



Hardware Input Prioritization

What is Hardware Inputs Prioritization?

Hardware Inputs Prioritization is a feature enabled in Zoho Assist, which temporarily restricts the actions of the technician remotely controlling the end-user's device, automatically, while the end-user is accessing their input device, such as using the mouse and keyboard to control their computer.

How do I enable/disable the Hardware Inputs Prioritization feature?

Zoho Assist made this feature default for security purposes, so you cannot enable or disable it.

Why is Hardware Inputs Prioritization essential?

This feature is an extended security measure for the end user to experience a safe and secure remote support environment.

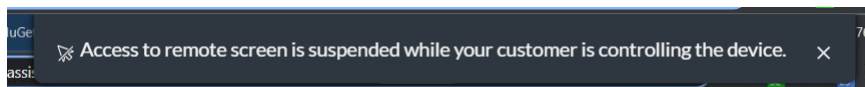
Since remote access and support is a cloud-based application where any user can support another user remotely, additional security initiatives are essential to ensure the safety of the end-user.

With this feature, the end-user will have the final control over their device and at any point in time in the session, and they can gain control to their device and restrict the technician's actions just by accessing their keyboard or mouse.

What happens on the technician's device when the end-user is using an input device?

The technician will no longer be able to access the end-user's device until the end-user stops using their input device.

The technician will be made aware of this temporary suspension via the message below:



When will the technician get their access back?

The technician will be able to access the end-user's device again as soon as the end-user stops using their input device. The technician can always request via a voice call or chat that the end-user stop using their mouse or keyboard to gain access again, if required.