



# Invite Technician

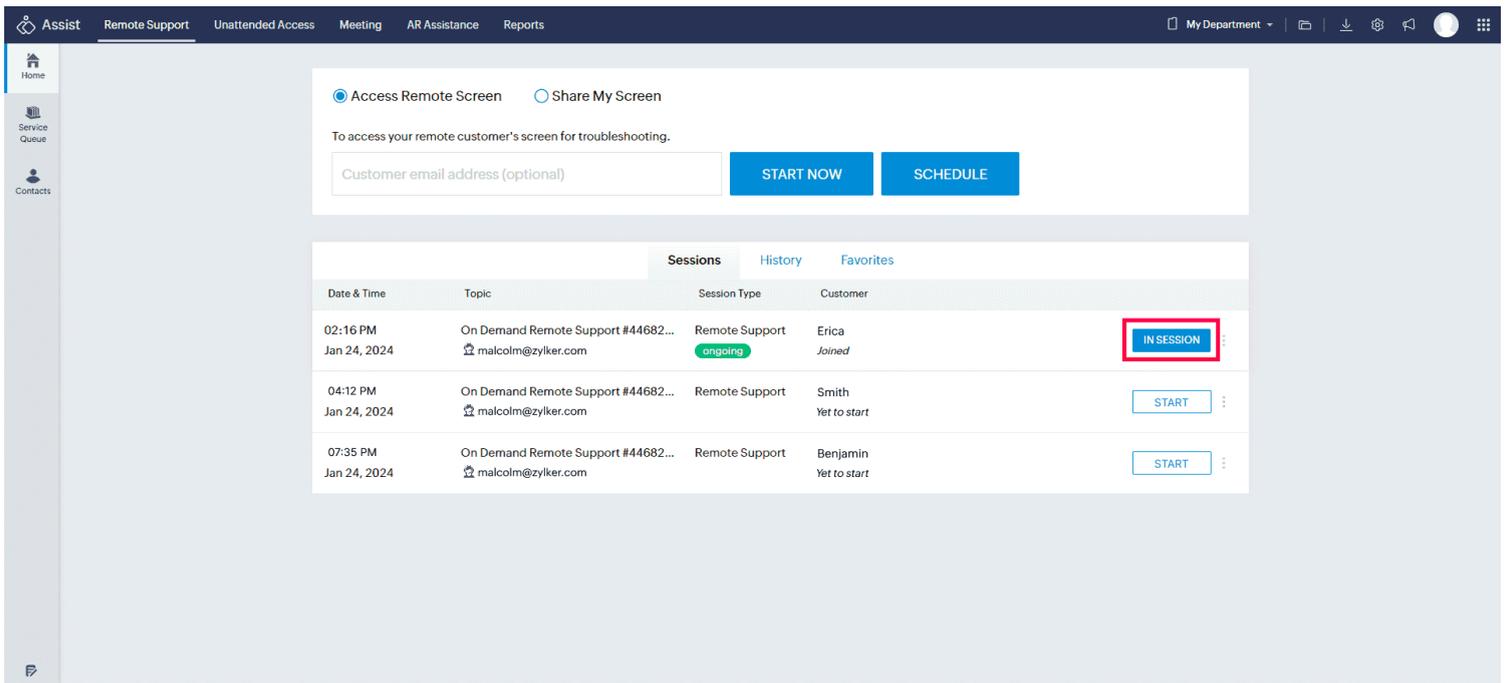
During an ongoing remote session, a technician can collaborate or get help troubleshooting complex issues by inviting an external or internal technician using the **Invite Technician** feature.

