



# How can a customer join a session?

This section will give you the steps a customer needs to follow to join a Live Camera remote assistance session in Zoho Assist for each of the different invitation options.

## Joining a session using an SMS or email invite

1. Click the link in the email or SMS that you receive from your technician.
2. Download the Zoho Lens mobile app from the Play Store or App Store, if you are joining a session for the first time. Open the app to join the session.
3. If you've already downloaded the Zoho Lens Customer app, clicking the link will let you join the session directly.

## Joining a session using a join link

1. Click the join link that you receive from the technician.
2. Download the Zoho Lens mobile app from the Play Store or App Store, if you are joining a session for the first time. Open the app to join the session.
3. If you've already downloaded the Zoho Lens Customer app, clicking the link will let you join the session directly.

## Join a session by entering the session ID

1. Download the Zoho Lens app from the Play Store or App Store.
2. Open the application and enter the 9-digit session ID in the space provided.
3. Click **Join**.



Enter Session ID

123-456-789

1	2	3
4	5	6
7	8	9
	0	

JOIN

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