Zoho Corporation

# **Grouping Computers**

Grouping computers helps you to organize a large list of devices for easy access and identification. Group can be created in two ways - Static and Dynamic. You can rename the group as well as move the computers from one group to another.

- Static Group Create a group by manually adding devices to it.
- **Dynamic Group** Create a group based on defined criteria, and devices will be automatically assigned to the group based on these criteria.

### To add a static group:

- 1. Navigate to **Unattended Access** >**Settings** > **Groups.**
- 2. Click New Group and enter group details such as group name, description.

ZOH	Assist Remote Supp	oort Unattended Access Me	eting Reports			🗋 Groups -   🗁   👱 🚳 🕫 🚺 🏢
88 Devices	Groups Session Confirmation	Total: 7				Q 🍸 New Group
R	Wake On LAN	□ Groups 👻	Group Type	Created By	Created On 👻	Actions
Tools	Proxy	Devices	Static	Malcom	Jan 03, 2023, 09:42 AM	∥ E≥ Û
CO Deployment		Workgroup	Static	Frida	Jan 02, 2023, 10:35 AM	
۵		Marketing	Dynamic	George	Jan 01, 2023, 09:15 PM	
Settings		Analytics	Static	Martin	Dec 29, 2022, 10:00 AM	
		Sales team	Static	Malcom	Dec 22, 2022, 11:00 AM	
		Management	Dynamic	Frida	Dec 09, 2022, 08:30 AM	
		Admin Settings	Static	Malcom	Dec 01, 2022, 11:00 AM	
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Chats	Channels Contacts	Here is your Smart Chat (Ctrl+Space)				🗐 😡 Chat with our experts

3. Select Static Group in the category and click Add Device.

ZOHO	Assist Remote Supp	oort	Unattended Access Meet	ting Reports					Groups •	6.	<u>↑</u>	R (	M #	
00 Devices	Groups Session Confirmation		Create New Group											
₩ Tools	Wake On LAN Proxy		Group Info Name *											
CO Deployment			Description											
Settings			Category	Static Group ③	O Dynamic Group 🤊									
			Devices (0)								[/	dd Devic	e	
			Device Name		IP		Platform		Domain					
						Once you add a device to	this static group, you can manage it fr Add Device	om here.						
Ē														
E										Cancel	Cre	ate Grou	p	

4. Choose the devices you want to add to the group and click Add.

ZOHO	Assist Remote Supp	oort Unattended Access Meeting	Reports		🗋 Groups -   🗁   🛓 🎯 🕫 M 🗰
Devices	Groups Session Confirmation	Add Devices			
& Tools	Wake On LAN Proxy	Selected Devices: 1 Clear			Q P
Г®		Device Name	IP	Platform	Domain
Deployment		Windows RT-1125	111.122.13.23	Linux	
©3		Dell PC - 153244	121.122.34.45	Windows	
secongs		Lenovo PC	111.122.13.23	Windows	· ·
		Frida's PC	113.141.23.23	Windows	· · ·
		Windows RT-1125	111.122.13.23	Linux	· ·
5					
≡					Cancel
	26 A	Here is your Smart Chat (Ctrl+Space)			O Chat with our expert

5. Once added, click Create Group to create the group.

ZOHO	Assist Remote Suppor	t Unattended Access Meet	ing Reports		🗍 Groups 👻	👝   🕹 🕸 🖉 🛯
88 Devices	Groups Session Confirmation	Create New Group				
R Tools	Wake On LAN Proxy	Group Info				
œ		Name *	Windows Machines			
Deployment		Description	Enter your description			
		Category	Static Group ⑦			
		Devices (1)				Q Y Add Device
		Device Name	IP	Platform	Domain	
		Windows RT-1125	111.122.13.23	Linux	-	
P						Cancel Create Group
	245 B 11					

