Connecting to WDS Support with GoToAssist

Following the link from an email

After requesting support from WDS Solutions, you will receive an email from the WDS Solutions Support team. In the body of this email you will see an Invitation to join a support session. A sample of this support session invitation is shown below.

Please join my session at
https://fastsupport.gotoassist.com/855782596
Support Key: 855-782-596

GoToAssist(R)
Remote Support Made Easy(R)

When you click on the link inside the mail's body or copy the link into your web browsers address bar you will see the following for:

Google Chrome

Windows 7 and Window 10

The webpage for GoToAssist Express will open and typically there will be a message box display over the top of the page shown by the red box.
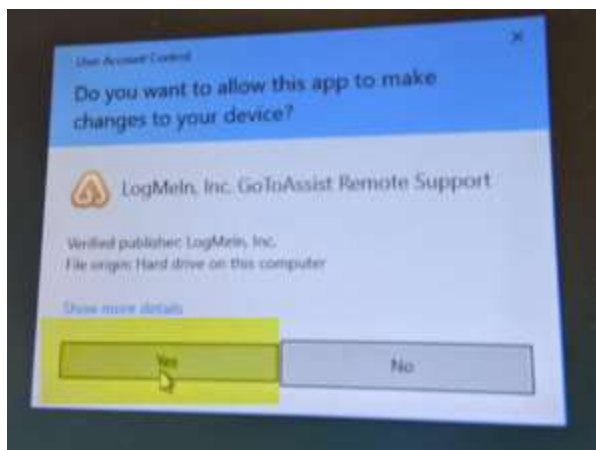
NOTE: This message box may not appear in the same location as shown in the image, you may have to look for it.

