

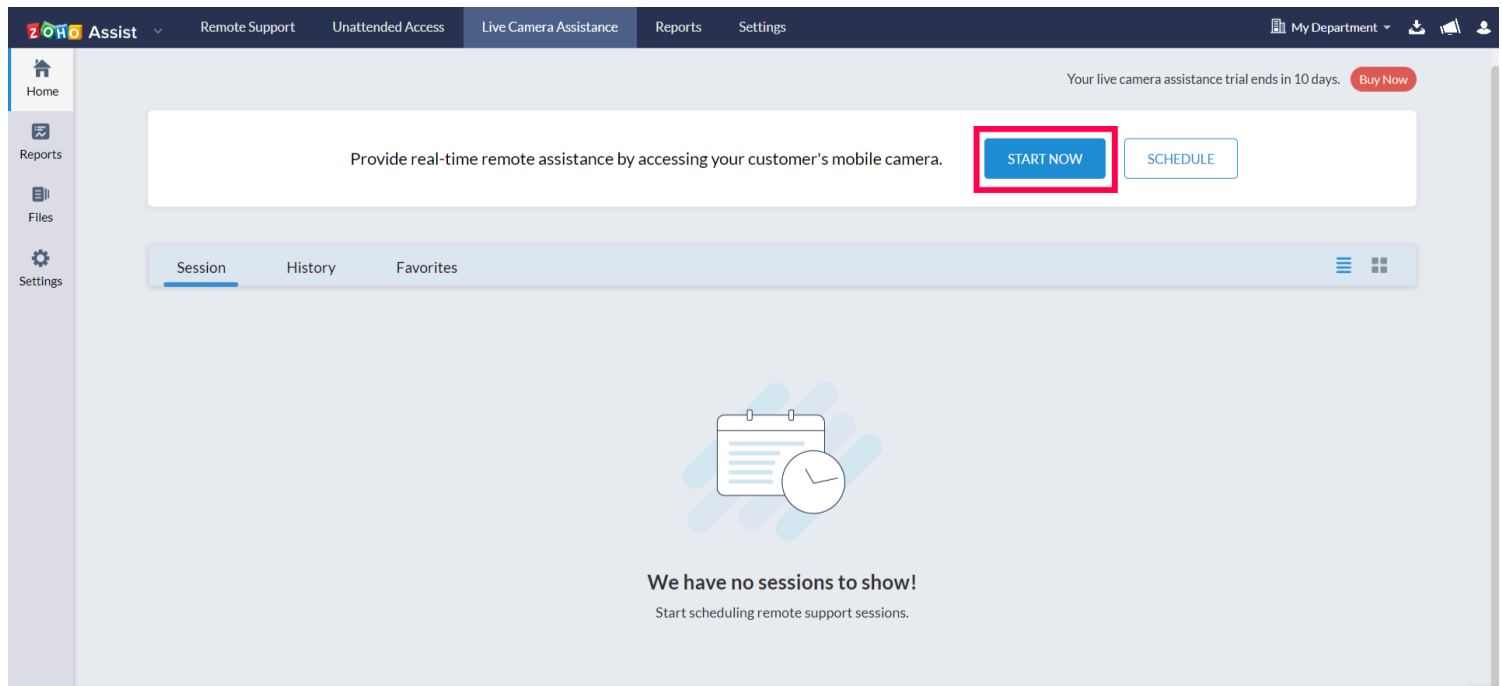


Zoho Corporation

# How to start a session?

This section will explain how you can start a Live Camera remote assistance session in Zoho Assist.


1. Go to [assist.zoho.com](https://assist.zoho.com). Log in to your account using your Zoho credentials.
2. To start a session, click **Live Camera Assistance** and click on **START NOW**.



Zoho Assist offers four ways to start a Live Camera remote assistance session. You can choose whichever one you prefer:

- **Guide to the Zoho Lens customer app:** Guide your customer to download the Zoho Lens customer app from the Play Store or App Store and ask them to enter the session ID.
- **Email invitation:** Enter your customer's email address in the space provided and click the **Invite** button.


Enter customer email address  
|ex: malkolm@zylker.com



A session invitation will be sent as an email  
to your customer's inbox.

- **SMS invitation:** Enter your customer's mobile number in the space provided and click the **Invite** button.

Enter customer mobile number  
+1



A session invitation will be sent as a message  
to your customer's phone.

- **Send link:** Copy the invitation link given and send the link to your customer through IM/Chat


## INVITE YOUR CUSTOMER

Ask your customer to download the **Zoho Lens** app from Play Store or App Store and enter the session ID.

**123-456-789**

..... (OR) .....

Share the below link with your customer

<https://lens.zoho.com/join/123456789> 

Share via Mail

Share via SMS

**Note:** Please ensure that you send out session invites after getting your customer's consent. Unsolicited messaging could be classified as SPAM. [Learn more.](#)



### Note:

- Click [here](#) to learn the steps your customer needs to follow to join a session.