



## FACT SHEET

**CITRIX GoToASSIST SECURITY FACT SHEET**

Security is a fundamental concern for support organizations. Citrix Online uses the latest security technology to ensure that the data exchanged between your support representatives and customers is completely secure. Identities are scrupulously verified and protected with industry-standard authentication technology, and Citrix® GoToAssist™ sessions are kept secure and private with the use of randomly generated session keys and advanced encryption.

GoToAssist allows your representatives to remotely access your customers' computers to identify and resolve technical issues in real time. Not only does GoToAssist save time and help improve your bottom line, but it also delivers a powerful suite of tools that enables your representatives to improve customer satisfaction.

**HOW GoToASSIST WORKS**

After your customer contacts your support organization with an issue or question, a remote-support session may be initiated in several ways. A representative on the phone can refer a customer to a URL or email a link to a session log-in page on your company's Web site. Or, your customer can submit a question via a GoToAssist SmartBox™ placed on your Web site. The question is then transmitted through Citrix Online servers to your representatives. HelpAlert™, a small application that runs on your representatives' desktops, automatically routes the inquiry to the correct person, displaying as a pop-up window on the representative's screen. The representative then clicks on the question to begin chatting with the customer. Permission-based screen sharing; mouse and keyboard control; and file transfer follow as necessary.

Once a remote-support session has begun, your representative and customer are connected via Citrix Online's communication server. Large, randomly generated session keys are issued to both participants to ensure that only the designated parties are connected. During the session, all transferred information, including screen views, file-transfer data and identities, are encrypted, compressed, encoded and decoded using Citrix Online's technology. Encryption and decryption are from end to end, so data can't be read during transit and can only be viewed with GoToAssist software.

**AUTHORIZATION AND ACCESS CONTROL**

GoToAssist sessions can only be initiated by your customer. During a session, the customer can decline the start of screen sharing or screen viewing, decline the initial download or refuse receipt of a transferred file. At any time the customer can retake control of the mouse and keyboard or end screen sharing altogether. Once a session has ended, the representative can no longer connect to the customer's computer. Any future sessions generate new session keys and can only be initiated by the customer.

## STRONG PASSWORD PROTECTION

GoToAssist access by representatives and administrators is protected by strong password authentication. You can limit logins to specified IP ranges and implement a “3 strikes” rule to lock out an ID after 3 consecutive log-in failures. Representatives are authenticated using a challenge/response exchange. Administrators can view audit reports detailing log-in failures associated with incorrect IDs or passwords via the GoToAssist Management Center. Plus, the representative’s password is never transmitted over the network, so it can’t be intercepted by a third party.

## ADVANCED ENCRYPTION

Citrix Online only uses outbound connections protected by state-of-the-art 128-bit Advanced Encryption Standard (AES) encryption to prevent intruder access to the information exchanged during all GoToAssist sessions. Chat; Remote and Local Viewing/Control; and File Transfer data is encrypted end to end, and packets are never decrypted in transit by Citrix Online servers. Because Citrix Online employs AES encryption, a third party can’t decrypt or inject packets. AES encryption ensures that recorded GoToAssist sessions, stored on Citrix Online servers, are cryptographically protected.

## UNCOMPROMISED FIREWALLS

GoToAssist works easily with firewalls. In most cases, remote support connections are possible without any firewall reconfiguration. GoToAssist only requires access to outbound ports at both ends of a connection, so there is no need to open holes in firewalls.

## HIGHLY SECURED DATA CENTER

Citrix Online data centers are protected with continuous intrusion detection and upgrading of servers. Citrix Online is CyberTrust SiteSecure Certified, a standard that ensures the security of your systems and data – and that of your customers or employees – when using GoToAssist.

## CUSTOMER PRIVACY

Citrix Online has a strong privacy policy that prohibits unauthorized disclosure of personal or corporate information to any third party. Citrix Online’s published privacy policy is included in every service agreement. Servers hosting GoToAssist are physically and administratively separate from Citrix Online’s corporate offices. Only key employees have access to these servers, and only key account representatives have administrative access to customer data on a need-to-know basis for the express purpose of customer support.

For more information on GoToAssist, please visit [www.gotoassist.com](http://www.gotoassist.com).

## Citrix Online

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**About Citrix Online:** Citrix Online, a division of Citrix Systems, Inc. (Nasdaq: CTXS), offers the leading Web-based access, support and collaboration software and services. The division offers Citrix GoToMyPC®, the easiest-to-use solution for remote, secure and managed desktop PC access over the Web; Citrix GoToAssist™, the industry-leading remote-support solution; and Citrix GoToMeeting™, the easiest, most secure and cost-effective solution for conducting online meetings. Citrix Online products are used by more than 10,000 companies worldwide, including Verizon Online, Siemens, Cablevision and Microsoft Business Solutions. The division is based in Santa Barbara, California, and is on the Web at [www.gotomypc.com](http://www.gotomypc.com), [www.gotoassist.com](http://www.gotoassist.com), [www.gotomeeting.com](http://www.gotomeeting.com) and [www.citrix.com](http://www.citrix.com).

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