corptax

Corptax iConnect
Remote Access Support

Corptax iConnect provides the remote support you occasionally need at the security level you expect. When complex support situations require immediate and direct assistance, iConnect displays your screens to a Corptax representative. By viewing your data in your environment, issues are easy to see and resolve efficiently and effectively.

To meet your corporate security requirements, Corptax has partnered with Bomgar™, the worldwide leader in secure, appliance-based remote support. Bomgar's device architecture meets and exceeds strict industry and governmental data security standards. For additional peace of mind, Corptax houses the Bomgar device so your data never passes through a third-party vendor like it does with other web-based solutions.

Automated Security Controls

- System-generated session keys expire to prevent unknown customers from connecting
- All session traffic and login pages use 256-bit AES SSL encryption
- Idle sessions automatically terminate after five minutes
- The Bomgar client completely uninstalls from the remote workstation after every session
- Corptax group policies control employee access and functionality
- All activities and requests create session audit transcripts

Customer Controls

Customers have the power to:
- Allow or refuse screen-sharing, file transfers and control of their mouse
- Select which applications are visible
- End sessions at any time
- View and download the audit transcript after each session

About Bomgar

Bomgar is the premier name in secure, appliance-based remote support. Named one of the fastest-growing companies in the U.S. by Inc. 500 and the Deloitte Technology Fast 500, Bomgar serves over 5,000 leading companies around the world, including Corptax. For industry-leading information on security, Bomgar provides downloadable online guides and support documentation at bomgar.com.

Visit Corptax Customer Connect for immediate access to our comprehensive customer support resources: Knowledge Base, Case Management, Frequently Asked Questions, Corptax University and Wall of Feedback. Connect with the Corptax Community to learn from your peers and contribute your own best practices as you leverage the power of Corptax solutions.