## 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.

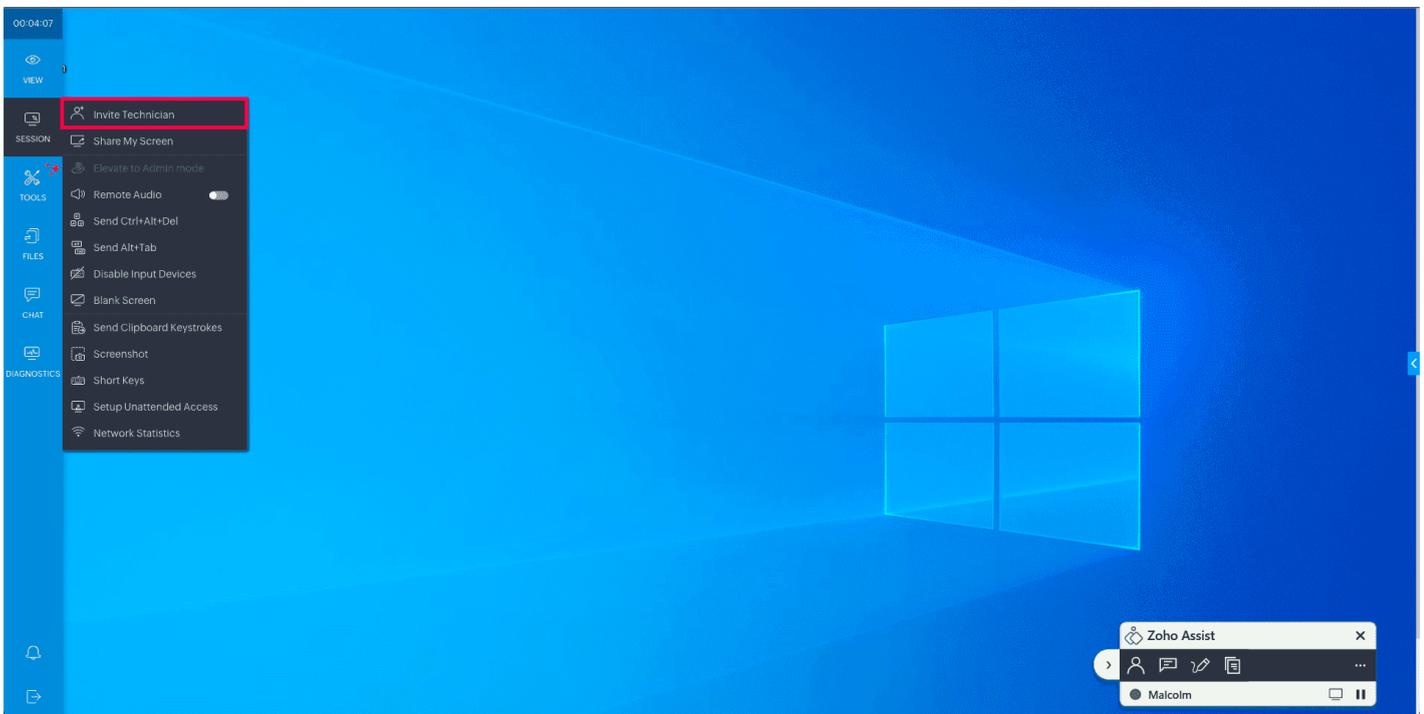
### *How to add an internal technician as a secondary technician*

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.

