1. Open up your web browser and go to URL Join.Gotoresolve.com. You will see the below page, add the 9-digit code to the support key area, and then add your name in the second provided box. Select Enter key to start the connection.

••• • • <	> 0	i join.gotoresolve.com	¢	₫ + ₫
× O https://wedia.orrick.c	https://media.orrick.com/ Media%20Library/public/files/	ng line and	G Coto Resolve - Join Session	
	security.20 login/geto-asist-catalina motios.orr/sc.com	Join Support Session By continuing, you agree to the Terms of Service. Support key 000-000-000 Your name (optional) Name		
		Join A Be cautious if you receive unsaiched requests to access your compute. Only join support sessions with people you recognize and trust Report abuse		

2. The next screen will announce that your support agent is here. Select Accept to move on to the next page.

GoTo ^{Res}	live	
	Your agent is ready to help you Only accept support from an agent you trust.	
	LH Louis Hans	
	Company Orrick - GTRe Email Ihans@orrick.com	
	Decline Accept	

3. The page will open, asking you to download a small application to make the connection. Select Download application.

https://med	a.onick.com/Media%20Library(public)(Ties)/secure%20login/gotoassist-catalina-guide.pdf		G Octo Resolve	6	So the
G	Active session	00:40			
You	r name: Louis	1			
			LH		
			Louis Hans		
0	Louis Hans will be with you shortly. To have your issue resolved as quickly a possible, you can share your screen or let Louis Hans use your device as if they were right next to you.	is	🚿 Can't see your screen. 🔣 Can't control your d	device.	
0	they were right hext to you. 12:28 Support session established with Louis Hans. Louis Hans has joined the session.		Company Orrick - GTRe Email Ihans@orrick.com	Bax	Vow Matte
0	Connected. Your support agent will be with you shortly.		Report abuse 🕀 End set	ssion	GoTol
Dov	vnload and run GoTo Resolve				Got
Age info By (et Agent control your device, download and run the support application. nt will be able to see your screen, control your mouse, gather system mation, and request to download your files. continuing, you accept our Privacy Policy. Deny		Wentspace/fo Important information about this se Never provide sensitive information duri session (such as credit form data or pass for the sensitive information of the sensitive informatio	ng this swords). Iease	webe
6	Message Louis Hans	⊳	You can end this session any time by clic end session button.		GoToResc

4. The application will download, and you then open up your download folder on the taskbar. Over towards the bottom right. Select the GoToResolve.zip item once you will need to double-click to open.

• • •	< > Downloads		000 ~	岱 ⊘ ⊙ ▾	C
Favorites	Name	Size	Kind	Date Added	
🔿 AirDrop	GoToResolve 3	91.7 MB	Application	Today at 1:30 PM	
Recents	GoToResolve-3.zip	27.6 MB	ZIP archive	Today at 1:30 PM	
Applications	GoToResolve 2	91.7 MB	Application	Today at 1:26 PM	
	GoToResolve-2.zip	27.6 MB	ZIP archive	Today at 1:25 PM	
Documents	Webex.dmg	225.6 MB	Disk Image	Jan 5, 2023 at 3:02 PM	
Desktop	WorkspaceTools-windows-x64-installer.exe	79.2 MB	Microslication	Dec 23, 2022 at 2:46 P	М
	GoToResolve	86.9 MB	Application	Dec 23, 2022 at 2:43 P	М
Downloads	GoToResolve.zip	25.2 MB	ZIP archive	Dec 23, 2022 at 2:43 P	М
iCloud	Box New Matter Form.docx	24 KB	Micros(.docx)	Dec 23, 2022 at 2:36 P	М
	> 🚞 iCloud Photos		Folder	Dec 4, 2022 at 11:37 At	N
	IMG_0835.JPG	1.5 MB	JPEG image	Dec 4, 2022 at 11:33 Al	N
📑 Shared	IMG_0836.JPG	1.5 MB	JPEG image	Dec 4, 2022 at 11:33 Al	N
	IMG_0838.JPG	3.4 MB	JPEG image	Dec 4, 2022 at 11:33 At	N
ocations	🖴 IMG_0839.JPG	3.5 MB	JPEG image	Dec 4, 2022 at 11:33 Al	N
Network	IMG_0833.JPG	1.6 MB	JPEG image	Dec 4, 2022 at 11:33 Al	N
	IMG_0832.JPG	4.3 MB	JPEG image	Dec 4, 2022 at 11:33 Al	N
lags	IMG_0831.JPG	4.1 MB	JPEG image	Dec 4, 2022 at 11:33 Al	N
Grav	MG 0794 JPG COMPENIES TOUL SUDOU	5.5.48		Doc 4 2022 at 11-22 AL	4

5. You will now receive the below message telling you about the application. Select open.



6. Your agent is now able to view your screen and can control the MAC. The Agent is now able to troubleshoot your device and help with any issue you may have.