Once you locate the message box press the "Open GoTo Opener" button highlighted in yellow.
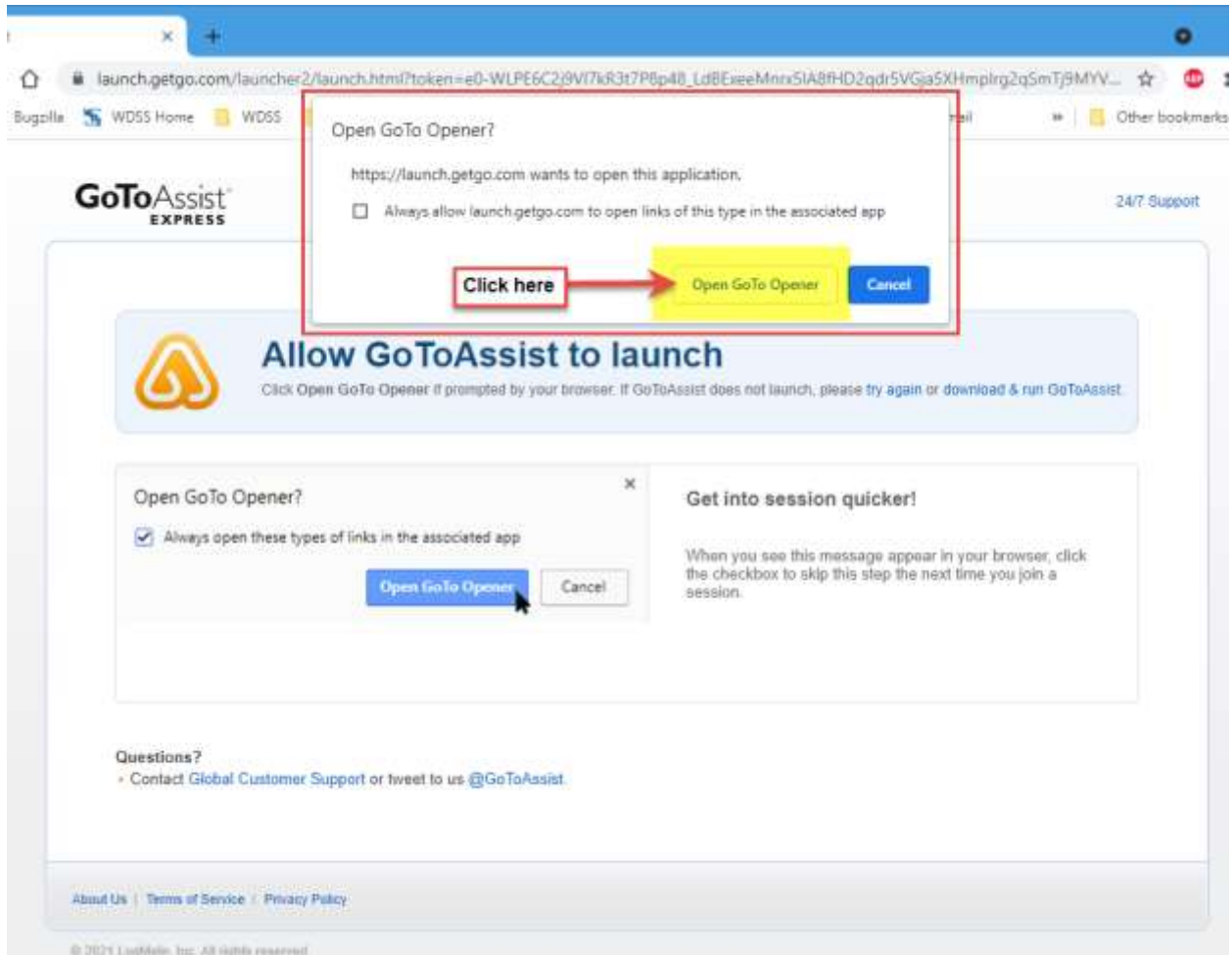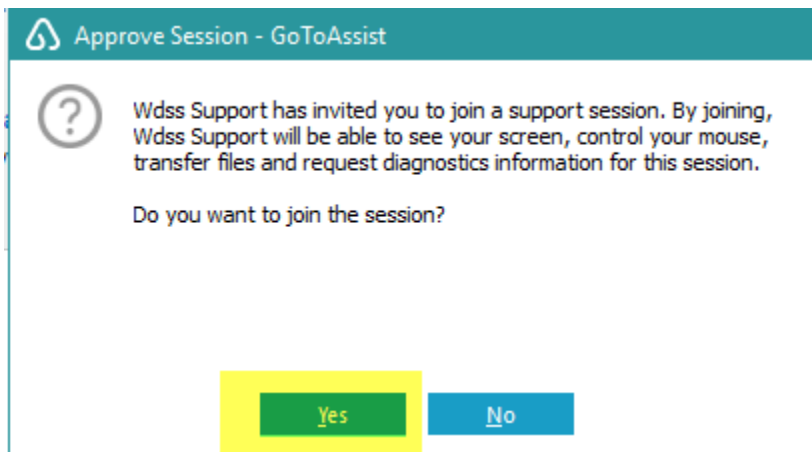
Next, you may be prompted to allow GoToAssist to make changes to your device.

