



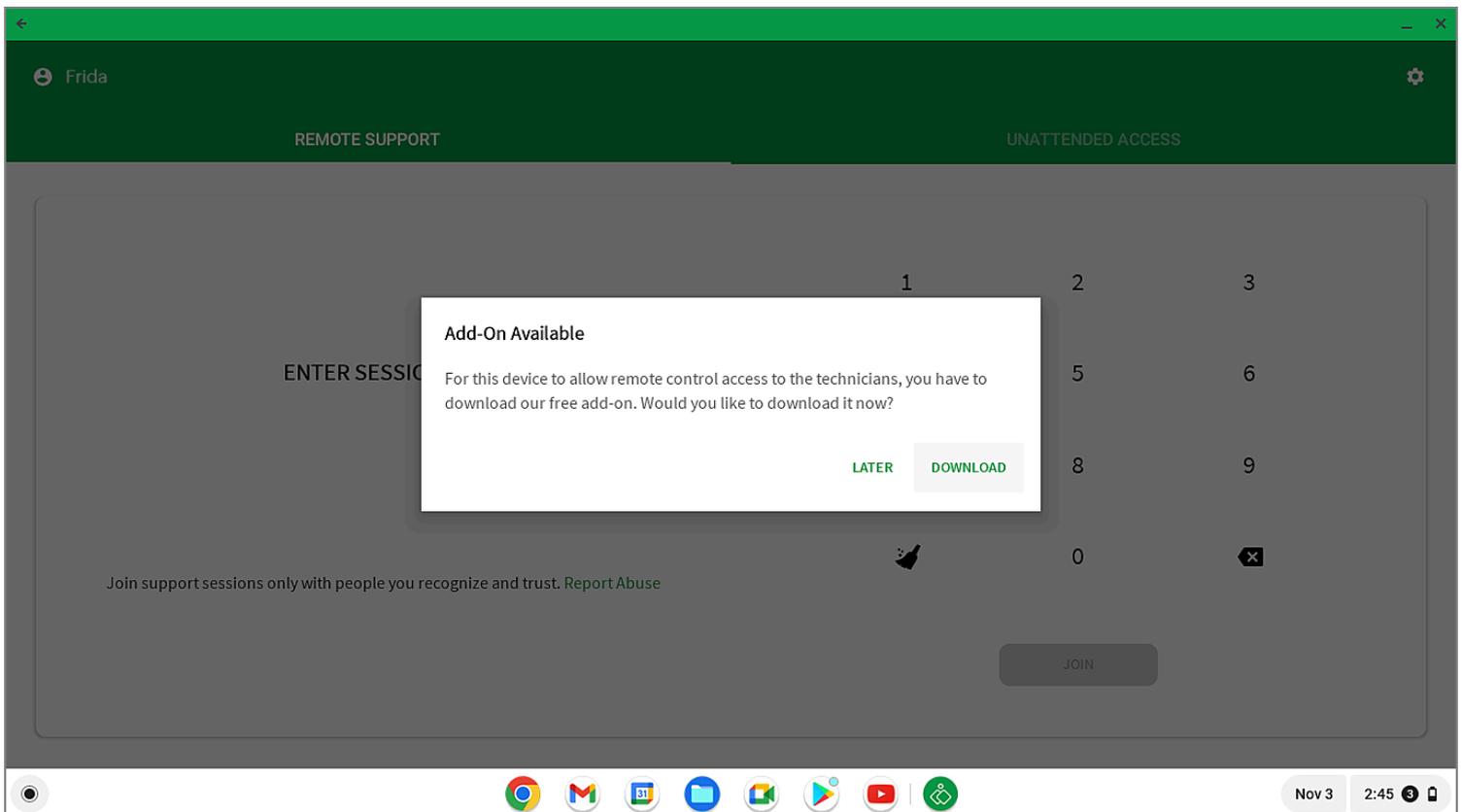
# Remote support for Chrome OS Devices

## How to Join a Remote Session from the Chrome OS Device

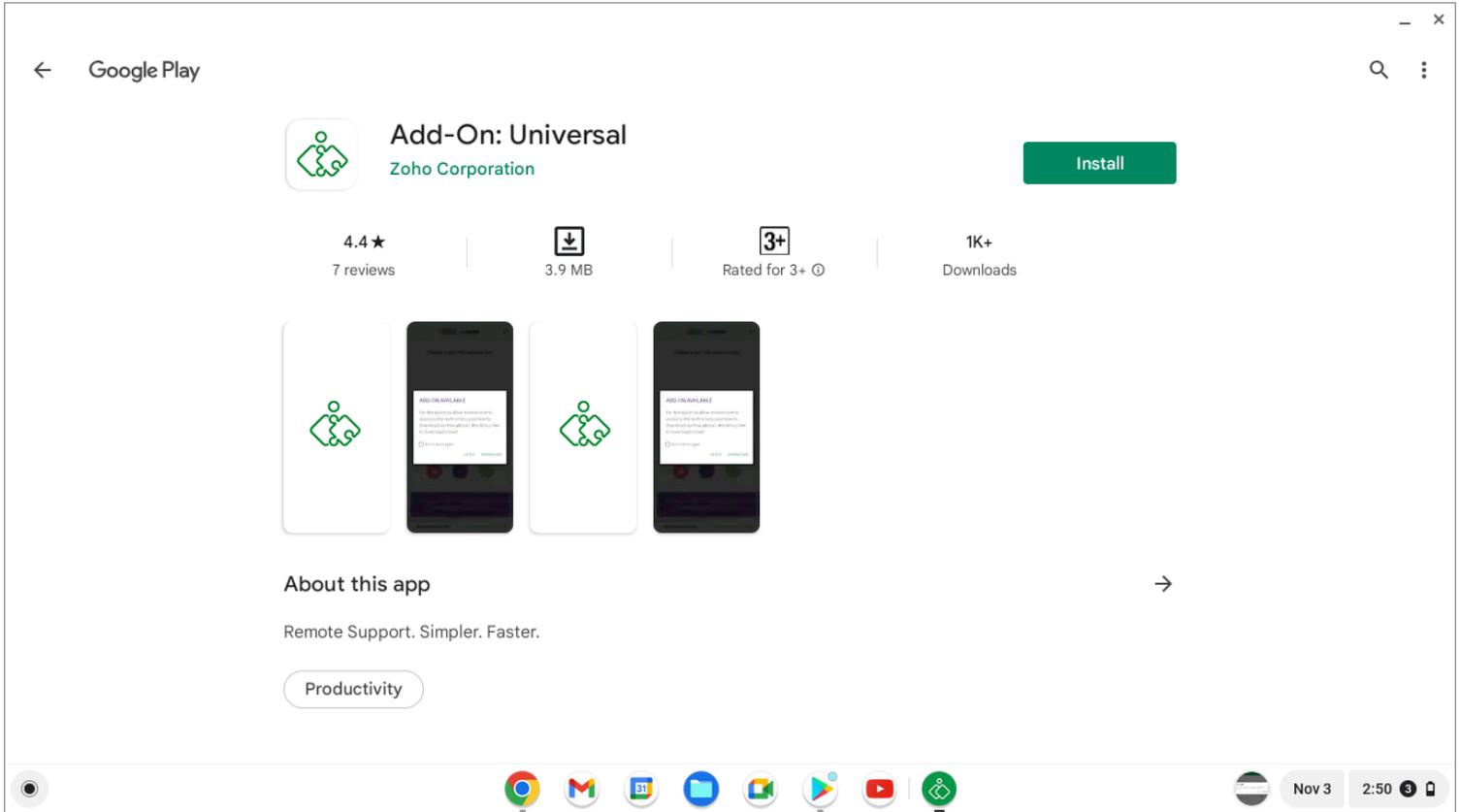
Zoho Assist allows a support technician to assist the end-user in troubleshooting and resolving issues on their Chrome OS device via a remote session. Once the **Zoho Assist Customer** application is installed in the Chrome OS device, the user can join the session initiated by the technician from their chrome device and obtain remote assistance as and when required.

