

GoToAssist Security

GoToAssist users can be confident that both their data and their customers' data are fully protected. At Grimbleby Coleman Advisors & Accountants, we prioritize your security while providing top-tier IT support. GoToAssist is our trusted tool, offering robust security features for remote support and service desk management. Here's how it safeguards your information:

Built for Maximum IT Management Security

- **Complete Data Encryption:** All GoToAssist data is encrypted end-to-end using Secure Socket Layer (SSL) technology and Advanced Encryption Standard (AES) with 128-bit or 256-bit encryption, approved by the government. RSA public/private key encryption is also employed.
- **High-Level Network Security:** GoToAssist utilizes the Transport Layer Security protocol (TLS 1.2) to secure computer network communications.
- **Secure Server Architecture:** Data is stored two tiers away from the Internet, accessible only through a mediating application server, ensuring robust protection.

SRP Protocols

End-to-end authentication is secured with the Secure Remote Password (SRP) protocol, which is designed to withstand various attacks, including passive eavesdropping and active password cracking.

Reliable Performance

GoToAssist offers unmatched performance and reliability through multiple globally distributed data centers. Key features include:

- **Industry-Standard Equipment:** The service runs on high-capacity servers and network equipment, consistently updated with the latest security patches.
- **Redundancy:** Redundant switches and routers eliminate single points of failure, while clustered servers and backup systems ensure seamless operation.
- **Optimal Load Balancing:** The GoToAssist broker load balances client/server sessions across geographically distributed servers for efficient and reliable performance.

GC takes safety seriously. We conduct extensive research, thorough vetting, and rigorous testing to ensure we select the most secure and reliable technologies. If you have any questions or need further information, please don't hesitate to contact us.

For more details about [GoTo's site](#), or check out the full [GoToAssist Security White Paper](#).