islonline

Secure Remote Desktop Software

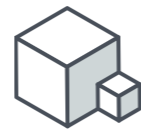# ISL Online makes support a whole lot easier

Provide technical support to your clients, access unattended computers, and offer support for mobile devices - anytime, anywhere. ISL Online launches quickly, connects securely, and makes it easy for your clients to join a session.
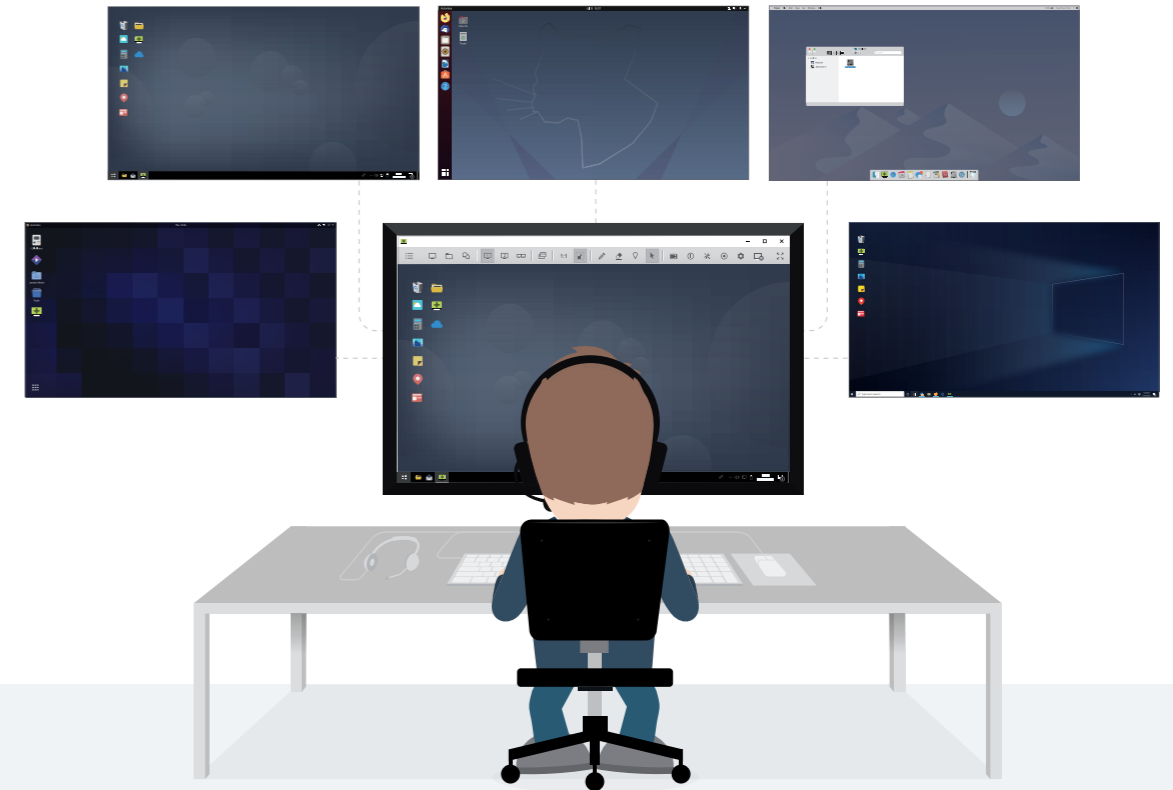
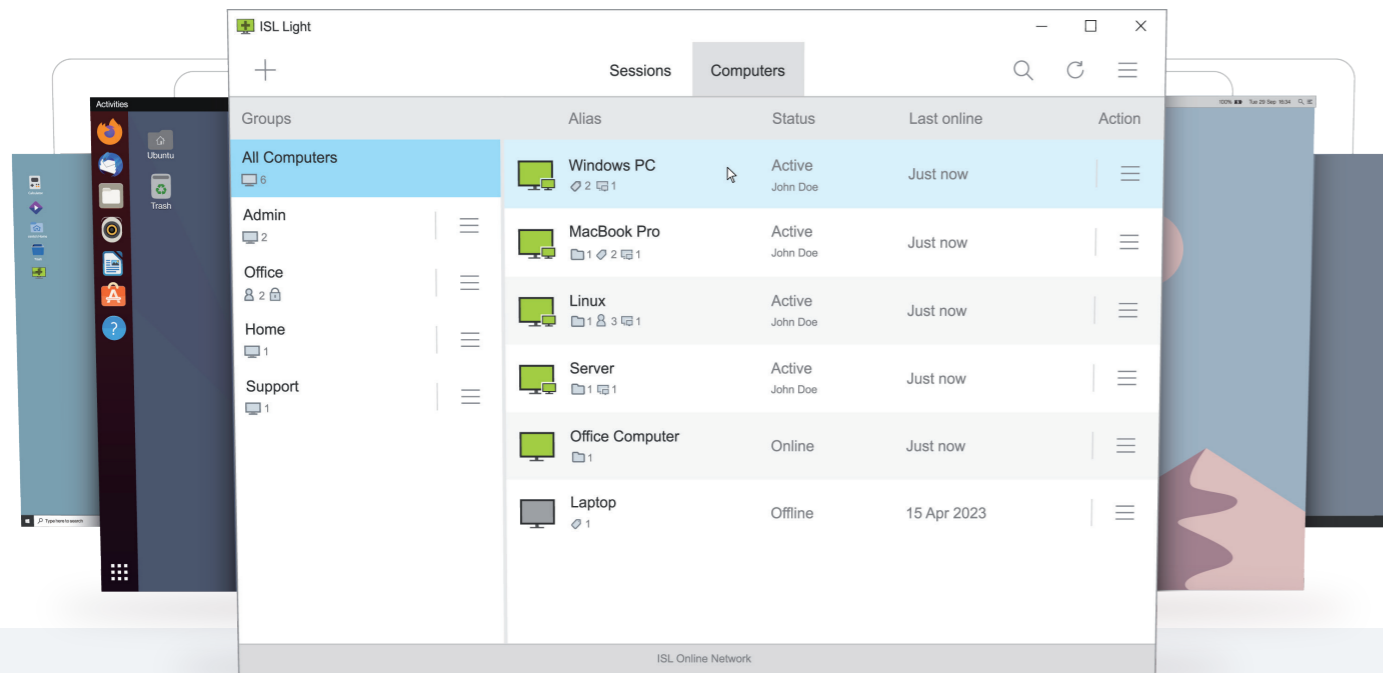Unlimited users