#### 6. Group will be listed once created.

2010	Assist Remote Supp	ort Unattende	ed Access Meeting	Reports			🗍 Groups 🕶   🛅   👱	s 🛛 🕅 🏢
88 Devices	Groups Session Confirmation	Total: 2					Q 7	New Group
X	Wake On LAN Proxy	Groups	s •	Group Type	Created By	Created On 👻	Actions	
TODIS		Window	ws Machines	Static	Malcom	Apr 22, 2024, 16:16 PM	2 E Û	
CO Deployment		Device	s	Static	Malcom	Jan 03, 2023, 09:42 AM		
٩		Workgr	roup	Static	Frida	Jan 02, 2023, 10:35 AM		
Settings		Market	ing	Dynamic	George	Jan 01, 2023, 09:15 PM		
		Analyti	ics	Static	Martin	Dec 29, 2022, 10:00 AM		
		Sales te	eam	Static	Malcom	Dec 22, 2022, 11:00 AM		
		Manag	ement	Dynamic	Frida	Dec 09, 2022, 08:30 AM		
		Admin	Settings	Static	Malcom	Dec 01, 2022, 11:00 AM		
2								
Ξ								
Chats		Here is your Smart Ch	at (Ctrl+Space)				6	Chat with our experts

### To add a dynamic group:

- 1. Navigate to Unattended Access and select Settings.
- 2. Click New Group and enter group details such as group name, description.

ZOH	Assist Remote	Support	Unattended Access Meeting	Reports			🗋 Groups 🕶   🗁   🛓 🚳 📢 🚺 🏭
88 Devices	Groups Session Confirmation		Total: 2				Q 🍸 New Group
R	Wake On LAN		□ Groups 👻	Group Type	Created By	Created On 👻	Actions
Tools	Proxy		Windows Machines	Static	Malcom	Apr 22, 2024, 16:16 PM	2 E Ú
CO Deployment			Devices	Static	Malcom	Jan 03, 2023, 09:42 AM	
ø			Workgroup	Static	Frida	Jan 02, 2023, 10:35 AM	
Settings			Marketing	Dynamic	George	Jan 01, 2023, 09:15 PM	
			Analytics	Static	Martin	Dec 29, 2022, 10:00 AM	
			Sales team	Static	Malcom	Dec 22, 2022, 11:00 AM	
			Management	Dynamic	Frida	Dec 09, 2022, 08:30 AM	
			Admin Settings	Static	Malcom	Dec 01, 2022, 11:00 AM	
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#### 3. Select Dynamic Group in the category and click Add Criteria.

ZOHO	Assist Remote Support	Unattended Access Meeti	ing Reports		🗍 Groups 🔻   🛅   🚽	2 🕸 🕫 M 🏢
88 Devices	Groups Session Confirmation	Create New Group				
22 Tools	Wake On LAN Proxy	Group Info				
го. <b>.</b>		Name *	Administrator			
Deployment		Description	Enter your description			
		Category	Static Group ⑦      Dynamic Group ⑦			
		Devices (0)				Add Criteria
		Device Name	IP	Platform	Domain	
			The devices will be autor	natically added to the list by selecting the criteria Add Criteria		
8					Cancel	Create Group
Ħ						
Chats	Channels Contacts Here	e is your Smart Chat (Ctrl+Space)			¢	Chat with our expert

4. Set the criteria for the group based on your requirements and click Save.

ZOHO	Assist Rem	ote Suppo	rt Unattended Access Meeting F	Reports			🗍 Groups 🕶   🛅   🛓 🕸	R M 🗰
88 Devices	Groups Session Confirmation	on	Add Criteria					
Zerois Deployment	Vession command	71	Column	Criteria Equals to •	Value Windows	•		
<b>I</b> 2  ]							Cancel	Save
Chats	Channels Co	A F	ere is your Smart Chat (Ctrl+Space)				6 😡	Chat with our expert