Press the "Yes" Button highlighted in yellow

The final step is to join the session. Press the Yes button highlighted in yellow
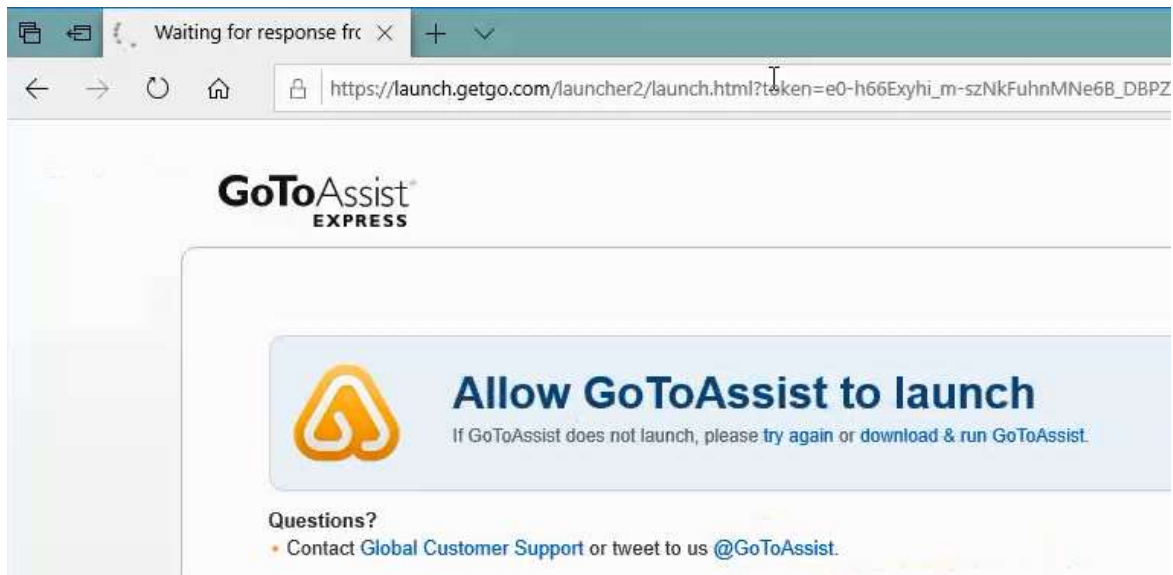
NOTE: This message box can appear anywhere on any one of your monitors, and possible behind an existing open window on your desktop. <u>You will have to look for it.</u>
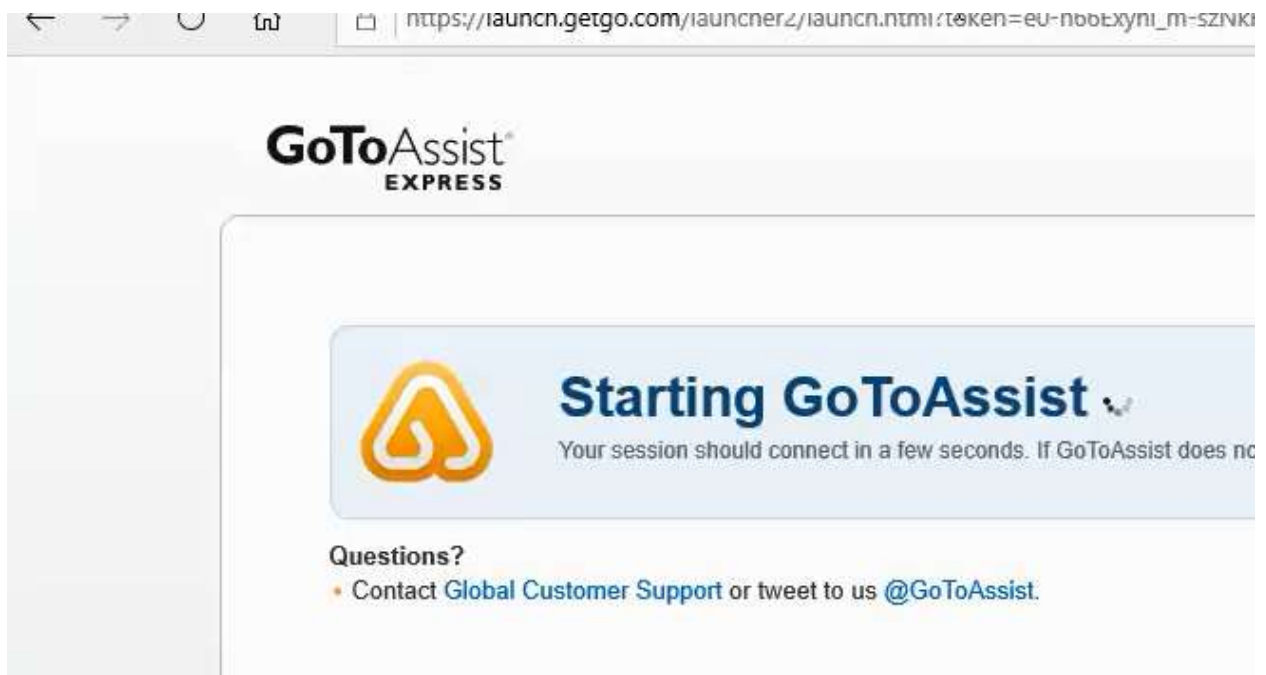

