



Access Devices

Access devices from Zoho Assist website

1. Go to www.assist.zoho.com.
2. Log into your Zoho Assist account using your credentials.
3. Navigate to the Unattended Access in the top pane.
4. You can connect to the device directly or connect as a specific user.

a. Click the **Connect** option available on the device you want to access remotely unattended, to connect directly.

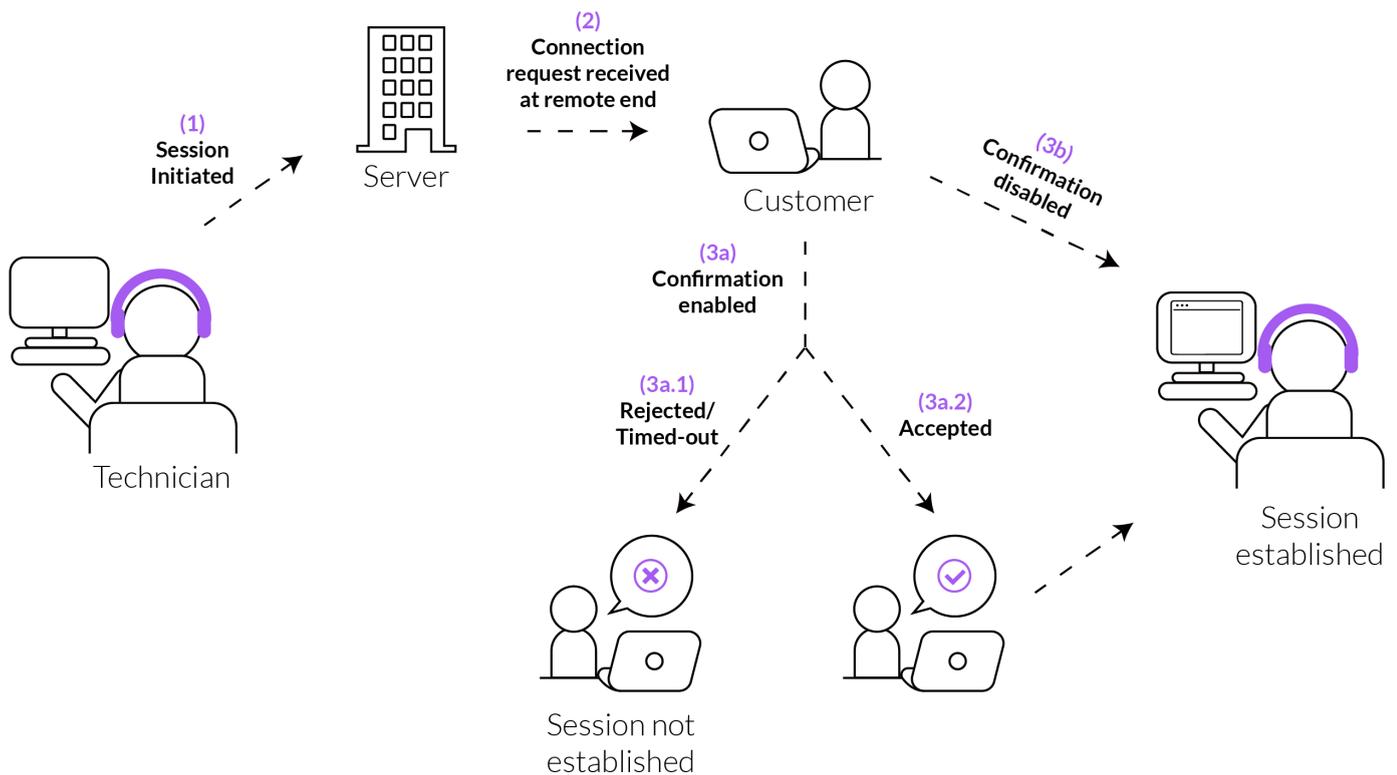
The screenshot shows the Zoho Assist Unattended Access interface. The top navigation bar includes 'Assist', 'Remote Support', 'Unattended Access', 'Meeting', 'AR Assistance', 'Reports', and 'Settings'. The right side of the bar shows 'My Department' and user profile icons. Below the navigation bar is a search bar for devices or active users, and tabs for 'Devices', 'Recent', and 'Favorites'. A summary bar indicates 'Total 12' devices, with '9 Online' and '3 Offline'. The main area is a table of devices with columns for Device(s), IP Address, Platform, and Active Users. The first device, 'Macbook4776', has a 'Connect' button highlighted with a red box. Other devices include 'Steve PC', 'Emily PC', 'Dell inspiron 14', 'Macbook Pro 14', 'Google Pixel 3 XL', 'Frida PC', 'Dell-Optiplex', 'Google Pixel 4A', 'Macbook pro 14', 'Dell inspiron 14', and 'Macbook pro'. Each device row has a 'Connect' button and a dropdown arrow.