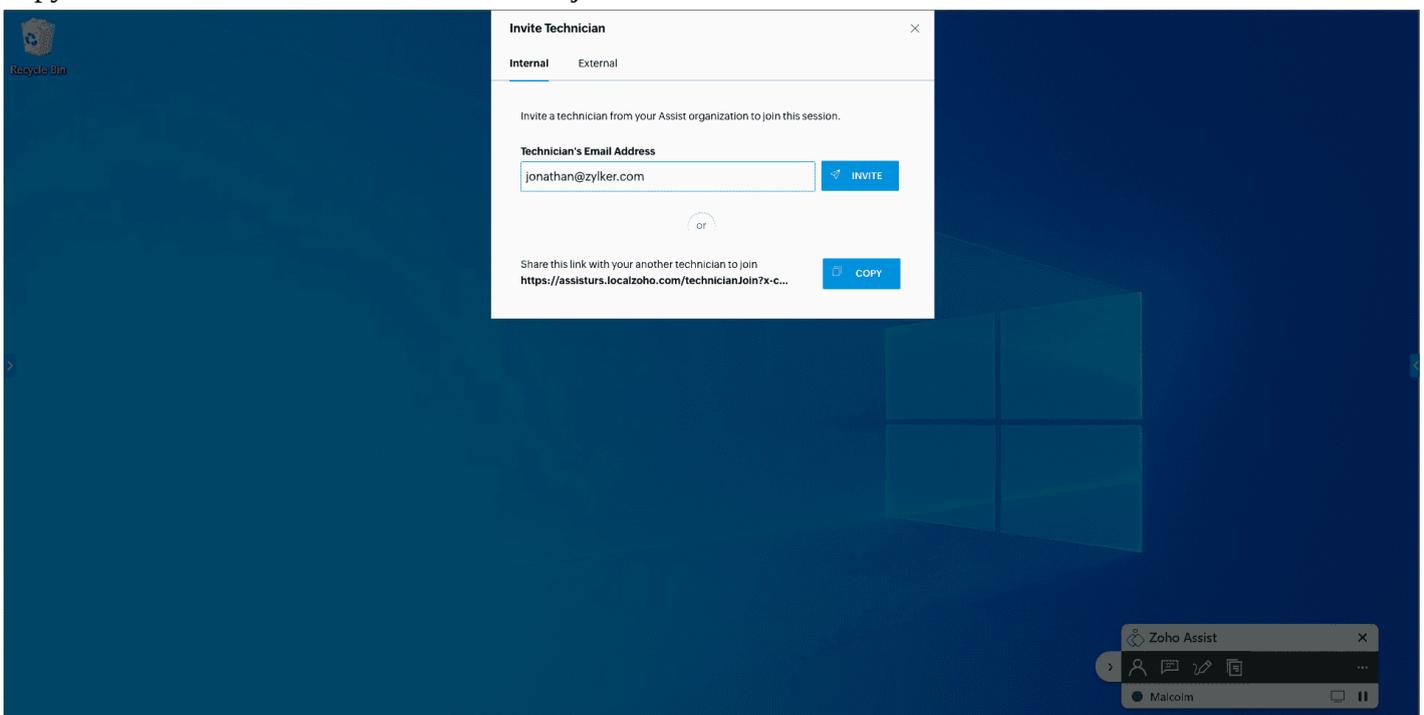


### *How to invite an internal technician*

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

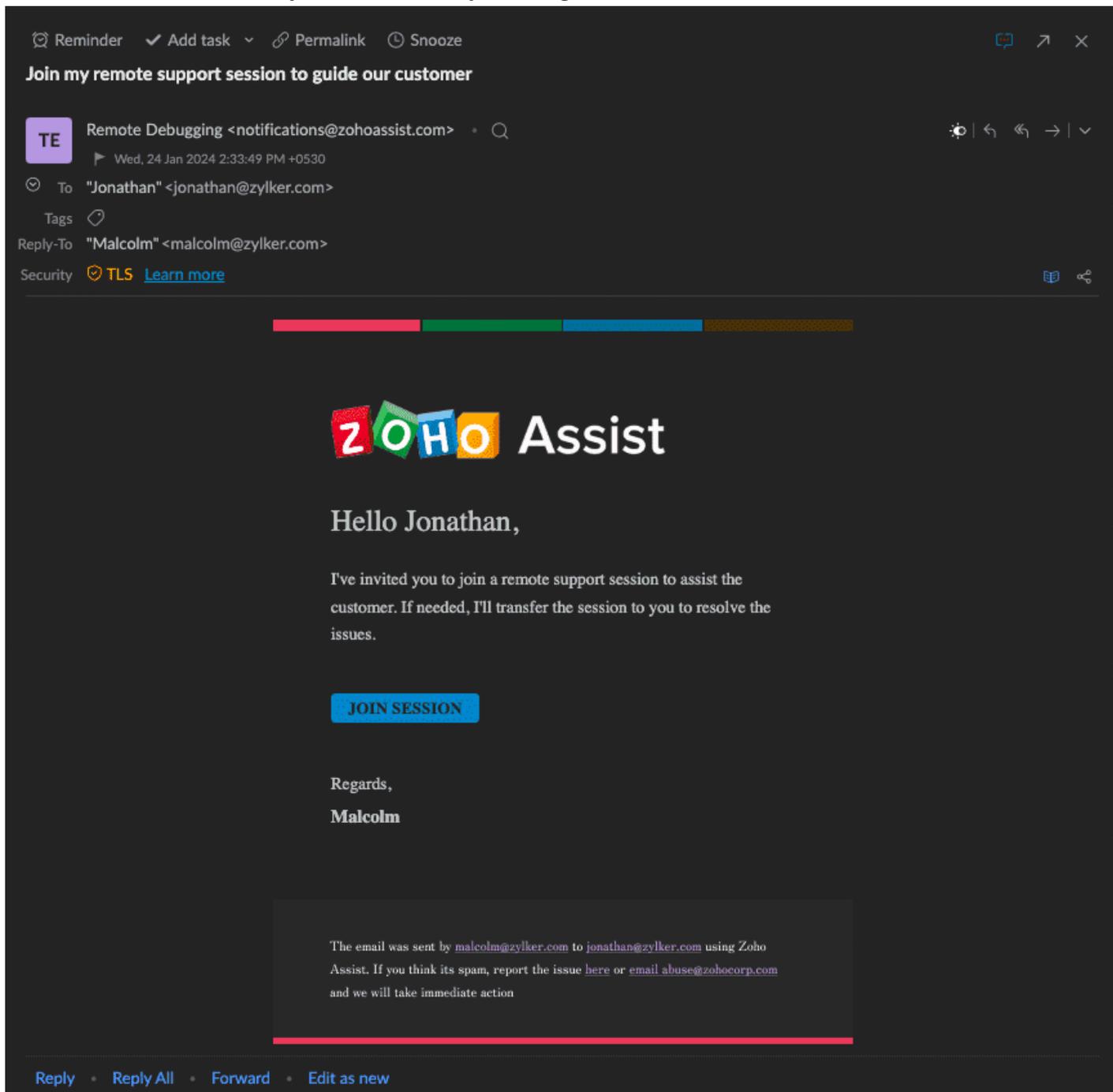


2. Choose **Internal**, enter the internal technician's email address, and click **Invite**. You can also choose to