### Join a session:

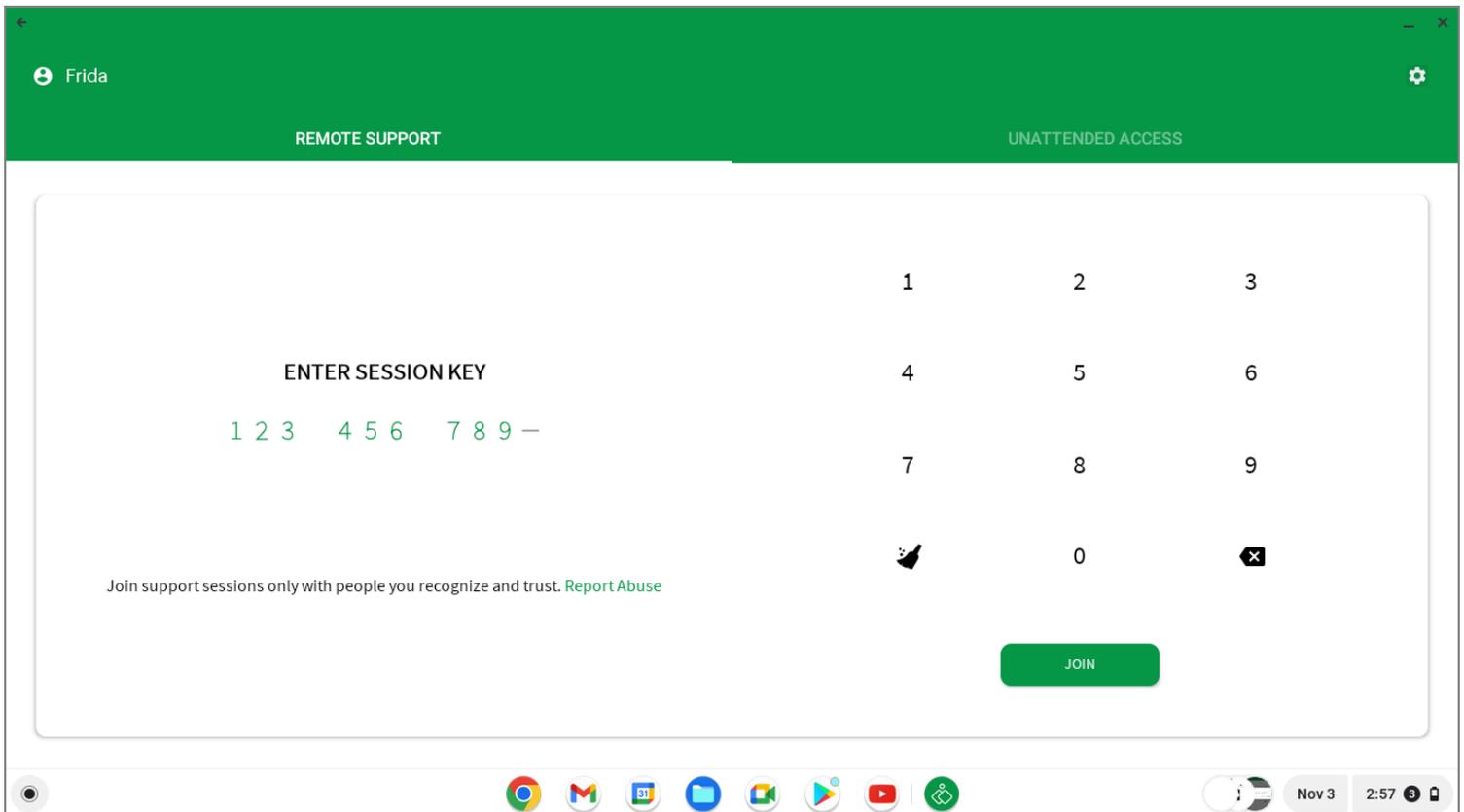
1. To join a remote session, download and install **Zoho Assist - Customer** app from Google Play store.
2. Once installed, You can either enter your email id for reference or click on skip to add it later from the settings.
3. When you are joining the session for the first time, you will be shown an **Add On Available** prompt. This add-on allows the technician to control your device remotely.
4. Click **Download** to grant the technician control access. Subsequent connections from the same device do not require this, as the necessary add-on will already be downloaded.



