

Application Sharing in Zoho Assist

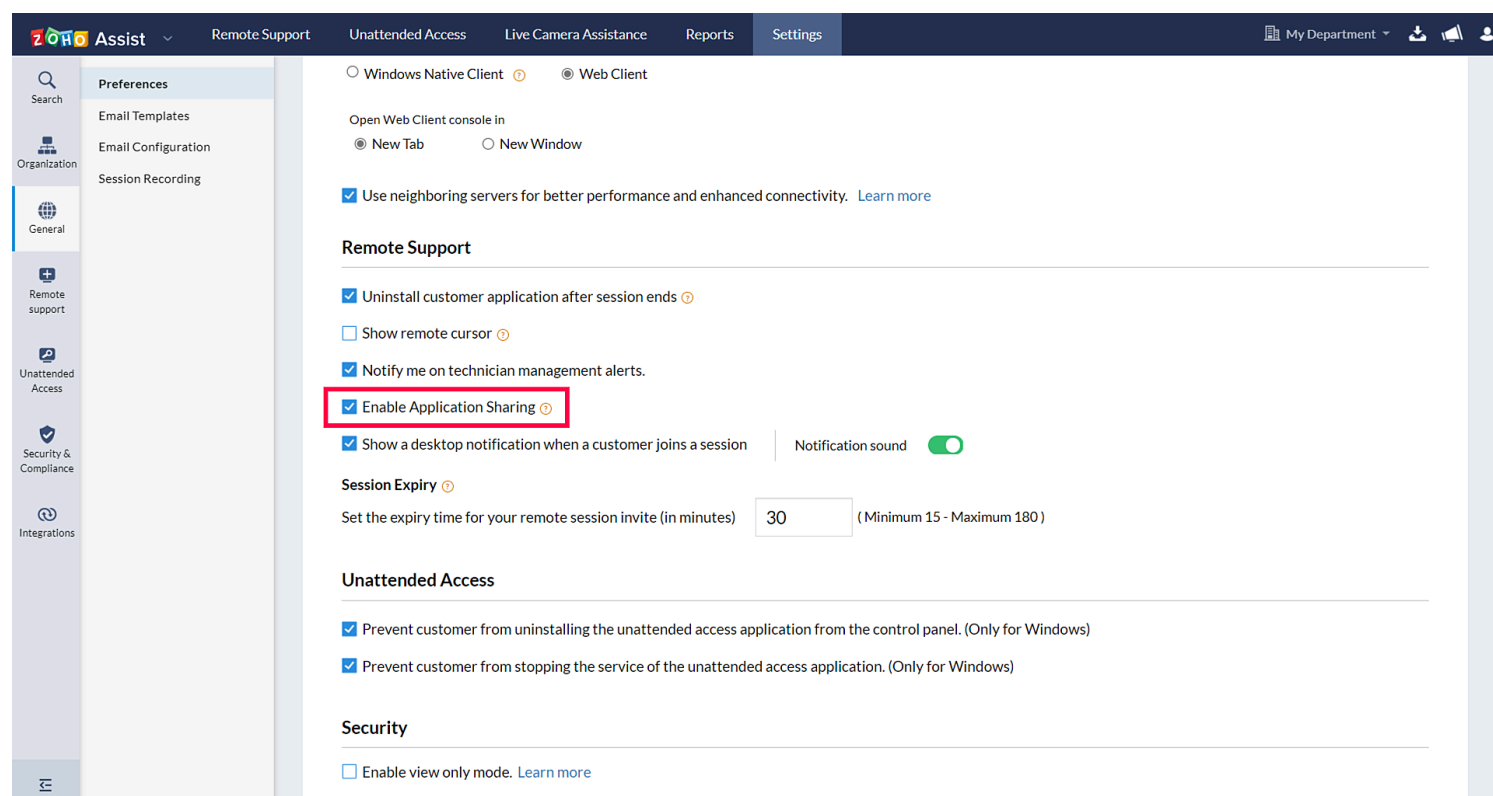
With the Application Sharing feature, a user can control the extent of a technician's access, based on the level of tech support needed. Application Sharing enables the user to share a specific application with the technician for remote troubleshooting or support.

The user can decide whether to share their entire desktop, or one particular application, before the session begins (or during the session, if needed). This way, the entire flow of the session is guided by the user's preference.

