Citrix GoToMyPC® Corporate Authorization Management Service

Because GoToMyPC is secure and easy to deploy, companies occasionally use GoToMyPC Corporate and GoToMyPC Personal simultaneously to provide flexible remote access to their users. However, some organizations may wish to restrict employees from using unauthorized GoToMyPC Personal accounts.

To give administrators more control of GoToMyPC in their organizations, GoToMyPC created the GoToMyPC Corporate Authorization Management Service. This free service prevents access to GoToMyPC Personal accounts from IP addresses you designate, which enables you to limit remote access to only those users’ GoToMyPC Corporate accounts that you authorize. If you are not currently a GoToMyPC Corporate customer, you can still use this free service to block GoToMyPC access throughout your organization.

**GETTING STARTED**

The Authorization Management Service is easy to enable. To get started:

1. Simply register the IP address or address range your organization uses for external Internet traffic by completing and returning an Authorization Management Service enrollment form. The form is available from your Account Manager or by contacting gotosales@citrixonline.com.

2. The GoToMyPC Client Services team confirms your IP address information.

3. You receive confirmation from GoToMyPC that the Authorization Management Service is active for your organization. You can expect confirmation typically within one business day of your request.

Once activated, the service denies access to users if they attempt a connection to the GoToMyPC Personal service from an IP address you provided. A user receives a notification that access to the host computer is restricted and is provided your administrator’s email address for questions.

Whether or not your organization is currently a GoToMyPC customer, the Authorization Management Service gives you more control over managing remote access. If you are considering a remote-access solution for your organization, GoToMyPC Corporate reduces the costs and complexity associated with other remote-access solutions; it offers administrators the highest levels of security and control; and it immediately increases your employees’ productivity. For more information, contact gotosales@citrixonline.com.

**Key Benefits**

- Gain control over GoToMyPC use in your organization.
- Improve security by restricting GoToMyPC access to authorized users.
- Avoid the hassle of configuring your firewall or proxy server to block access.
Complete Security
GoToMyPC Corporate and Personal accounts provide equally secure remote access. In addition to the Authorization Management Service, GoToMyPC provides the following security features:

- AES (Advanced Encryption Standard) encryption using 128-bit keys protects the data stream, file transfers and other input
- Dual passwords and end-to-end user authentication ensure data confidentiality
- Host screen blanking and host keyboard and mouse locking protect user privacy
- An online Administration Center provides easy and secure account management and control

Frequently Asked Questions
Q: Which IP address do I need to register with you? A: You must submit the IP address or address range of the devices used for external Internet traffic. For many organizations, this is the address of the firewall, proxy server or network translation (NAT) devices.

Q: Can’t I simply block the GoToMyPC Web site or IP address at my firewall rather than using this service? A: To prevent unauthorized use of GoToMyPC, you can block the GoToMyPC IP address or domain name. However, doing so prevents all use of GoToMyPC, including authorized use through a Corporate or Personal account. It also blocks access to the informational GoToMyPC Web site. The Authorization Management Service is easy to implement and gives you more control over GoToMyPC access in your organization.

Q: Does the Authorization Management Service work with dynamically assigned IP addresses? A: Yes, as long as the dynamically assigned IP address is within the range of IP addresses you provide us. If your organization dynamically assigns IP addresses to clients within the network, provide us with the IP address range the clients use to access the Internet.

Q: Will the Authorization Management Service prevent one of my users from using the GoToMyPC Personal account he has already set up? A: Yes, the user will be denied access to his computer. His My Computers Web page will indicate that the computer has been blocked. The Authorization Management Service prevents access to existing and future GoToMyPC Personal accounts.

Q: Do I need to be a GoToMyPC Corporate customer to block employee access? A: No, the Authorization Management Service is available for any organization that wishes to prevent employees’ use of the GoToMyPC Personal service.

Q: Several of my employees have permission to use their GoToMyPC Personal accounts, but I would like to prevent others from subscribing in the future—can I do so? A: Currently the Authorization Management Service restricts access to all GoToMyPC Personal users in your organization who use your designated IP address range to access the Internet. To restrict access to specific groups of users, you must configure your company’s network and firewall.

Q: If I choose to do so, how do I re-grant my users access to their GoToMyPC Personal accounts? A: We would be happy to change or delete your restricted IP address range so that they may access their accounts. GoToMyPC Corporate customers can update their own IP address ranges via their online Administration Centers. If you are not yet a GoToMyPC Corporate customer, contact gotosales@citrixonline.com for more information.

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 most secure, reliable and powerful solution for Web-based technical support and customer collaboration; and Citrix GoToMeeting™, the easiest, most secure and cost-effective solution for conducting online meetings. Citrix Online products are used by more than 4,900 companies worldwide, including Cisco Systems, Siemens, Intuit, Cablevision and Microsoft Business Solutions. The division is based in Santa Barbara, California, and is on the Web at www.gotomypc.com, www.gototassist.com, www.gotomeeting.com and www.citrix.com.

© 2004 Citrix Online, a division of Citrix Systems, Inc. All rights reserved. Citrix®, Citrix® GoToMyPC®, Citrix® GoToAssist® and Citrix® GoToMeeting® Corporate are trademarks or registered trademarks of Citrix Systems, Inc., in the United States and other countries. All other trademarks and registered trademarks are the property of their respective owners.