

# Remote Support Module

Faster, easier ad-hoc remote support

With LogMeIn Central Remote Support, unlock fast, frictionless, secure ad-hoc support with the click of a button, no installation needed.

Support any device - PCs, Macs, iOS, Android, and Chromebooks - in any situation. Whether supporting one-off employee sessions or off-network devices, you can now expand your reach of support.



## Support seamlessly

Provide unlimited support to employees in the office, at remote workstations, and everywhere in between.



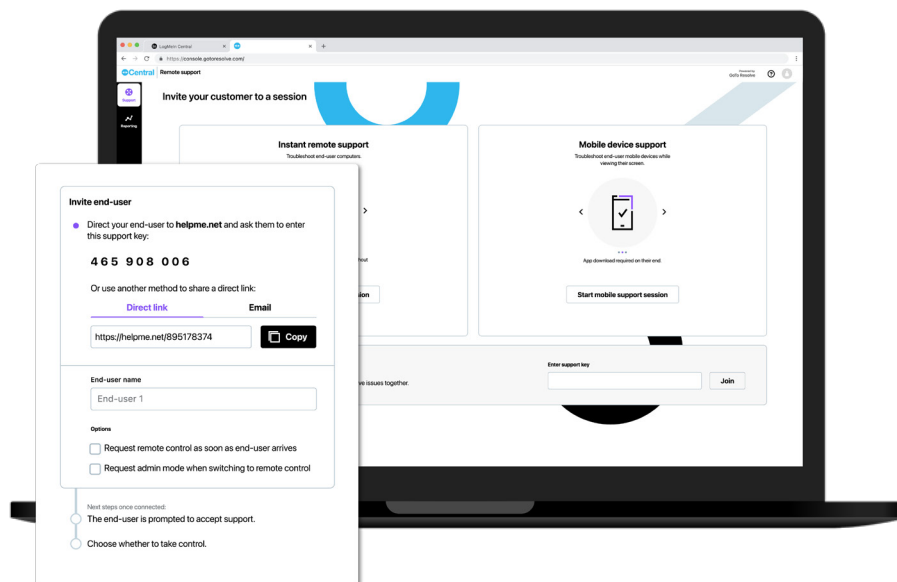
## Remove headaches

Support any device in one single product, allowing you to expand your IT support capabilities while reducing management overhead.



## Secure, start to finish

Don't sacrifice security for simplicity. Behind an easy-to-use interface is security-first architecture.



## Remote Support Module Includes:

### Remote Session Types

- Pin-based/Clientless Session
- Remote Control
- Remote View
- Desktop Support (PC, Mac, Chromebook)
- Mobile Support (iOS and Android)

### In Session Functionality

- Guided Agent Flow
- In-session Chat
- Reboot and Reconnect
- Ctrl-alt-delete Shortcut
- File Transfer
- Zoom/Resize Customer Screen
- Multi-session Handling
- Remote System Diagnostics
- In-session Clipboard Synchronization
- Session Transfer
- Multi-agent Collaboration
- Session History and Notes
- Session Recording

### Agent Console

- Web Agent Console
- Desktop Agent Console

### Security

- Remote Connections Using TLS and AES Encryption
- Audit Reports
- Data Confidentiality
- Report Abuse

### Mobile Support Android

- Connect via SMS, Link, or Email
- Remote Control
- Chat
- Session Recording
- System Information (OS, Device Model, Device Screen)
- Transfer Session
- Screenshot

### Mobile Support iOS

- Connect via SMS, Link, or Email
- Remote View
- Chat
- Session Recording
- System Information (OS, Device Model, Device Screen)
- Transfer Session
- Screenshot



Contact a Connection Account Manager for more information.

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