How to enable Application Sharing

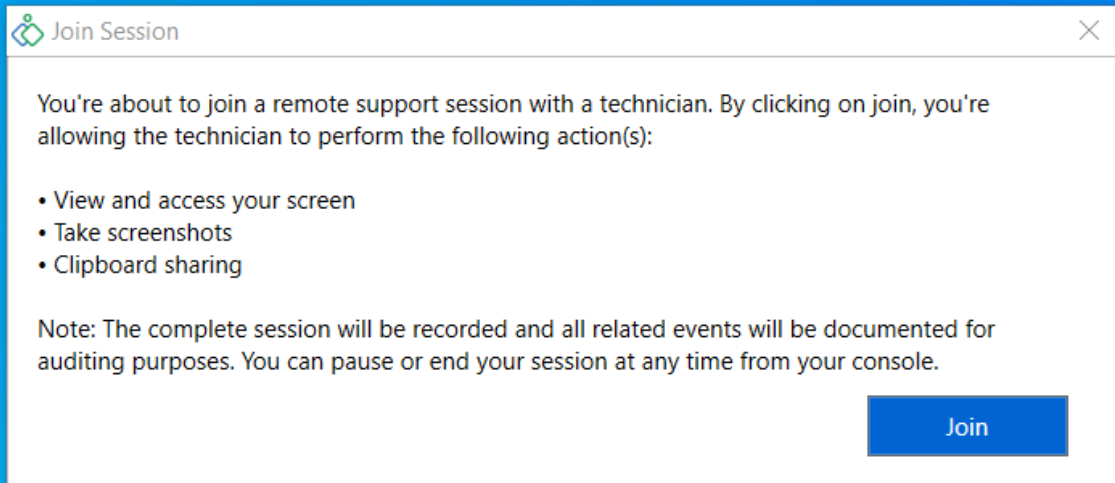
The Application Sharing feature can be enabled or disabled by either the Super Admin or Admin. To do this :

1. Log into **Zoho Assist**
2. Navigate to **Settings > General > Preferences**
3. Click the checkbox next to Enable **Application Sharing**

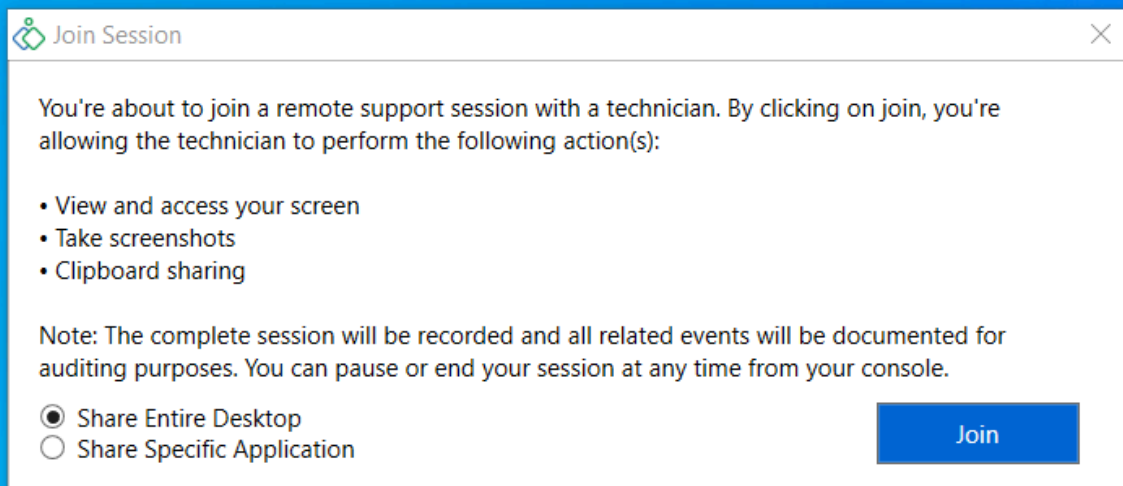


The screenshot shows the Zoho Assist web interface. The top navigation bar includes 'Zoho Assist', 'Remote Support', 'Unattended Access', 'Live Camera Assistance', 'Reports', and 'Settings'. The left sidebar contains a search bar and a menu with 'Organization', 'General', 'Remote support', 'Unattended Access', 'Security & Compliance', and 'Integrations'. The 'General' section is expanded, showing 'Preferences', 'Email Templates', 'Email Configuration', and 'Session Recording'. The 'Preferences' page is displayed, with the 'Web Client' option selected under 'Windows Native Client'. The 'Open Web Client console in' section has 'New Tab' selected. The 'Remote Support' section contains several checkboxes: 'Use neighboring servers for better performance and enhanced connectivity.' (checked), 'Uninstall customer application after session ends' (checked), 'Show remote cursor' (unchecked), 'Notify me on technician management alerts.' (checked), and 'Enable Application Sharing' (checked and highlighted with a red box). Below these are 'Show a desktop notification when a customer joins a session' (checked) and a 'Notification sound' toggle (on). The 'Session Expiry' section has a text input for 'Set the expiry time for your remote session invite (in minutes)' with the value '30' and a note '(Minimum 15 - Maximum 180)'. The 'Unattended Access' section has two checked checkboxes: 'Prevent customer from uninstalling the unattended access application from the control panel. (Only for Windows)' and 'Prevent customer from stopping the service of the unattended access application. (Only for Windows)'. The 'Security' section has an unchecked checkbox for 'Enable view only mode. Learn more'.