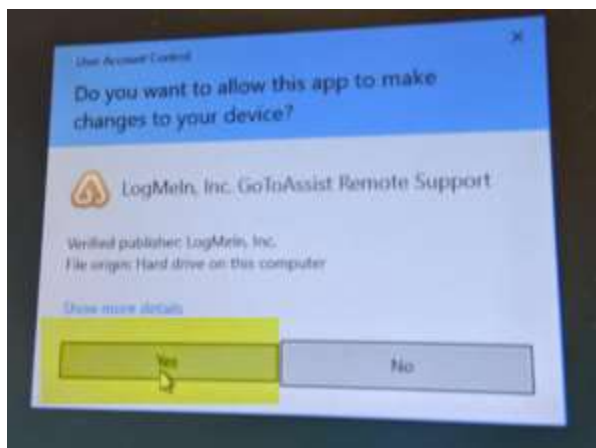# Internet Explorer and Edge

Windows 10

The launcher will automatically start when using Microsoft browsers. You may briefly see the web pages below:
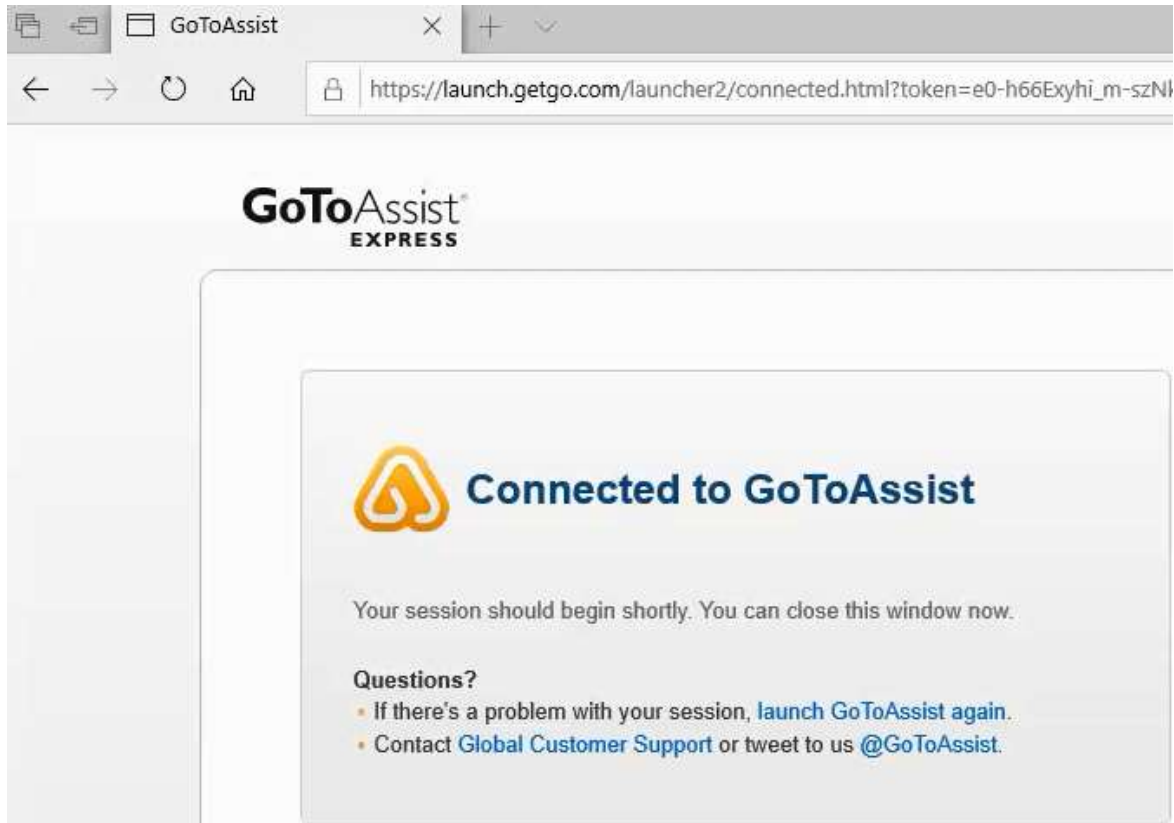
Next, you may be prompted to allow GoToAssist to make changes to your device.