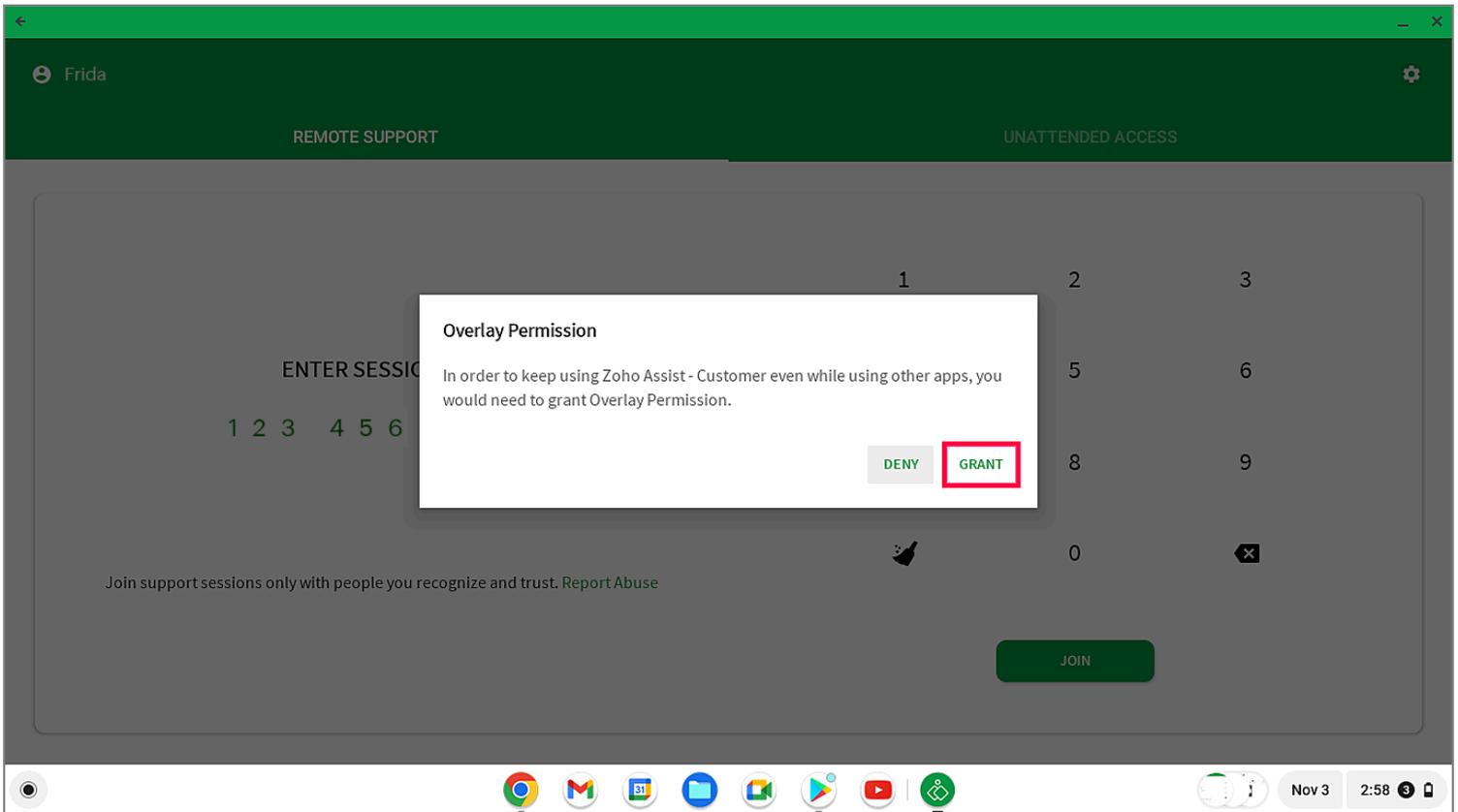
5. Install **Add-On: Universal** from the Play store. Once installed, come back to the **Zoho Assist Customer** app to continue.



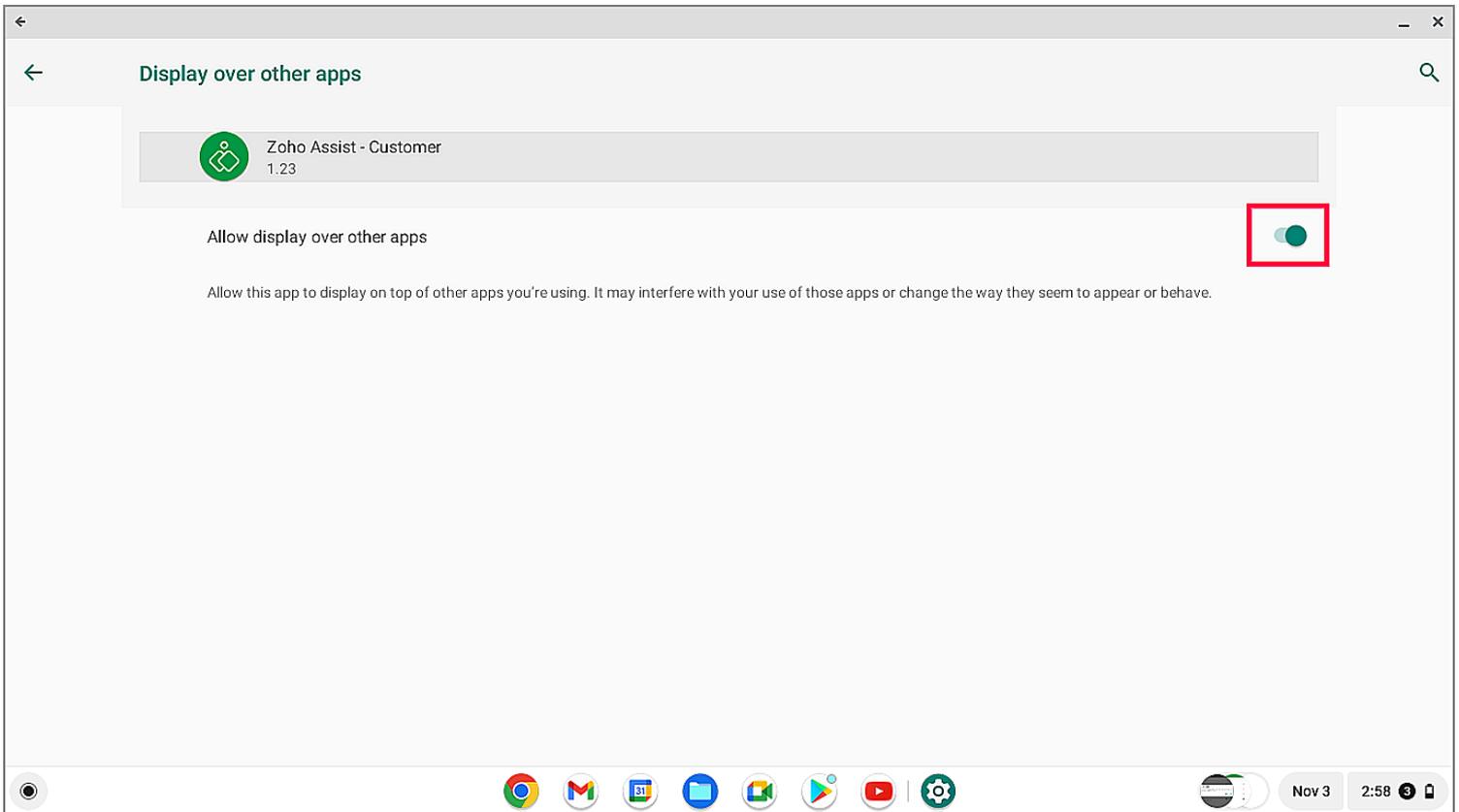
6. Enter the **session key** shared by the technician and click **Join**.