5. Once saved, devices that match the criteria will be listed under the group.

ZOHO	Assist Remote Sup	port	Unattended Access Meetir	ng Reports		🗍 Groups 👻   🖟	5  <u>↓</u> ® \$ M
88 Devices	Groups Session Confirmation		Create New Group				
& Tools	Wake On LAN Proxy		Group Info				
C.º			Name *	Administrator			
Deployment			Description	Enter your description			
			Category	<ul> <li>Static Group <ol> <li>Dynamic Group </li> </ol></li></ul>			
			Devices (2)				Q 🛛 Add Criteria
			Device Name	IP	Platform	Domain	
			Windows RT-1125	111.122.13.23	Windows		
			Dell PC - 165432	123.123.12.22	Windows		
P							Cancel
	Channels Contacts	Here is yo	ur Smart Chat (Ctrl+Space)				😨 🕲 Chat with our e

# To edit a group

1. Click on the Edit icon corresponding to the group you want to modify.

ZOHO	Assist Remote Suppo	rt Unattended Access Meeting	Reports			🖞 Groups 🕶   🕞   👱 🚳 📢 🚺 🏭
88 Devices	Groups Session Confirmation	Total: 3				Q 🛛 🖓 New Group
R	Wake On LAN	⊖ Groups ▼	Group Type	Created By	Created On 👻	Actions
Tools	FIOXY	Administrator	Dynamic	Malcolm	Apr 22, 2024, 17:06 PM	
CO Deployment		Devices	Static	Frida	Apr 22, 2024, 16:16 PM	
÷		Workgroup	Static	Frida	Jan 02, 2023, 10:35 AM	
Settings		Marketing	Dynamic	George	Jan 01, 2023, 09:15 PM	
		Analytics	Dynamic	Martin	Dec 29, 2022, 10:00 AM	
		Sales team	Static	Martin	Dec 22, 2022, 11:00 AM	
		Management	Dynamic	Frida	Dec 09, 2022, 08:30 AM	
		Admin Manage	Dynamic	Frida	Dec 01, 2022, 11:00 AM	
		Admin Settings	Static	Malcom	Dec 01, 2022, 11:00 AM	
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Chats	Channels Contacts H	ere is your Smart Chat (Ctrl+Space)				🗐 🙁 Chat with our expert

2. For a static group, you can modify the group name, description, add or remove devices, and then click Update.

ZOHO	Assist Remote Suppor	Unattended Access Me	eting Reports		🗋 Groups -   🕞   👱 🚳 🟳 🚺 🏭
BB Devices	Groups Session Confirmation Wake On LAN	Static Group 1			
Tools	Proxy	Name	Windows Machines Enter your description		
Settings		Description			
		Category Devices (1)	Static Group		Q Y Add Devices
		Device Name	IP	Platform	Domain
		Windows RT-1125	111.122.13.23	Linux	
Ĩ					Cancel
Ξ					
Chats	Channels Contacts He	e is your Smart Chat (Ctrl+Space)			🗐 🙁 Chat with our exper

ZOHO	Assist Remote Sup	port	Unattended Access Meeti	ing Reports		🗋 Groups 🗸   🖻   👱 🚳 🕫 🚺 🏭
88 Devices	Groups Session Confirmation		Static Group 2			
22 Taols	Wake On LAN Proxy		Group Info			
г <u>о</u>			Name	Windows Machines		
Deployment	ment		Description	Enter your description		
<ul> <li>Settings</li> </ul>			boonpaon			
			Category	Static Group		
			Devices (2)			Q 7 Add Devices
			Device Name	IP	Platform	Domain
			Windows RT-1125	111.122.13.23	Linux	
			Dell PC - 6574	121.112.12.23	Windows	· .
~						
E						Cancel Update
Chaits	Channels Contacts	Here is	s your Smart Chat (Ctrl+Space)			🗐 🙁 Chat with our experi

3. For a dynamic group, you can change the group name, description, and modify the criteria of the group by clicking **View Criteria** as needed.