Device(s)	IP Address	Platform	Active Users	Actions
Macbook4776	122.15.156.148	Apple	Jonathan	Connect ✓
Steve PC	122.15.156.148	Windows	Stevenson	Power on
Emily PC	121.15.156.147	Windows	Emily	Connect
Dell inspiron 14	121.15.156.146	Windows	Jason Manuel	Connect
Macbook Pro 14	120.15.186.132	Apple	Malcom	Connect
Google Pixel 3 XL	182.14.176.158	Android	Arthur Roman	Connect
Frida PC	178.12.156.123	Windows	Frida	Connect
Dell-Optiplex	164.11.167.123	Windows	Florence	Connect
Google Pixel 4A	122.15.156.232	Android	Marcus	Power on
Macbook pro 14	122.15.156.345	Apple	Matthew	Connect
Dell inspiron 14	122.15.166.118	Windows	Barrack	Connect
Macbook pro	122.10.126.143	Apple	Henry Quill	Power on

b. **Select** the dropdown arrow available next to the connect button in the device you want to access and choose the preferred user you want to connect to the session as.

Device(s)	IP Address	Platform	Active Users	
Macbook4776	122.15.156.148	Apple	Jonathan	Connect <input type="button" value="v"/>
Steve PC	122.15.156.148	Windows	Stevenson	Connect <input type="button" value="v"/>
Emily PC	121.15.156.147	Windows	Emily	Connect <input type="button" value="v"/>
Dell inspiron 14	121.15.156.146	Windows	Jason Manuel	Connect <input type="button" value="v"/>
Macbook Pro 14	120.15.186.132	Apple	Malcom	Connect <input type="button" value="v"/>
Google Pixel 3 XL	182.14.176.158	Android	Arthur Roman	Connect <input type="button" value="v"/>
Frida PC	178.12.156.123	Windows	Frida	Connect <input type="button" value="v"/>
Dell-Optiplex	164.11.167.123	Windows	Florence	Connect <input type="button" value="v"/>
Google Pixel 4A	122.15.156.232	Android	Marcus	Last online a year ago <input type="button" value="Power on"/>
Macbook pro 14	122.15.156.345	Apple	Matthew	Connect <input type="button" value="v"/>
Dell inspiron 14	122.15.166.118	Windows	Barrack	Connect <input type="button" value="v"/>
Macbook pro	122.10.126.143	Apple	Henry Quill	Last online 2 weeks ago <input type="button" value="Power on"/>

Unattended Agent Session Connection workflow :



Step 1 : The technician requests initiation of a session directly or as a specific user which will generate a session key in the server.

Step 2 : The request is transferred from the server to the end user to record their response.

Step 3 : The customer can choose to **accept/decline** the session request if the session confirmation

feature is enabled, and the technician will receive a message according to the end user's response, and the session is established if the end user accepts the session request and likewise the session will not be established if the end user rejects the session request raised by the technician.

Note : The raised session request times out if the end user does not respond to the request within the custom preferred time.