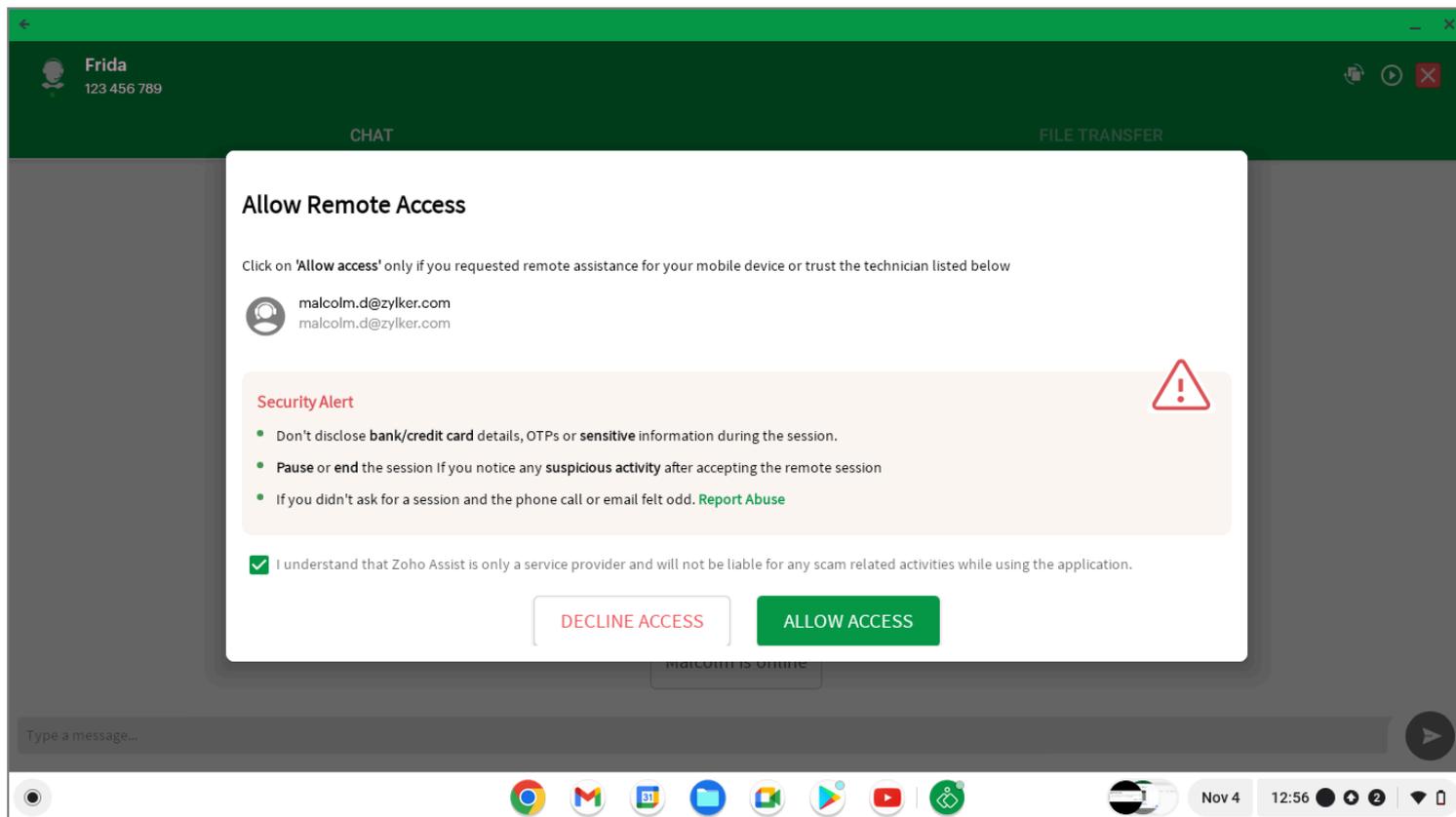
7. Allow overlay permission by clicking **Grant**.



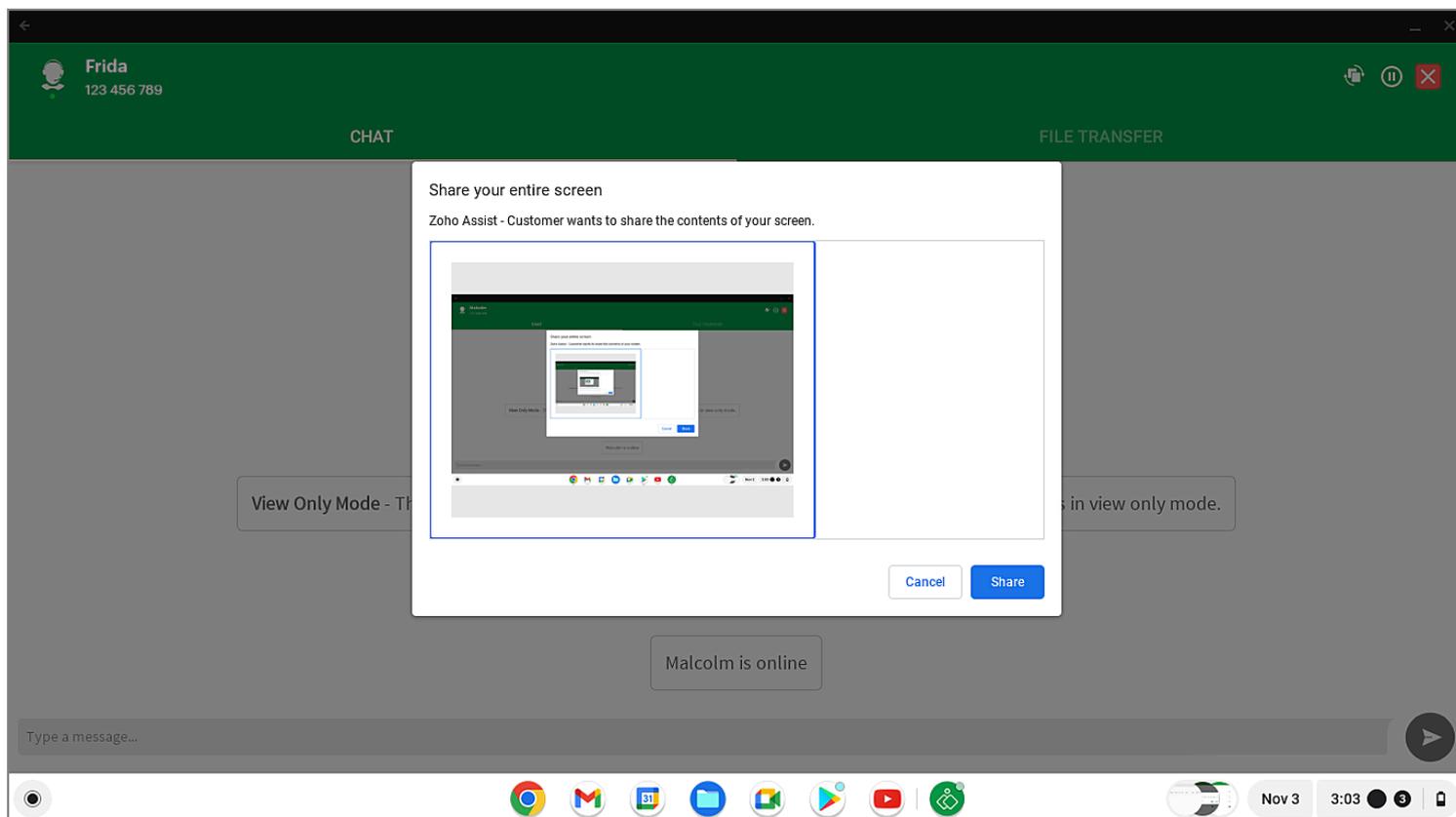
8. Enable **Allow display over other apps** in the displayed screen.



