

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.

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- Obtain a list of current GoToAssist users
- Add a new GoTo Resolve user
- Remove a GoToAssist user

02 **Migrating Devices**

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- Remove a device from GoToAssist

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GoToAssist users

01

Migrating Users



Obtain a list of current **GoToAssist** users:

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

Obtain a list of current

Add a new GoTo Resolve user

Remove a GoToAssist user

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

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.

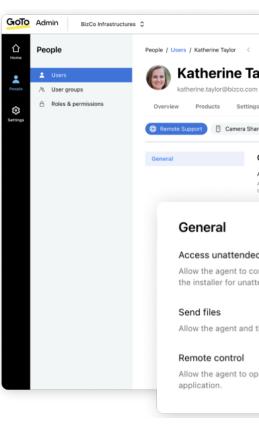
- 3. From **People > Users**, select **Add User**
- 4. Select the checkbox next to GoTo Resolve and then select Next
- Enter the new user's name and business email address. If multiple users will have the same configuration of products and roles, you can select + Add another user or Import users to upload an existing .csv

Important: Verify the email address you've entered is correct.



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

You cannot change the email address later.



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Super admin			I Apply template 🗸	
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d computers and installers nnect to a remote computer wh ended access.	en the customer is not present by do	ownloading and running		
he customer to send each other	r files during any active session.			
erate the customer's device. Th	e customer will have to download ar	id run a support		

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





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Obtain a list of current GoToAssist users Add a new GoTo Resolve user Remove a GoToAssist user



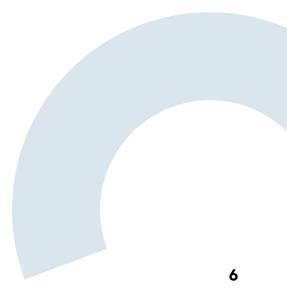
Remove a GoToAssist user:

- 1. Sign in to the classic GoTo Admin Center at admin.logmeininc.com
- remove the GoToAssist license from
- (mobile will automatically be unchecked as well)
- 4. Click Save

Add a new GoTo Resolve user Remove a **GoToAssist user**

2. From Manage Users, click on the user you want to

3. Under **Products**, select **Edit** and then uncheck the box next to Agent for GoToAssist Remote Support

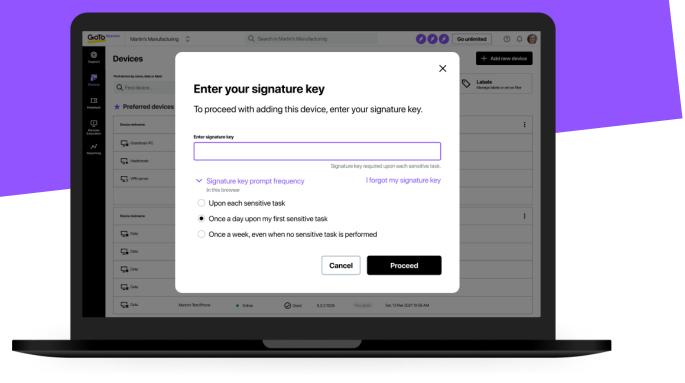


Migrating Devices



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**
- under the **Devices** tab
- standard devices



Learn More

Remove a device from GoToAssist

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

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

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)

- in the lower navigation on your dashboard
- 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

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Support	Find device by name, data or label								
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EB Helpótesk	★ Preferred devic	es						GoTo Resolve	
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Reporting	Hackintosh	Martins-WS-1450	 Offline for 23 days 	Alen	5.3.2.9029	Test VM	Set, 13 Mar 2021 10 (56 AM	Join session	
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	Device nickname	Host name	Status 🗸	Health	Heat Version	Labels	Last accessed		
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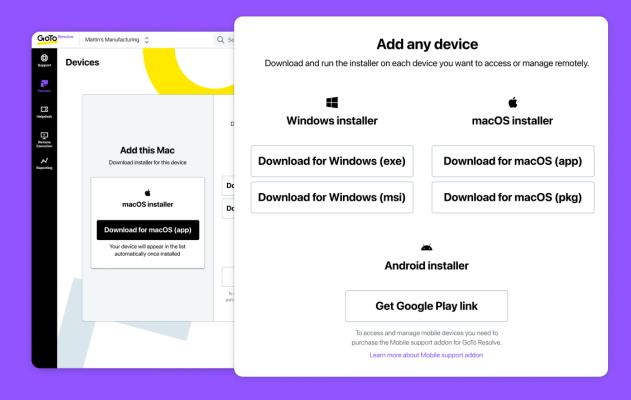
1. Sign in at **up.gotoassist.com** and select your desired device group

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

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:

- 2.
- Enter your **Signature Key** 3.
- 4. The download will begin

If leveraging GoToAssist to install GoTo Resolve on each of your devices.





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

*With Central Premier or Central Base plus the Automation module

Access and Support Options

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

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

Note: This will require that you connect to each device to install GoTo Resolve.

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

Support Session:

- Resolve on
- GoTo Resolve MSI
- proceed with the installation

Learn More

Using an attended / Instant Remote

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

2. Once connected use **Send File** to transfer the

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



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.

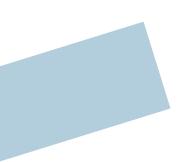
- GoTo Resolve Free Training Resources (Recorded and Live)
- GoTo Resolve Support Page and Getting Started Guide
- <u>GoTo Resolve Office Hours:</u> Our hosts review a new topic in each session and then open the floor to your questions
- GoTo Resolve Community Forum





The all-in-one solution for essential connections.

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