

Invite Technician

During an ongoing remote session, a technician can collaborate or get help troubleshooting complex issues by inviting an external or internal technician using the **Invite Technician** feature.

Internal Technician

An internal technician is a technician or user who is already a part of Zoho Assist organization, to which the technician belongs to.

How to add an internal technician as a secondary technician

1. An Internal technician (who belongs to the same department) can join the ongoing remote session by clicking the **IN SESSION** button corresponding to the session.

🖒 Assist	Remote Support	Unattended Access	Meeting A	AR Assistance Reports				۵	My Departmer	nt - 🗀	<u> </u>	r	
Home			A	O Share Musica									
Service Queue			To access your	r remote customer's screen for troubleshoo	oting.								
Contacts		Customer email address (optional)			STAR	START NOW SCHEDULE							
					Sessions History	Favorites							
			Date & Time	Topic	Session Type	Customer							
			02:16 PM Jan 24, 2024	On Demand Remote Support #44	682 Remote Support	Erica Joined		IN SES	SION				
			04:12 PM Jan 24, 2024	On Demand Remote Support #44 亞 malcolm@zylker.com	682 Remote Support	Smith Yet to start		STA	RT				
			07:35 PM Jan 24, 2024	On Demand Remote Support #44 亞 malcolm@zylker.com	682 Remote Support	Benjamin Yet to start		STAI	RT				
Þ													

How to invite an internal technician

1. To invite an internal technician from within the active session, the primary technician can click on **SESSION** and select **Invite Technician**.



2. Choose **Internal**, enter the internal technician's email address, and click **Invite**. You can also choose to copy and share the link to the technician to join the session.

	Invite Technician $\qquad \qquad \qquad$	
Recycle Bin	Internal External	
	Invite a technician from your Assist organization to join this session. Technician's Email Address jonathan@zylker.com or Share this link with your another technician to join https://assisturs.localzoho.com/technicianJoin?x-c	
		A Zobo Assist
		Malcolm

3. An invitation link will be sent via email to the internal technician.

4. The internal technician can join the session by clicking **JOIN SESSION** in the email.



External Technician

An external technician is a user or technician who is not a part of your Zoho Assist organization account. He or she can join a session once using the invite link sent by the primary technician.

How to invite an external technician

1. During an active remote session, click on **SESSION** in the sidebar and select **Invite Technician**.

2. Choose **External**, enter the external technician's email address, and click **Invite**.

Raeyste tiln	Invite Technician × Internal External Invite a technician outside your Assist organization to join this session. Technician's Email Address frida@zylker.com		
>			
		2 Zoho Assist	×

- 3. An invitation link will be sent via email to the external technician.
- 4. The external technician can join the session by clicking **JOIN SESSION** in the email.
- Note: If the primary technician leaves the session, the internal/external tech can still continue the session while retaining access to the same permissions as the primary technician.