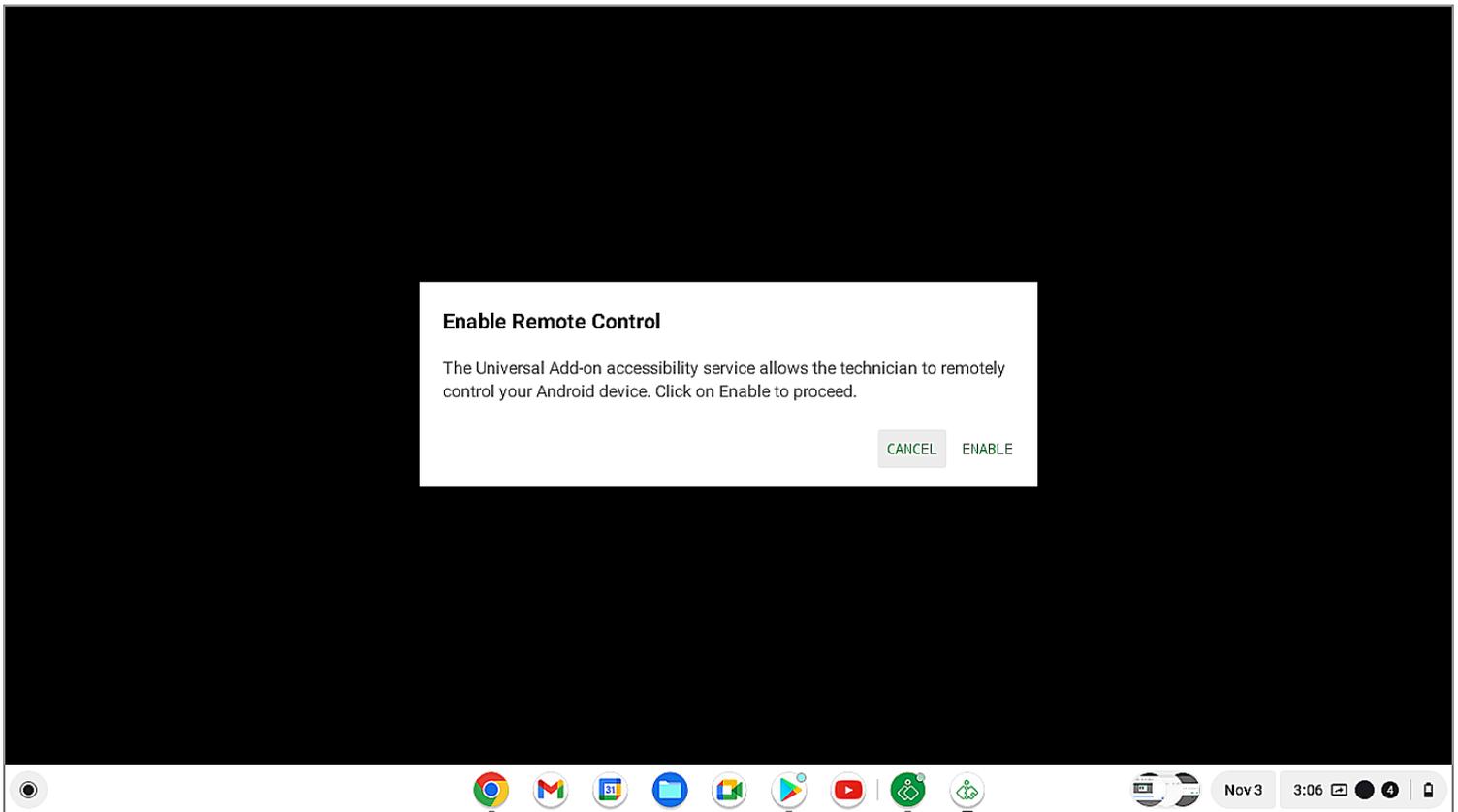
9. Tick the check box and click **Allow Access** in the below prompt to allow the technician to access your device remotely.