Maximum security

Easy to use

"The remote desktop solution we needed had to meet three essential requirements; it needed to be fast and reliable, user-friendly and intuitive, and comply with our strict security protocols."
Carlos B., Support IT Manager at Terpel

Solve tickets faster, make your clients happier

Access hundreds of computers anytime, anywhere

Set up permanent access by installing a remote access agent on any Windows, Mac, or Linux computer. Connect securely to an unattended device and perform remote maintenance on any server or computer on your list or share files.

Optimise your support service

- ## We don't set the limits, you do
  You can install ISL Online on an unlimited number of computers, create any number of users and support any number of clients.

- ## Connect anywhere, no matter the device
  ISL Online is platform independent. You can access and control any Windows, Mac or Linux computer in seconds from your computer or mobile device, or offer support to mobile device users.

- ## Easy for you and your clients
  ISL Online makes it easy for your clients to join a remote session by clicking on a link in an email invitation.

- ## Enrich your support with Live Chat
  Give your clients a chance to contact you through live chat and start a remote desktop session with a single click. Live chat software is included in the ISL Online license.

- ## Maintain peace of mind at work
  Our built-in security keeps your data safe and your sessions secure while our uptime (well above the promised 99.95%) ensures you reliable business continuity.

"Our team solves about 80% of all technical issues through ISL Online."
Konica Minolta Business Solutions Europe

Enable multiple users to work from home

Set up remote access to a large number of computers within your organization and get your employees to telework.

- **Create**

  Make a list of users (teleworkers) within your organization.

- **Deploy**

  Distribute remote access agent (ISL AlwaysOn) to office computers.

- **Pair**

  Connect office computers and teleworkers.

Secure your RDP connections on the Internet

Route Microsoft Remote Desktop Protocol through a secure ISL Online tunnel and connect to unattended Windows computers over the Internet without VPN tunnelling or any firewall changes.

What are the benefits?

