

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.

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REMOTE SUPPOR				
ENTER SESSIC	1 Add-On Available For this device to allow remote control access to the technicians, you have to download our free add-on. Would you like to download it now? LATER DOWNLOAD	2 5 8	3 6 9	
Join support sessions only with people you re	ecognize and trust. Report Abuse	O JOIN	X	
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5. Install **Add-On: Universal** from the Play store. Once installed, come back to the **Zoho Assist Customer** app to continue.

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		Add-On: Universal Zoho Corporation	
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6. Enter the **session key** shared by the technician and click **Join**.

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

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REMOTE SUPPOR					
ENTER SESSION 1 2 3 4 5 6 Join support sessions only with people you re	Overlay Permission In order to keep using Zoho Assist - Customer even would need to grant Overlay Permission.	1 while using other apps, you DENY GRANT	2 5 8 0	3 6 9	
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8. Enable **Allow display over other apps** in the displayed screen.

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	Zoho Assist - Customer 1.23	
	Allow display over other apps	
	Allow this app to display on top of other apps you're using. It may interfere with your use of those apps or change the way they seem to appear or behave.	
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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**.

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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.

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Frida 123 456 789		
CH View Only Mod	Allow Remote Control The technician, malcolm d@xylke.com is requesting to control your mobile device. Once accepted, they will have access to the following functions only during the session: View and control your entire mobile device All apps, including banking and other confidential apps File transfer and your clipboard data If you provide remote control access, please ensure that you: Don't share any passwords, OTPs, PIN numbers, etc. Don't open any banking or confidential apps Don't open any banking or confidential apps	ANSFER ew only mode.
You're sharing your screen with the techn anytime. This session is set to V	Please proceed at your own risk only if you are aware of the consequences and trust the technician, maloolm.d@xylker.com. You can also pause or end the remote session at any time if needed. DECLINE ALLOW	e and resume screen sharing at access to your device.
Type a message		
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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 systeam 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.

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Zoho Assist - Remote Desktop Zoho Corporation	
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About this app	\rightarrow
Remotely access a desktop computer directly from your android mobile device.	
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2. Log in to your account using Zoho Assist credentials.

3. Select either **Start Now** or <u>Schedule</u> to start an instant remote support session or scheduled remote session respectively.

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	Access Remote Screen	
	screen for troubleshooting	
	SCHEDULE START NOW	
	Sessions History Favorites 0 15 0	
	Remote Support Unattended Access Settings	
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4. You can <u>invite</u> 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 <u>www.assist.zoho.com</u> in the Chrome browser.

2. Log in to your account using Zoho Assist credentials.

3. Select either **Start Now** or **<u>SCHEDULE</u>** to start an instant remote support session or scheduled remote session respectively.

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	Nov 07, 2022	🛱 You	ongoing	Joined		IN SESSION		

4. You can <u>invite</u> the customer to join the session via SMS or email and provide them with remote assistance.