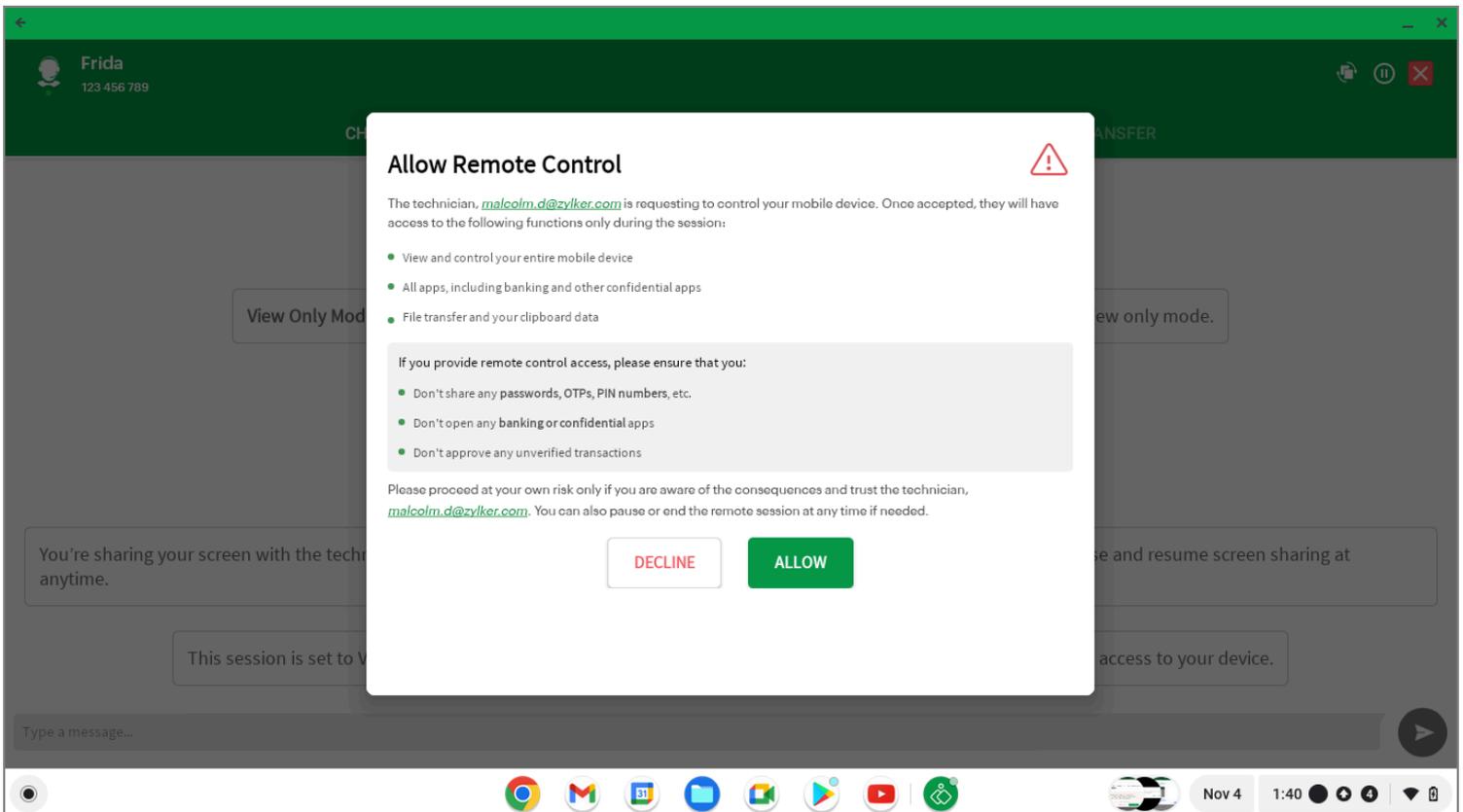
10. Select the screen to be shared with the technician in the displayed window and click **Share**.



11. Click **Enable** in the below prompt to allow the technician to control your device remotely.



12. By default, the technician can only view the screen once the session begins. The technician can request control if needed. Click **Allow** to accept the control request by the technician.



## Note

### **Possibilities**

1. The technicians can control any third party applications that are installed and currently open on the remote Chromebook device.
2. During the remote session, the technician will be able to access only the back and home buttons to control the active third-party application.

### **Restrictions**

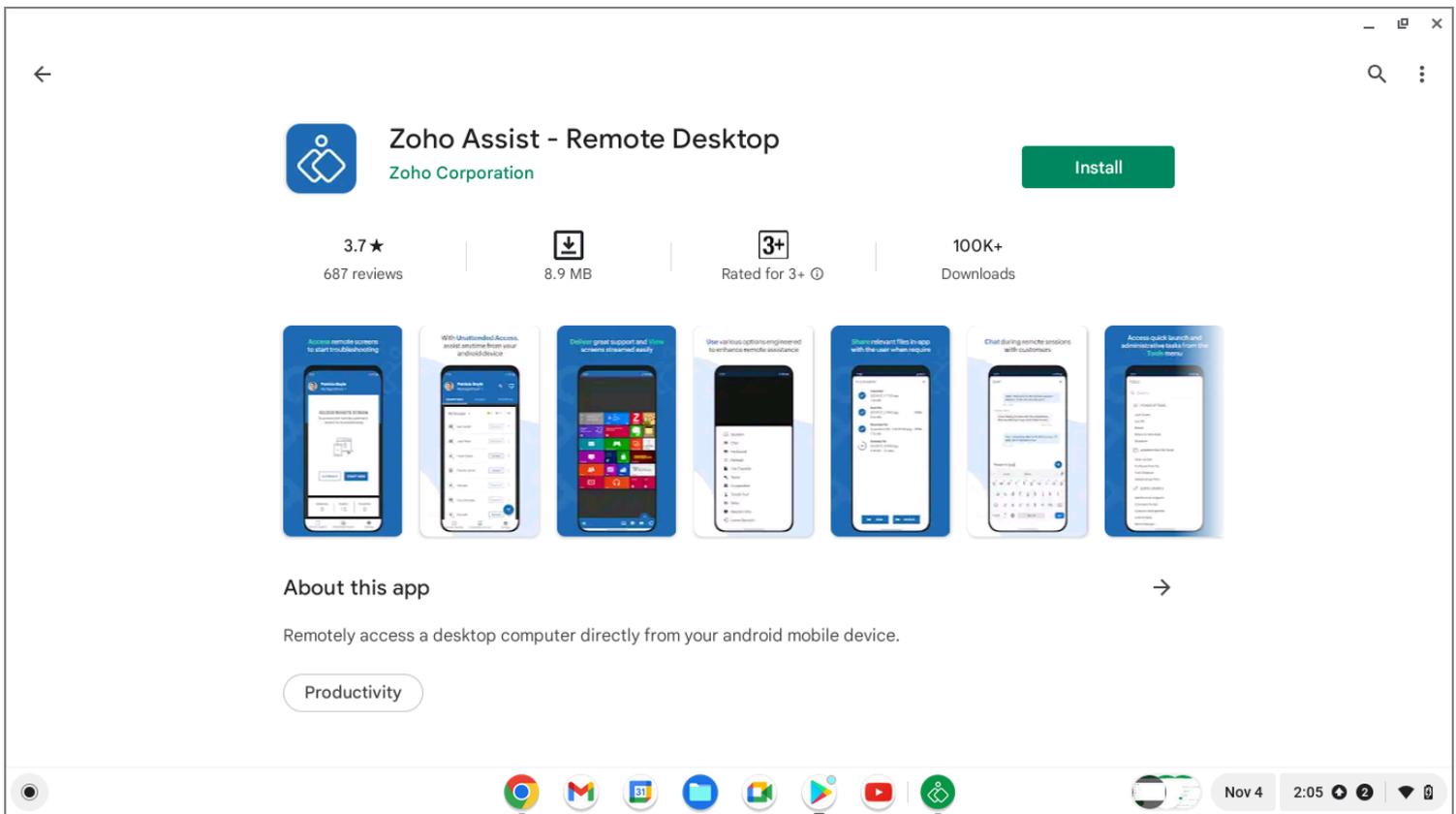
1. The Chromebook operating system prevents the technician from accessing the taskbar on the bottom.
2. The Chromebook operating system prevents the technician from accessing and controlling any system applications.
3. The Chromebook operating system prevents the technician from opening or switching to any other application.

