



IT SUPPORT ANYWHERE, ANYTIME NO MATTER WHAT

How to quickly and effectively
initiate a remote support session
with the connection method that
best fits your business.



It's time for greater flexibility

Now that technicians are working in hybrid work environments, bring-your-own-device (BYOD) policies are expanding to accommodate the new work-from-anywhere reality, and customer expectations for fast resolutions are rising, it's simply no longer feasible to rely on legacy support tools that lack in functionality and security.

IT help desks need to get in and start supporting end users on any network, regardless of device or operating system. But which remote support connection method is best for you? That depends on your business and end users' needs.

Why connection methods matter

Technicians don't want to be handcuffed. They want (and need) fast and easy ways to connect to any end user's device to stay on top of tickets and feel satisfied with a job well done.

End users depend on IT to be there if anything goes wrong. To feel fully supported when working remotely, they need a lifeline to IT support, just as they had in the office.

Two words: business continuity. Remove business disruptions with a remote support solution that allows IT to quickly resolve issues across channels, platforms, and geographies.



The connection method matchmaker

Identify your use case from the following choices to find the best connection method for your organization.

1. Our employees are mostly working from company-sanctioned laptops or desktops.

Whether you're supporting a device in your IT infrastructure or a BYOD computer, there's an easy way to provide them all with one-click access to IT support.



Desktop Icon

With a lifeline installed on their desktops, end users are always a click away from the help desk, whether on network or off, on a company machine or personal device.

Mass-deploy your help desk's calling card to all computers, or provide an installer download to anyone you need to support regularly. It appears as a desktop icon, giving end users a clear path to support.



2. We need to make finding support easy when they go our site.

Customers and employees may not be using devices that you know about. But there's one centrally accessible place where anyone can go for help: your website.



Channel Link/Channel Form

Put a channel link or channel form on your website, or build it into your software. When end users need help, they know where to find it. The link gives them direct access to a technician.

The difference between a link or form is how many upfront questions you include. Want effortless speed? A channel link is a simple button click for users. Interested in insights? A channel form can pump question data into your metrics.





3. End users reach out to our help desk by phone, email, or message, from computers and mobile devices.

Starting a conversation first allows you to triage the issue before sliding into a remote support session. Whether your organization's direct hotline to the IT help desk is phone, email, or Slack/Teams, you can seamlessly connect to a remote support session from these channels.



PIN Code + Link

When the tech is ready to start a session, they simply generate a PIN code and direct the end user to enter it at a specified URL (or the calling card, if already installed).

The PIN code method offers a few variations to fit your needs. Choose whether you want to leverage our PIN entry page or self-host your own to add your branding and other optional security layers for extra peace of mind.

End user on a mobile device? In the digital era, mobile support is no longer optional for IT help desks. Link to the Rescue mobile app (on their device or in the app store) to start a session. If your company has its own app, leverage the Rescue SDK to establish a Rescue session from within your app.

4. We need to work on computers off-hours to protect productivity and minimize disruption.

Sometimes IT needs to work on a computer during downtime or outside regular business hours. This allows employees to untether from work and get back to their lives while IT works on their tech issues.



Unattended Access

With the employee's explicit permission, a tech can achieve problem resolution while the employee is away. The computer doesn't have to be on-network, just connected to the internet.





5. We need to support physical equipment where our end users are.

Troubleshooting hardware can be complex and time-consuming using traditional support channels like phone, email, and chat. Then again, shipping devices or sending a technician onsite creates a fragmented customer experience and delayed resolutions. Physical equipment needs a different kind of remote support – visual support.



Instant Camera Sharing

Instant camera sharing connects through the end user's smartphone camera, giving the tech a live view of the end user's space.

With Rescue Live Lens, camera-sharing is entirely browser-based with no downloads or apps to install. One click, and you're connected. Techs can see and solve issues immediately and leverage annotations to provide clear step-by-step instructions.

Request a Demo

Make Every Connection Seamless

Make connecting to support easy for your end users and in ways that make the most sense for your business and operations. Choose the solution that offers you a choice of connection methods with zero barriers to getting in and start solving, regardless of the device or network.



Rescue, built by GoTo.
Remote support made easy.