

Learn More

04 Onboarding Resources

Now that you have migrated over your users and devices, use the below resources to learn more about how to get started with GoTo Resolve.

- <u>GoTo Resolve Free Training Resources</u> (Recorded and Live)

- <u>GoTo Resolve Support Page and Getting Started Guide</u>

- <u>GoTo Resolve Office Hours:</u> Our hosts review a new topic in each session and then open the floor to your questions

- <u>GoTo Resolve Community Forum</u>

GoTo

The all-in-one solution for essential connections.

08.18.2022_GoTo0388