## **How to Start a Remote session from the Chrome OS Device.**

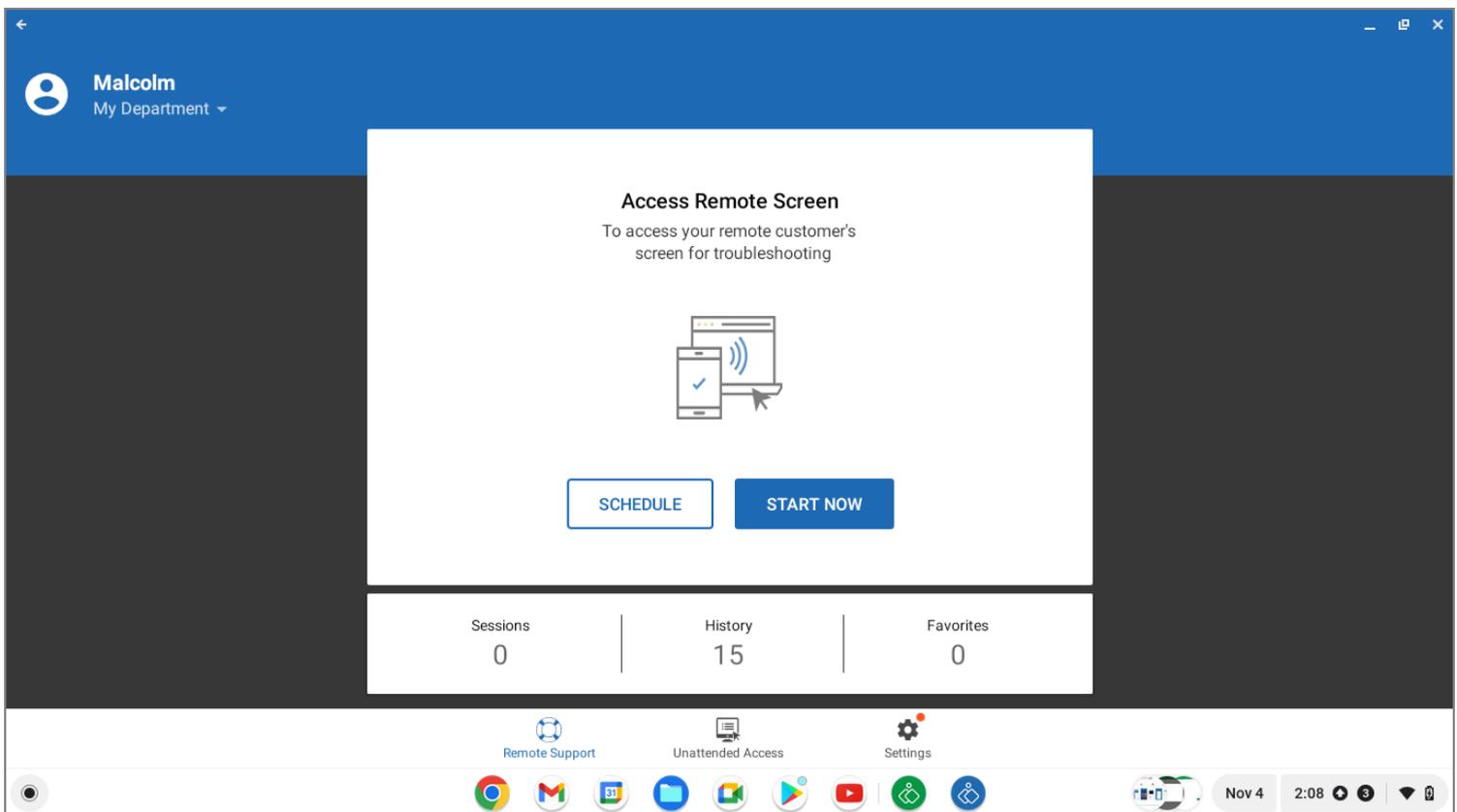
The technician can start a remote session from the Chrome OS device either from the Zoho Assist website or from Zoho Assist- Remote Desktop application. With Zoho Assist-Remote Desktop installed in the Chrome OS device, the technician can now view and control any desktop without installing any additional plugin or software.