- Manage all remote sessions centrally

- Have every connection encrypted by 256-AES SSL

- Access Windows systems from non-Windows platforms

- Have super-fast audio and video transfer thanks to RDP's peer-to-peer technology

- Enjoy features of Remote Desktop, such as printer sharing, file sharing and clipboard sharing

Operater   Remote Computer   Remote computer

Unattended Access   **RDP Forward**
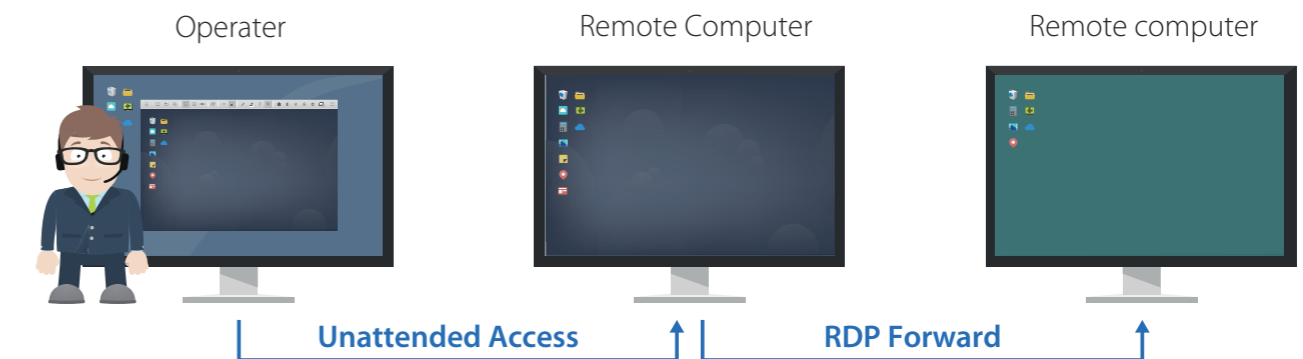
Support mobile devices

Troubleshoot mobile devices from your Windows, Mac or Linux computer. Alternatively, use your iPhone, iPad or Android device to access and control any remote computer.

Download on the App Store

GET IT ON Google Play
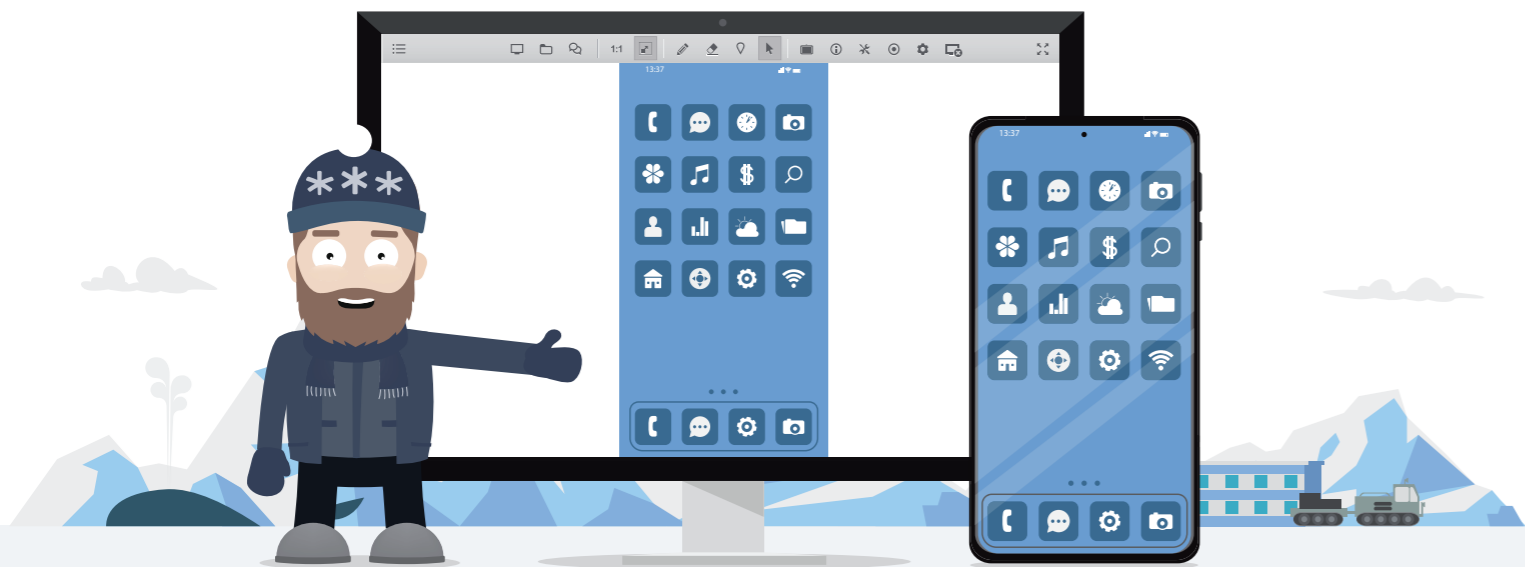
"Our internal system administrators and senior officials are able to administer servers or access their own PC workstations from virtually anywhere by using their iPads or iPhones."
Ministry of Public Administration of Slovenia

