GoTo Resolve



Scale Your MSP with Easy, Secure Support

One streamlined solution makes it easy to securely monitor, manage, and support your IT clients.

GoTo Resolve for Managed Service Providers

See what's going on in your IT universe and take action to resolve issues with an all-in-one IT support & management solution that gives you the capacity to support even more customers.

Manage everything, solve anything.

Offer multiplatform IT support with powerful RMM functionality.

Level up customer experience.

Meet any user on any device with "right fit" support functionality.

Stay protected with zero trust security.

Provide peace of mind with zero trust RMM architecture and permission-based support with government-approved encryption.

Streamline support.

Remove headaches by bringing together modern, powerful RMM functionality with useful Professional Services Automation (PSA) integrations.

GoTo Resolve makes more possible for MSPs:

- Unattended access
- In-product Multi-tenancy
- On-demand remote support
- Easy IT automation
- Customizable alerting
- Modern patch management
- Background access
- Mobile device support
- Web Helpdesk
- Zero-download camera sharing
- Out-of-the-box Integrations

Streamline the agent and employee experience.

Monitoring and Management

- GoPilot AI Assistant
- Dashboard
- Device Monitoring
- Windows Updates
- Application Updates
- Antivirus Management
- GoTo Resolve Endpoint Protection Software powered by Bitdefender
- Remote Execution
- AI-Scripting
- Automation Scheduling
- Remote Terminal Access
- Background File Manager
- Device Quick View
- Self-Healing Alerts

Remote Session

- Pin-Based Clientless Romote Support (Direct link, SMS, or email)
- Unattended Remote Access (Windows, Mac & Android)
- Multi-Session Handling
- Admin Mode
- Session Transfer
- Multi-Agent Collaboration
- File Transfer
- Guided Agent Flow
- Multi-Monitor Support
- Screen Blanking
- Reboot & Reconnect
- Session Recording
- Agent Screen Sharing
- Agent Mobile App (iOS & Android)
- Camera Share Support Session

* Available on MSP tier

Helpdesk

- Web Helpdesk Console
- Incident Management
- Customer portal
- Integrations
- Email Ticket Submission
- Integrated Remote Support
- AI-powered self-service channel
- Remote Support Session History
- Unlimited Helpdesk Services (for IT, HR, Finance, and other teams)

Asset Management

- Unlimited Hardware Assets
- Import Hardware Assets
- Automated Software Discovery
- License Contract Management
- License Compliance Notifications
- Software Usage
- Unlimited Custom Categories, Fields and Labels
- Reminders
- Attachments
- Activity Log
- Integrated User Management
- Sort, Filter, & Search
- Export

Account Administration

- Unified GoTo Admin Center
- Active Directory Connector (ADC)
- Session & Helpdesk Reporting
- Multi-tenancy*

Architecture/Security

- Zero Trust Identity Based Access Controls
- TLS/AES Encryption
- Multi-Factor Authentication (MFA)
- GDPR Compliant

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