### **Start a session from Application:**

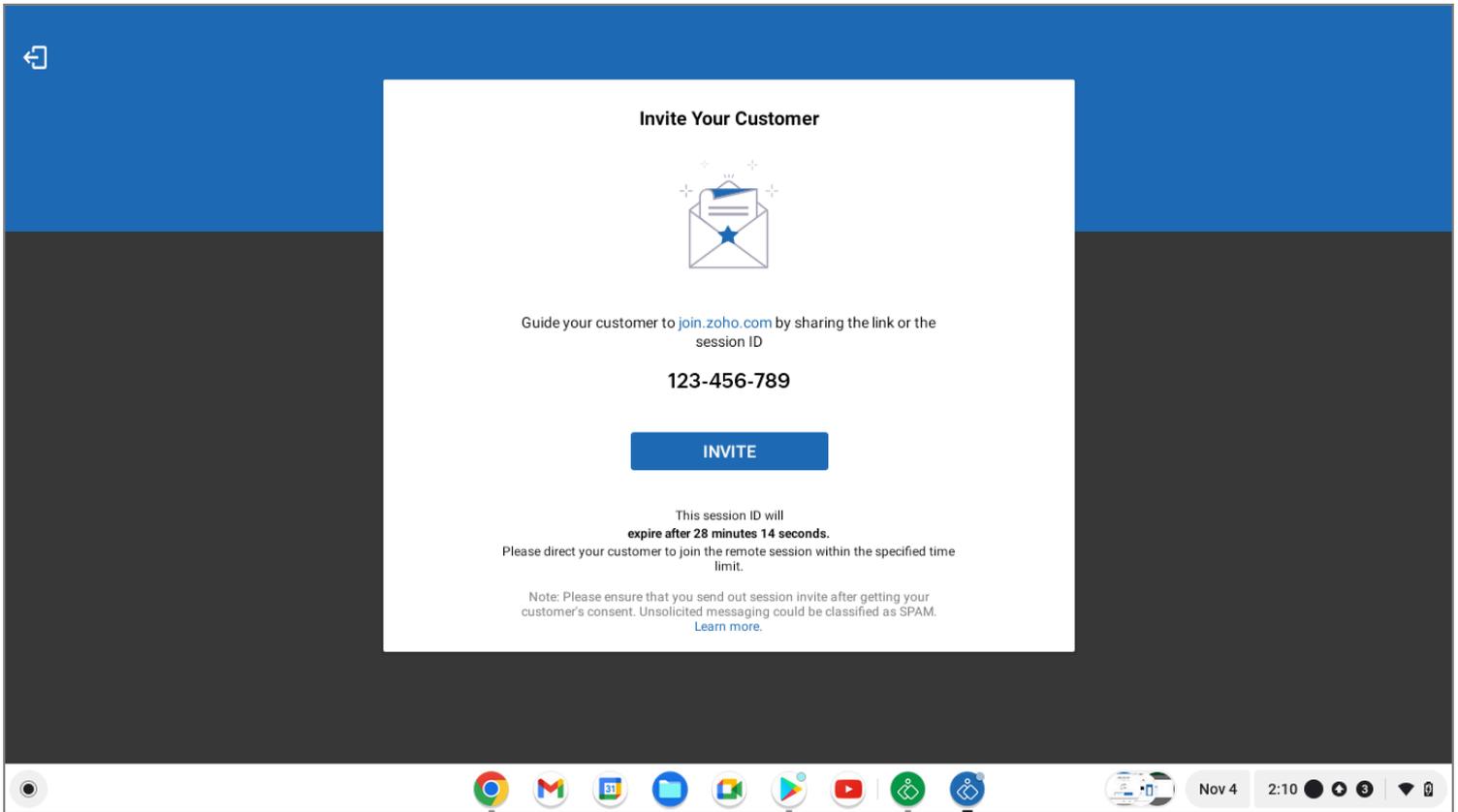
1. Install the Zoho **Assist - Remote Desktop** application from the Play store.



2. Log in to your account using Zoho Assist credentials.
3. Select either **Start Now** or [Schedule](#) to start an instant remote support session or scheduled remote session respectively.

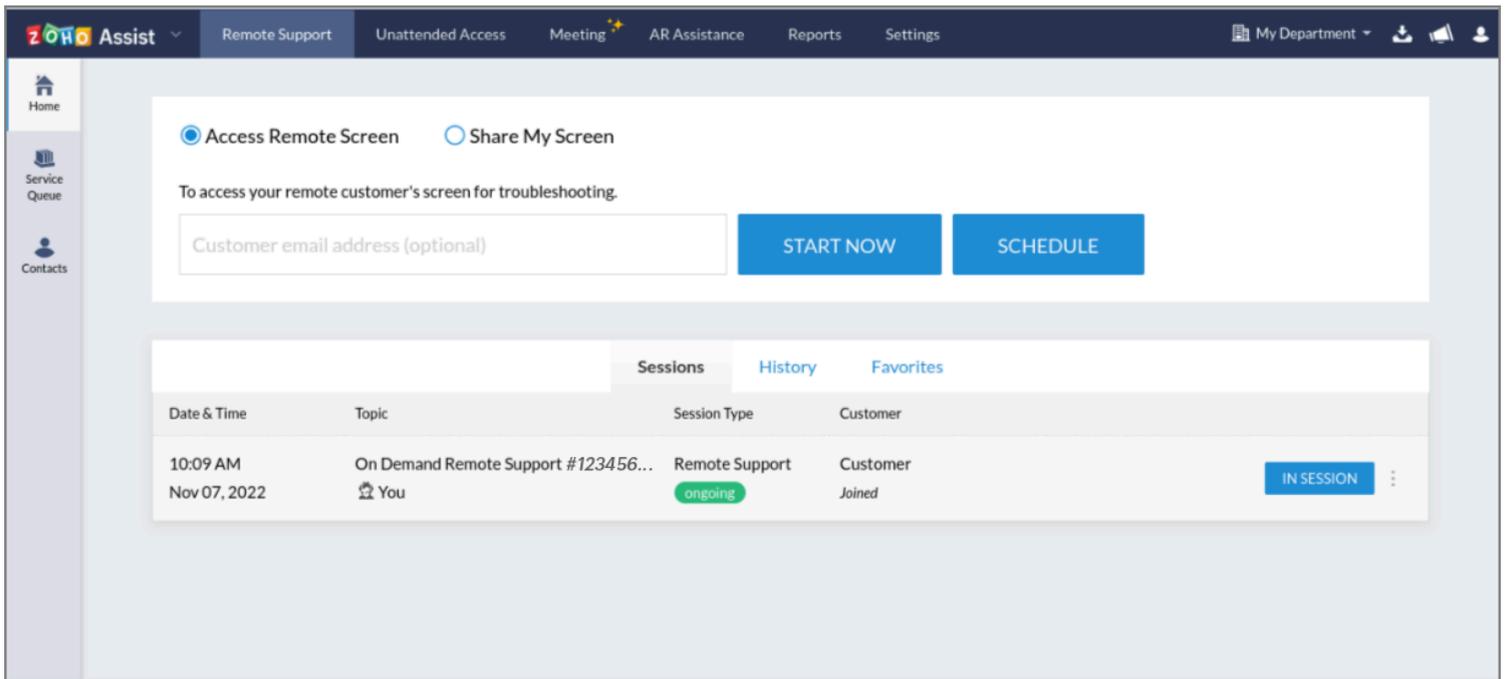


4. You can [invite](#) the customer to join the session via SMS or email and provide them with remote assistance.



## Start a session from web:

1. You can go to [www.assist.zoho.com](http://www.assist.zoho.com) in the Chrome browser.
2. Log in to your account using Zoho Assist credentials.
3. Select either **Start Now** or **SCHEDULE** to start an instant remote support session or scheduled remote session respectively.



4. You can [invite](#) the customer to join the session via SMS or email and provide them with remote assistance.



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 **29 minutes 41 seconds**

Please direct your customer to join the remote session within the specified time limit.