Feature-rich, yet simple, fast and reliable

Our remote desktop software is built with you in mind, to help you make your customers happier.

■ Administration mode
Install new software on the remote computer, reboot the system without losing the connection and confirm the Windows UAC dialogues.

■ Invite an operator
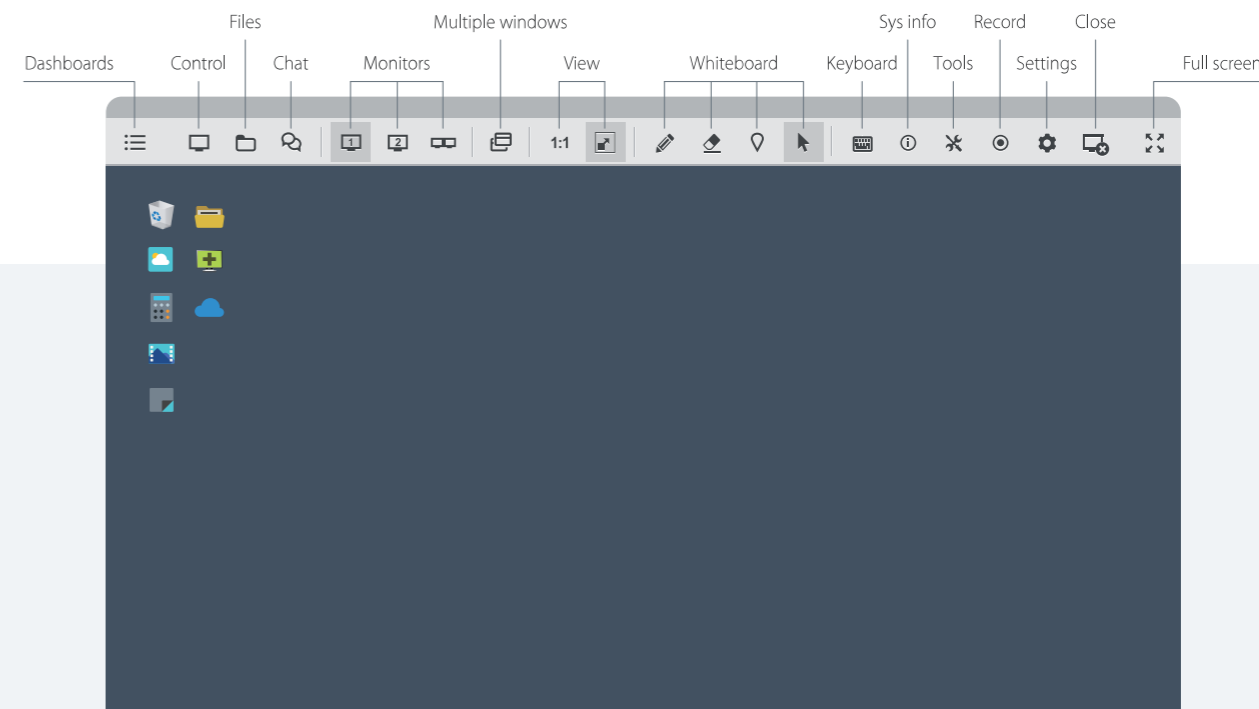Invite another operator into your remote desktop session or transfer the session to them.
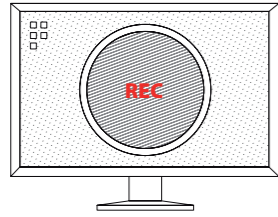
■ Make a video call
Start a video call with your client to make support more personal and effective.

■ Whiteboard tools
Use whiteboard tools to explain yourself better with a client.