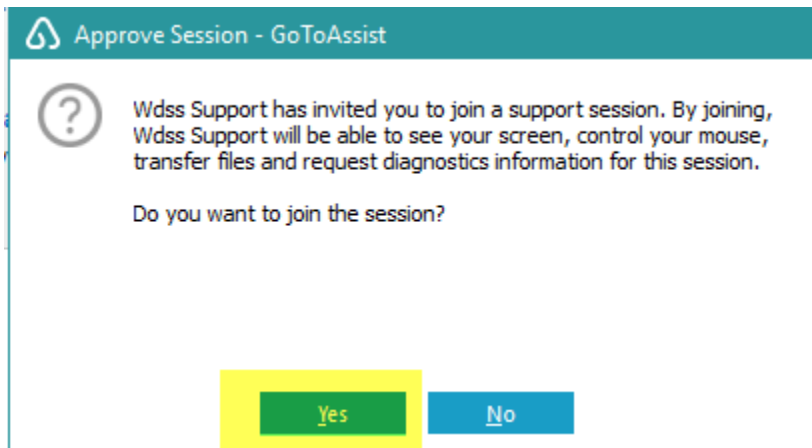Press the "Yes" Button highlighted in yellow

After you press Yes, the following page will appear in conjunction with the Join the Session message box

