**rescueassist**
by LogMeIn

# RescueAssist Mobile Support and Camera Share

**RescueAssist lets your agents troubleshoot mobile issues on iOS and Android devices and leverage an end user's camera on their mobile device to troubleshoot almost anything. These features are available as an add-on component to the RescueAssist web-based console, eliminating the need for an agent app.**
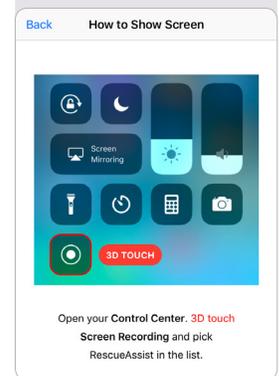
## Key benefits:

- Browser-based agent experience enables support from any device without an app

- Seamless support for iOS and Android users

- Available as an add-on to the RescueAssist console

## Features:

### iOS device support

By leveraging the iOS Broadcast feature, your agents can remotely view any iPhone or iPad running iOS 11+ for fast, easy support.

### Android device support

Remotely view and control your end users' Android* devices to perform tasks and resolve issues as seamlessly as if you were there in person.

### Camera share

With just one tap, end users or onsite service technicians can securely share their mobile device camera to show remote experts what they're seeing — no app necessary.

### Mobile chat

End users can chat instantly with agents right within the web browser or app, so they can ask questions at any time and will always know what's going on.
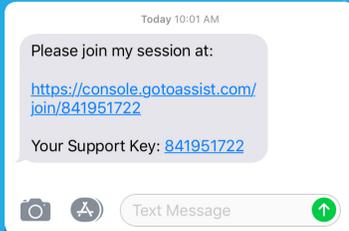
### Session transfer

Seamlessly hand a mobile support session over to another active agent within your organization for tougher issues or those that require higher-level permissions.

### Session recording

Automatically record all on-screen activity when a support session is launched for auditing or training purposes.



View iPhones or iPads with screen share using the Broadcast feature.

Open your **Control Center**. **3D touch** **Screen Recording** and pick RescueAssist in the list.

# Starting a session is easy:

After the end user successfully downloads the RescueAssist mobile app, there are multiple ways to join a session:

**Today** 10:01 AM

Please join my session at:

https://console.gotoassist.com/join/841951722

Your Support Key: 841951722

Text Message

End users can get text messages with a simple link to join a support session.
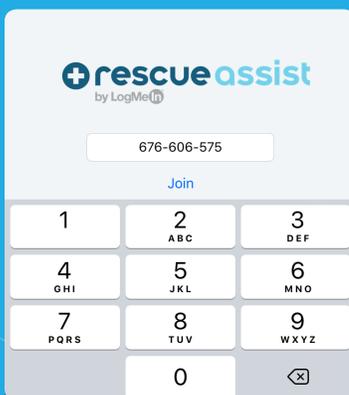
### 1. SMS invite

- The agent sends a link with a unique URL via SMS to the end user
- The end user taps the URL link in the SMS message on their mobile device
- The RescueAssist app launches automatically with the pre-populated session key and the session begins

### 2. Email invite

- The agent sends a link with a unique URL via email to the end user
- The end user taps the URL link in the email on their mobile device
- The RescueAssist app launches automatically with the pre-populated session key and the session begins

### 3. Link invite

- The agent sends a link with a unique URL via a messaging tool (Slack, Skype, etc.) to the end user
- The end user taps the URL link in the message on their mobile device
- The RescueAssist app launches automatically with the pre-populated session key and the session begins

### 4. End user app

- The end user opens the RescueAssist app
- The end user enters the session key provided by the agent
- The end user taps "Join Session" and the sessions begins

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676-606-575

Join

| 1 | 2 ABC | 3 DEF |
| 4 GHI | 5 JKL | 6 MNO |
| 7 PQRS | 8 TUV | 9 WXYZ |
| | 0 | ⌫ |

The RescueAssist app allows end users to join with just the session key.

Visit **get.gotoassist.com/why-rescueassist**.

For more on mobile support, check out
**get.gotoassist.com/remote-support/mobile-device-support**.

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