copy and share the link to the technician to join the session.



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.



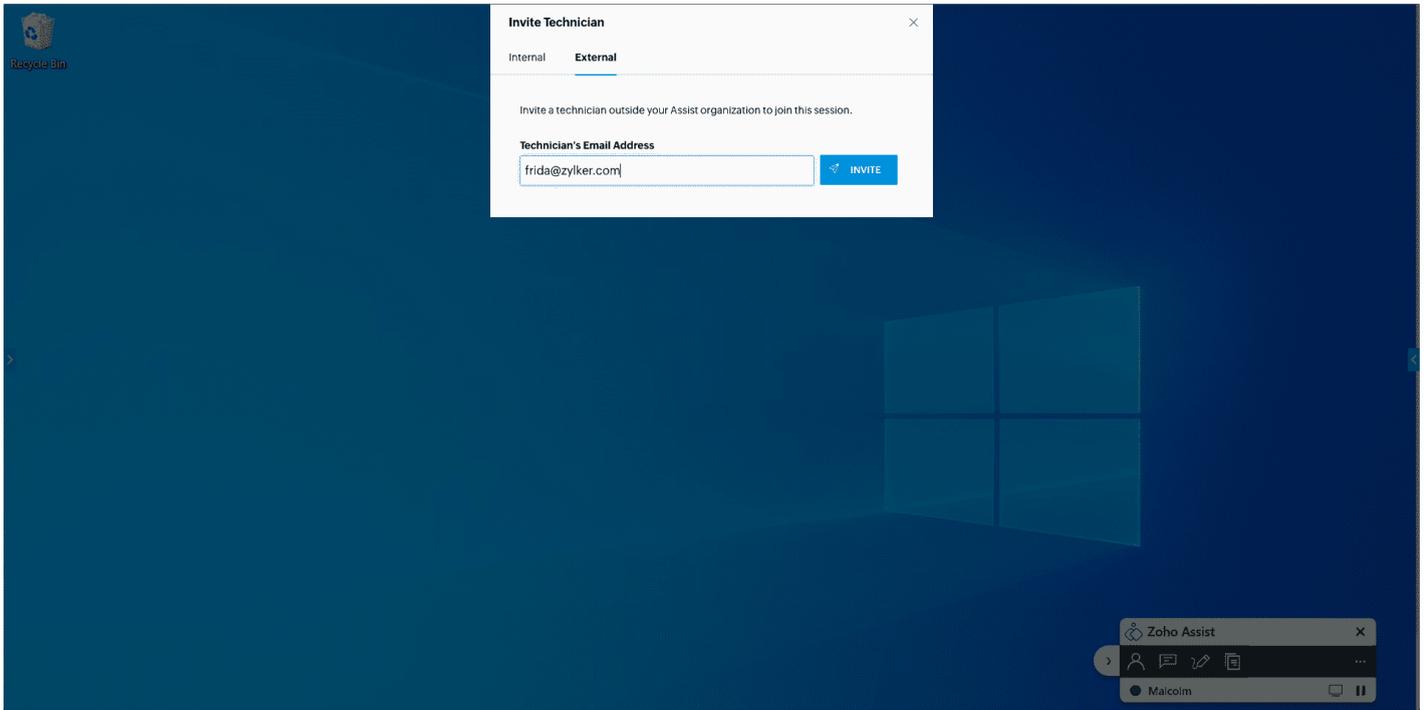
## External Technician

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**.



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.