Dashboards Control Files Chat Monitors Multiple windows View Whiteboard Keyboard Sys info Tools Record Settings Close Full screen

Automatic session recording

Having all of your sessions recorded and archived can be an important additional security measure or a step towards a better quality assurance. If this is something you're interested in then you can enable automatic session recording.
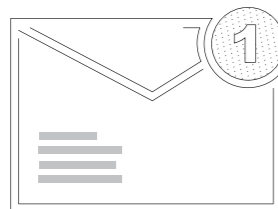
User access management

Setting up access permission becomes very important once there are numerous users using the software to connect to remote computers. With ISL Online, the account admin can assign its domain users different rights and limitations, including allowing or disabling access to specific computers.

Allow / Deny Lists

Prevent any misuse of remote desktop software in your company by creating allow and deny lists, which restrict the use of ISL Online software within your organisation. You are able to limit the data access to ISL Online servers based on the IP and/ or MAC addresses.
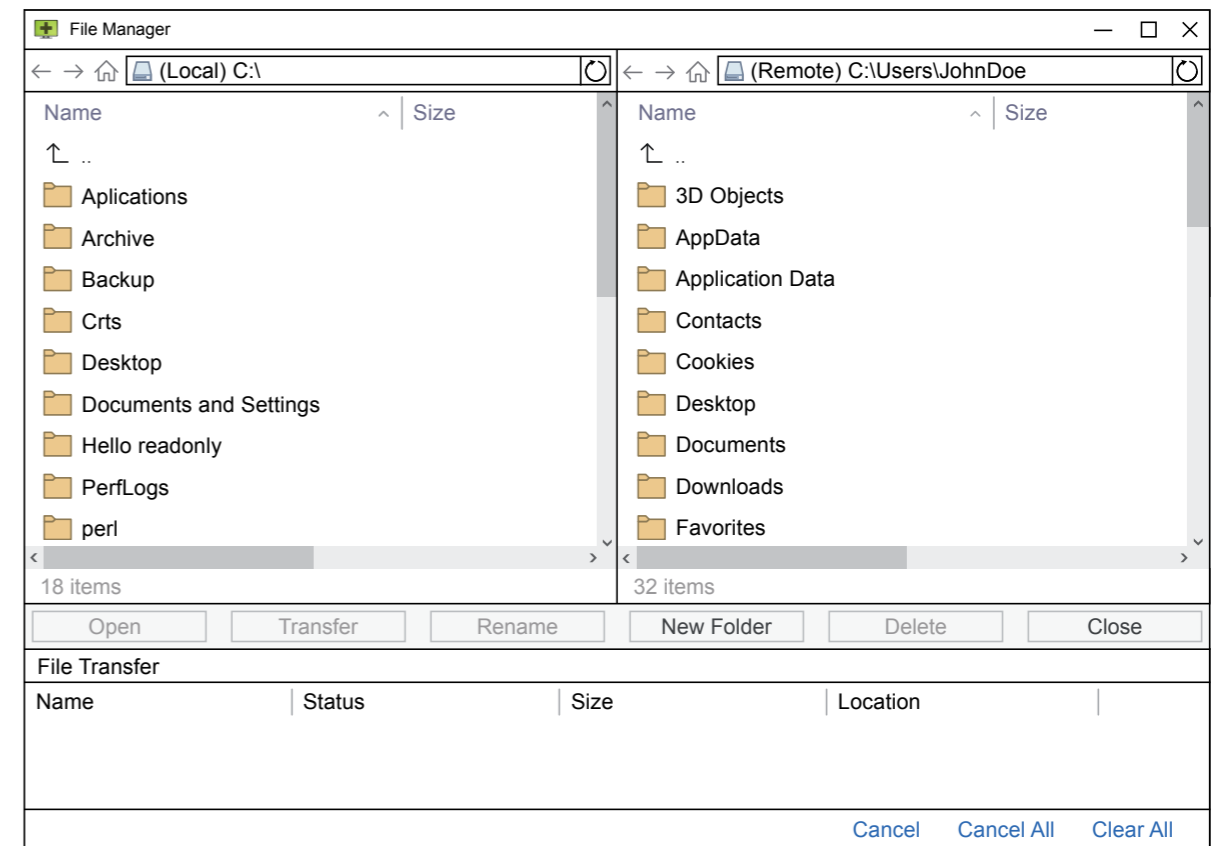
Email notifications

Receive an email notification each time a remote access session starts on a specific computer.