ZOHO	Assist Remot	te Suppor	rt Unattended Access	Meeting Reports			🗂 Groups 🗝   🕞   👱 🛞 📢 🛄 🏭
88 Devices	Groups Session Confirmation		Dynamic Group				
R	Wake On LAN		Group Info				
Tools	Proxy		Name	Windows Machines			
Deployment				An x86-based PC running Wi	ndows		
(i) Settinge			Description			227 characters left	
outings			Category	Dynamic Group			
			Devices (2)				Q Y View Criteria
			Device Name		Р	Platform	Domain
			Windows RT-1125		111.122.13.23	Windows	· · · ·
			Dell PC - 6574		121.112.12.23	Windows	
Ē							
=							Cancel
Chats	දුණු Channels Conta	He	ere is your Smart Chat (Ctrl+Space	8)			හි වැ Chat with our expert
20110	Assist Remo	te Suppor	rt Unattended Access	Meeting Reports			🗍 Groups 🗸 🍙 📃 🕼 🛤 🏭
88	Groups						
Devices	Session Confirmation		Dynamic Group				
R	Proxy		Criteria (1)	Critoria	Value		_
50			Platform	- Equals to	- Linux	• (	(+)
Deployment				· · ·			<u> </u>
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Settings							
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## To delete a group

1. Click Delete icon next to the group you would like to delete/remove.

ZOH	Assist Remote Supp	port Unattended Access M	eeting Reports			🖞 Groups -   🖻   👱 🛞 🛱 🚺 🏭
Devices	Groups Session Confirmation	Total: 3				Q 🍸 New Group
R	Wake On LAN	🗆 Groups 👻	Group Type	Created By	Created On 👻	Actions
Tools	Proxy	Administrator	Dynamic	Malcom	Apr 22, 2024, 17:06 PM	
CO Deployment		Windows Machines	Static	Frida	Apr 22, 2024, 16:16 PM	
٢		Devices	Static	George	Jan 03, 2023, 09:42 AM	/ B
Settings						Delote
P						
E						
Chats	Channels Contacts	Here is your Smart Chat (Ctrl+Space)				🕲 🖄 Chat with our expert

#### 2. Click Delete in the confirmation prompt shown below

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88 Devices	Groups Session Confirmation Wake On LAN Proxy	Total: 3	Q 💎 New Group					
R		⊖ Groups 👻	Group Type	Created By	Created On 👻	Actions		
Tools		Administrator	Dynamic	Malcom	Apr 22, 2024, 17:06 PM			
CO Deployment		Windows Machines	Static	Frida	Apr 22, 2024, 16:16 PM			
ø		Devices	Static	George	Jan 03, 2023, 09:42 AM			
Settings								
			Are you sure y	ou want to delete the group <b>Devices</b> ?	Delete			
~								
E								

### To move a group

1. Click the Move icon next to the group you wish to move.

ZOHO	Assist Remote Sup	oport Unattended Access Meeting	g Reports			🖞 Groups 🕶   🗁   👱 🚳 🟳 🚺 🏭
88 Devices	Groups Session Confirmation	Total: 2				Q 🍸 New Group
R	Wake On LAN	□ Groups	Group Type	Created By	Created On 👻	Actions
Tools	Proxy	Administrator	Dynamic	Malcom	Apr 22, 2024, 17:06 PM	
CO Deployment		Windows Machines	Static	Frida	Apr 22, 2024, 16:16 PM	
Settings						
Ξ						
Chats	Channels Contacts	Here is your Smart Chat (Ctrl+Space)				🗐 🙁 Chat with our experts

2. Choose the department from the dropdown to which the selected group should be moved and then click Move.

ZÔHO	Assist Remote Suppor	t Unattended Access Meeting Re	ports		[] Gro	oups -   🗁   🛓 🕸	Ø M #
88 Devices	Groups Session Confirmation	Total: 2		Q 7	New Group		
	Wake On LAN Proxy	🔾 Groups 👻	Group Туре	Created By	Created On 👻	Actions	
Tools		Administrator	Dynamic	Malcom	Apr 22, 2024, 17:06 PM		
CO Deployment		Windows Machines	Static	Frida	Apr 22, 2024, 16:16 PM		
(i) Settings							
			Move Group You can move a group a department. Move group to Move group to Z S	v ong with its unattended computers to any v Department dministrator vorkgroup ylker dmin ettings			
Ţ							
E							