



# Invite Customer

This section explains the multiple options provided by Zoho Assist to invite your customer to a remote support session. Once you start the session, you'll see the Technician Console as shown below.

## Invite Customer - Active X



### Invite Customer

Guide your customer to [join.zoho.com](https://join.zoho.com) and enter the session  
123 456 789



Enter Customer's Email Address

Invite



Click to copy the Invitation link and send it to your customer  
<https://assist.zoho.com/join?key=123456789>

## Invite Customer - HTML 5



Guide your customer to [join.zoho.com](https://join.zoho.com) and enter the session ID

**123-456-789**

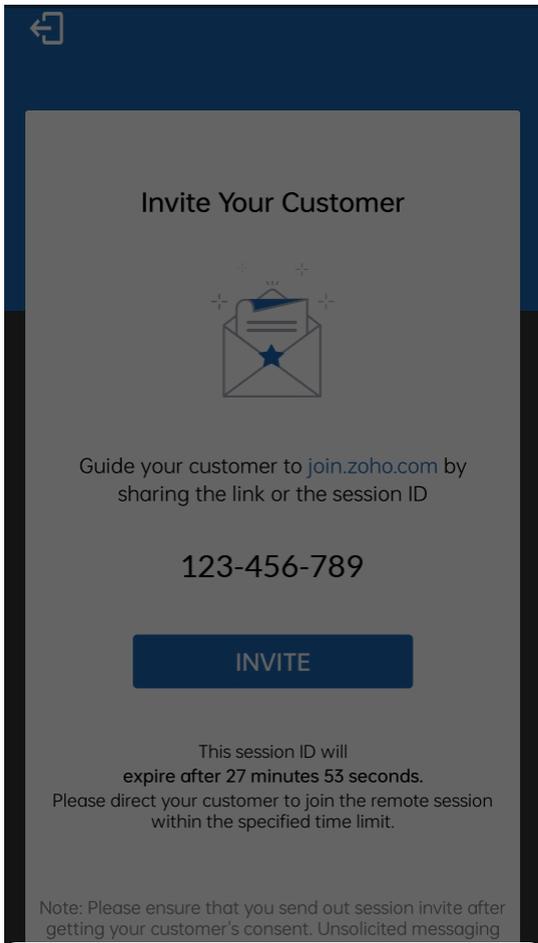
<https://join.zoho.com/123456789>

Invite via Mail

Invite via SMS

This session ID will expire in **27 minutes 04 seconds**  
Please direct your customer to join the remote session within the specified time limit.

## Invite Customer - Android Device and iOS



Share via

- Copy Link
- Email
- Message
- Others

Zoho Assist provides the following three options/ways to invite your customer:

- **Guide to web page** - Guide your customer to [join.zoho.com](https://join.zoho.com) and ask him/her to enter the Session ID.
- **Email invitation** - Enter your customer's email address in the box provided and click 'Invite' button.
- **Send link** - Copy the invitation link given in the Technician Console and send the link to your customer through IM/Chat/SMS.
- **SMS Invite** - You can also invite your customer by sending the invite link via an SMS.

As you can see in the above the screenshot, you can choose any one of the option depending on your preference or need. To know how your customer joins a session with any of the above mentioned invite options and the steps that need to be followed, click [here](#).