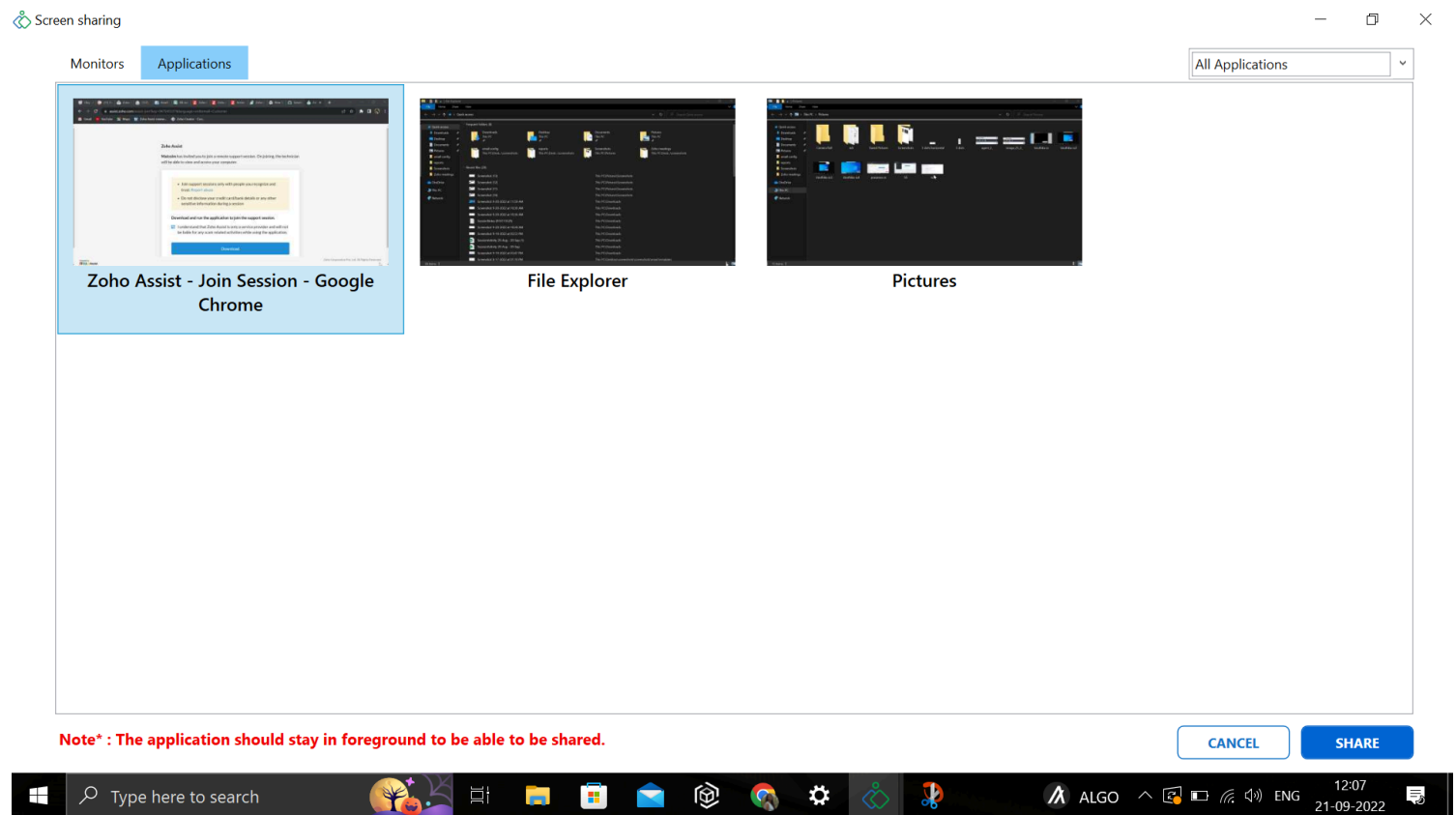
If the Application Sharing feature is disabled, then by default, the user's entire desktop will be shared with the technician.



Once the Application Sharing feature is enabled by the Super Admin or Admin, the user can choose to share their entire desktop, or a specific application, while joining the session.



A screen sharing window displaying active desktop programs appears as soon as the user joins the session. The user can select a specific application to be shared, and then click **Share** to begin the session. The user can share only a single application at a given time.



If the user minimizes the shared application, or switches to another application during the session, the technician will lose control over the shared application and will not be able to view the user's screen. To give control back to the technician, the user must maximize or switch to the shared application.