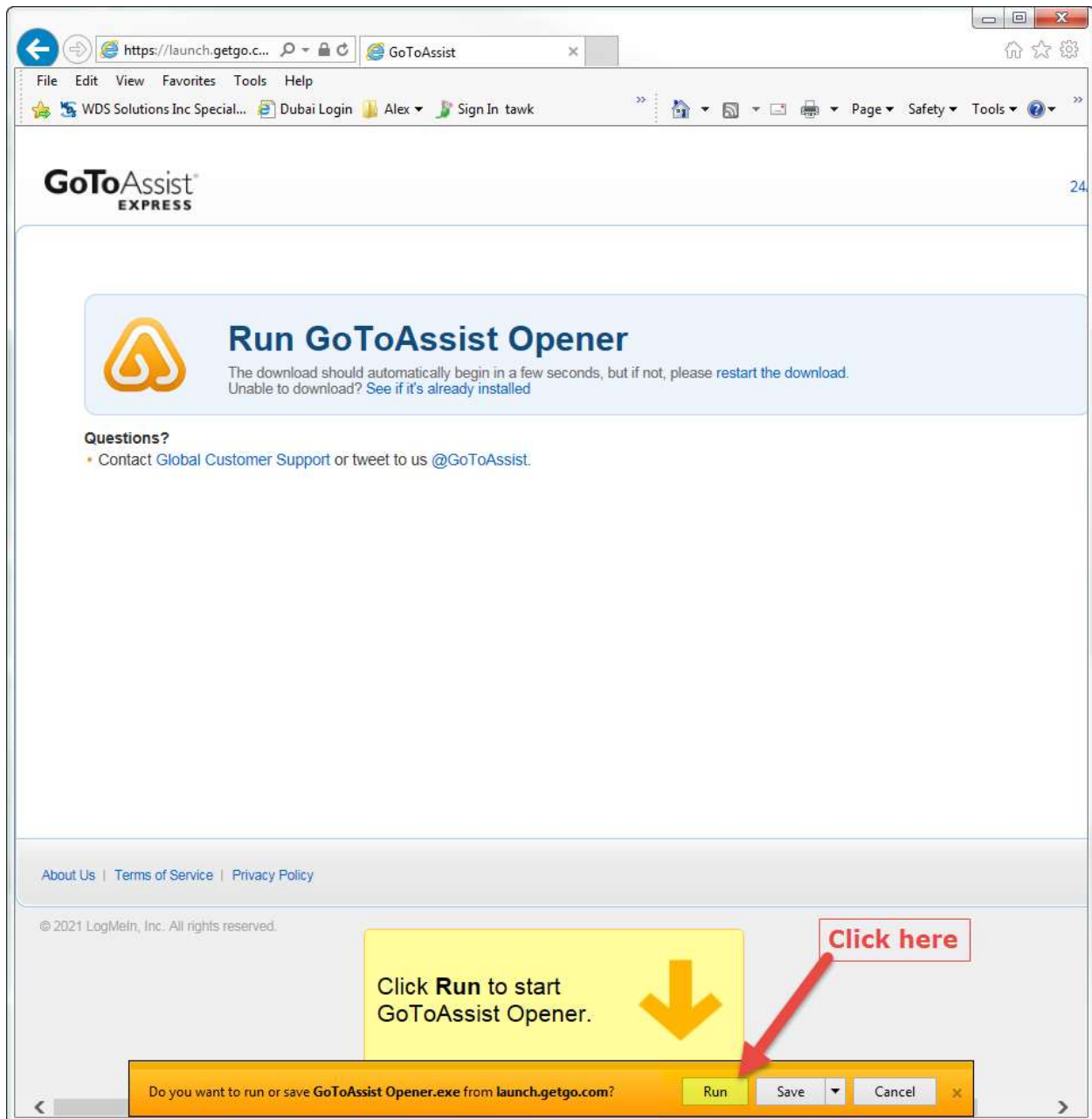Press the Yes button in the Approve Session message box highlighted in yellow.

NOTE: This message box can appear anywhere on any one of your monitors, and possible behind an existing open window on your desktop. You will have to look for it.
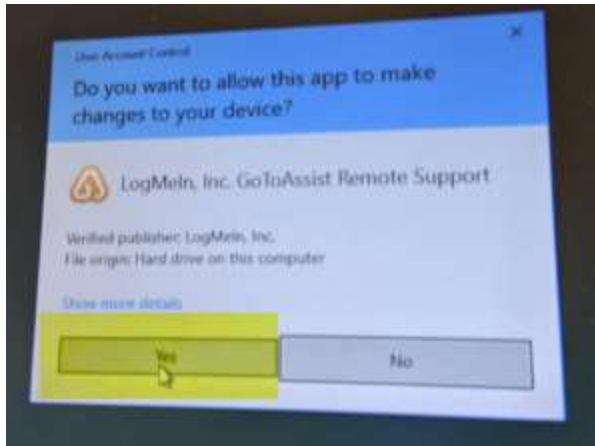
Windows 7

The webpage for GoToAssist Express will open and typically the download message box will be display at the bottom of the page.

Once you locate the message box press the "Run" button highlighted in yellow.

Next, you may be prompted to allow GoToAssist to make changes to your device.

Press the "Yes" Button highlighted in yellow

The final step is to join the session. Press the Yes button highlighted in yellow

NOTE: This message box can appear anywhere on any one of your monitors, and possible behind an existing open window on your desktop. You will have to look for it.