Limitations

Username:	Enabled
Full name:	Enabled
Account:	Enabled
Max active sessions:	Enabled
Desktop sharing:	Enabled / Disabled
File transfer:	Disabled
Video plug in:	Disabled
Audio plug-in:	Enabled
Remote printing:	Enabled

```
DENY_IP 192.168.1.1
ALLOW_IP 92.168.1.1
ALLOW_MAC 00-19-D3-12-AA
```

Transfer files securely

Transfer files quickly and securely between computers during a remote desktop session. A dual-panel File Manager allows fast navigation and enables you to manage files and folders on the local and remote computers quickly and efficiently.

File Manager

(Local) C:\   (Remote) C:\Users\JohnDoe

Name ^	Size		Name ^	Size
..			..	
Aplications			3D Objects	
Archive			AppData	
Backup			Application Data	
Crts			Contacts	
Desktop			Cookies	
Documents and Settings			Desktop	
Hello readonly			Documents	
PerfLogs			Downloads	
perl			Favorites	

18 items   32 items

| Open | Transfer | Rename | New Folder | Delete | Close |

File Transfer

Name	Status	Size	Location	

Cancel   Cancel All   Clear All

Manage your support team

Create unlimited users and manage your help desk operators centrally. Use live monitoring and reporting features to optimise their performance. This results in shorter waiting time for clients and faster ticket resolution.

- **Define permissions**
  Create an unlimited number of users and define their rights and limitations.

- **Group and share computers**
  Organise computers into groups and share them with other users.
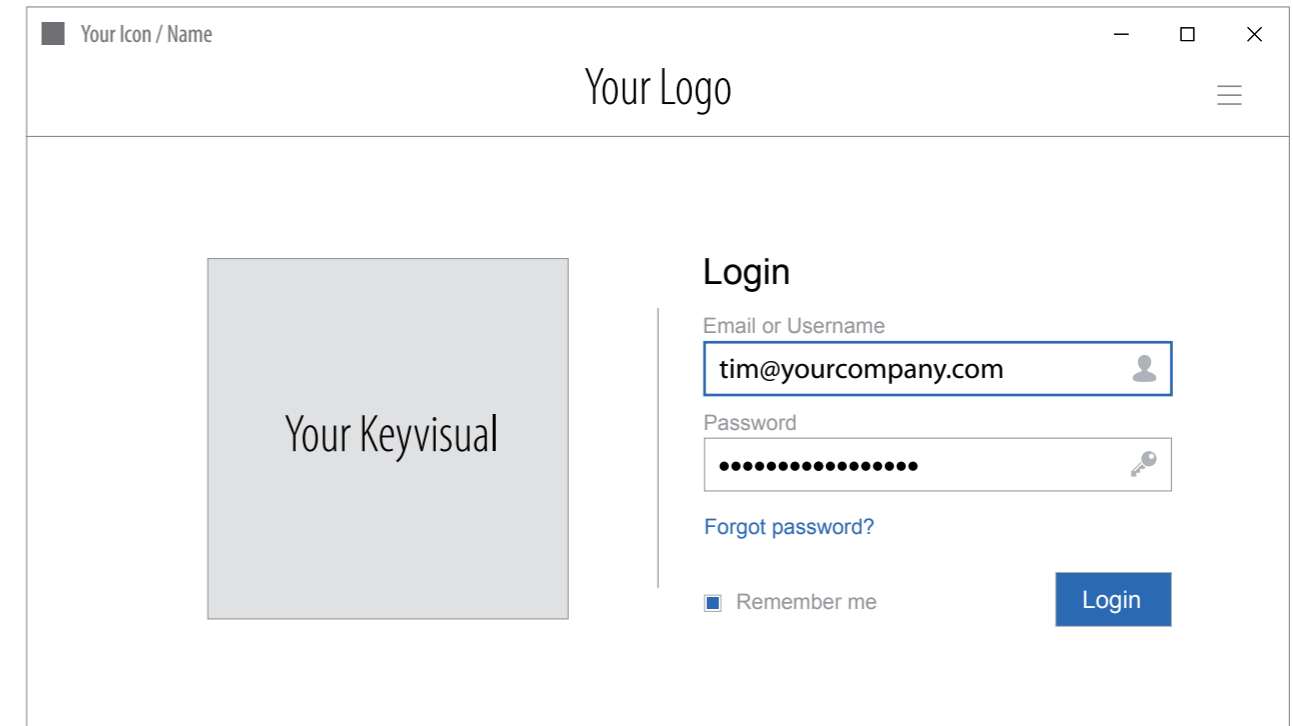
- **Configure user profiles**
  Enable or disable the use of certain ISL Light features for individual users.

- **Make data-driven decisions**
  Create reports broken down by the user and optimise your team workflow.

Apply your corporate image

Customise the ISL Online remote desktop software to fit your company's image. Adjust the software skin, texts and logo and make it feel more familiar.

Your Icon / Name — □ ⬜ ✕

Your Logo

Your Keyvisual

Login

Email or Username
tim@yourcompany.com

Password
•••••••••••••••••

Forgot password?

☑ Remember me

Login

"With the live monitoring and powerful reporting possibilities the ISL Online team developed for us we have been able to optimise the performance of our professionals in the Contact Centre and raise the already high standards of our customer service."
Alvaro R., Arsys

Replace logo, icons and images

Match your brand colours

Turn on or off features and services

We address security very seriously

Independent security audits and penetration tests of the ISL Online system, conducted on a regular basis, reveal that ISL Online is a trustworthy service and provides a very high level of security.

- ## Firewall-friendly
  ISL Online automatically initiates an outgoing connection through the ports 7615, 80 or 443, therefore it works with your existing firewall and does not require any additional configuration.

- ## End-to-end encryption
  The RSA 2048/4096-bit Public/Private Key Exchange is used to negotiate symmetrical AES 256-bit end-to-end encryption.

- ## Two-factor authentication
  Two-factor authentication is an additional layer of security giving you and your clients peace of mind when initiating a remote session.

- ## ISO 27001 Certification
  We hold the ISO/IEC 27001:2022 certificate which proves our commitment to information security.

Security built in, not bolted on

Banks, government bodies and global brands all choose ISL Online due to our high security level in the remote support software industry.

ISL Online Servers

Data Center

SSL

SSL

Strong SSL Connection

RSA 2048 / 4096-Bit
Diffie-Hellman
AES 256 Bit end-to-end encryption

Firewall Connection Ports

Code Signing

Operator

Session Code

Client

User Authentication
Two-Factor Authentication

Function Transparency

Choose what's best for your business

▪ Cloud License

No installation

99.99% service uptime

Optimal performance, speed and reliability

Global coverage

Always up-to-date version

No maintenance costs

▪ Self-Hosted License

Installed on your own server

Full independence and control

All connections established through a private server

Maximum privacy

▪ Managed Private Cloud

Larger companies

High Availability (HA)

Highest security and privacy of data

100% data control

24/7 premium support and management

Deployable as a self-hosted or cloud service

Rich customization options

Cloud (SaaS) — MPC (Hybrid) — Self-Hosted (Server License)
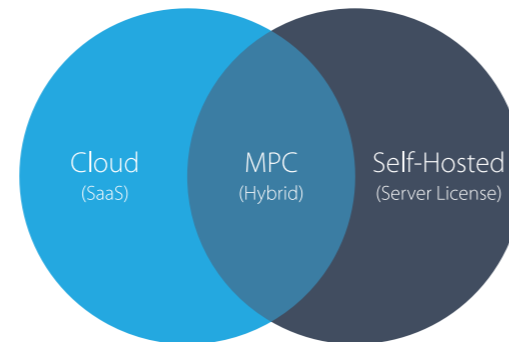
Simple pricing with no hidden costs

ISL Online is priced per concurrent session – the number of sessions running at the same time. The rest is not limited.

|	
Concurrent sessions	one per license
Total sessions	unlimited
Managed computers	unlimited
Multi-users	✓
Updates & upgrades	✓
Mobile apps	✓
Customer support	✓

"Partnering with ISL Online has enabled us to provide an integrated, premium remote access solution for Managed Workplace. ISL Online brings a solid history delivering feature-rich remote desktop control software and this will make it even easier for Avast partners to effectively and efficiently administer remote IT management services to their business customers - all from a single platform."

**Francois D., VP of Global Channel Sales, Avast Business**

Cloud around the globe

With a proprietary cloud infrastructure, currently based on 100+ servers, distributed in 50 industry-proven data centres on six continents, ISL Online Cloud performs at uptime reaching 99.99 percent.
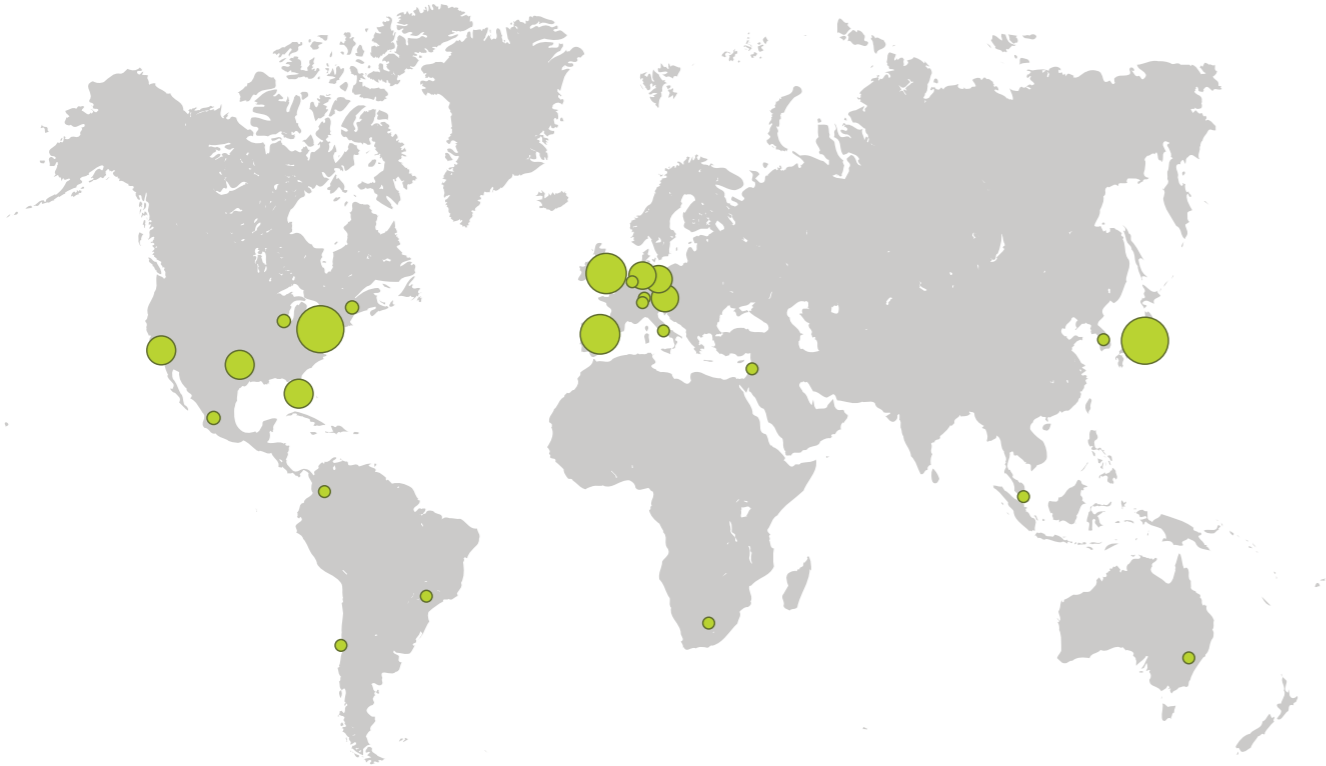
Yours since 2001

ISL Online was founded in 2001 when the initial version of the ISL ("Internet Services Layer") software application was developed. Today, ISL Online offers one of the most technologically advanced remote desktop and remote access solutions for Windows, Mac, Linux, iOS and Android.
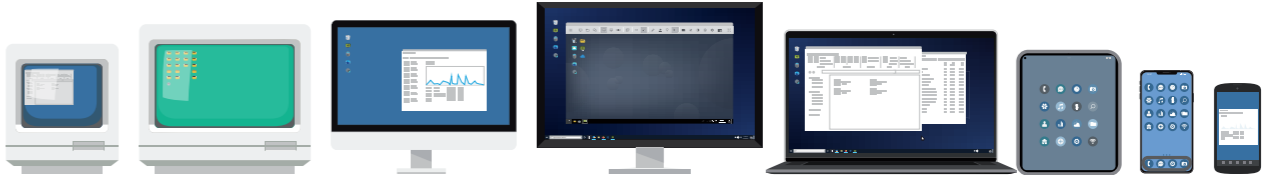
Your lovely ISL Online team

We are mostly humans. We like sports, music and anything tech-related. ISL Online is a team of eager individuals, addicted to coffee and sports, who are always looking for new and innovative ways to impress users.