



# Remote Support

Remote support sessions or on-demand sessions can be used to access and troubleshoot your remote customer's computer or android device from every nook and corner of the world. You can support both Windows and Mac computers. In order to initiate a remote support session, the customer needs to be present at the remote end.

It doesn't require any prior installation on remote computer before taking control of it. A simple, light-weight, run-time application will be downloaded while your customer joins the session and it will start sharing the remote computer screen to you. You can access, manage and troubleshoot the customer's computer using various features such as file transfer, choose between monitors, reboot, two-way screen sharing, and more.

- [Start Session](#)
- [Invite Customer](#)
- [Join Session](#)
- [Schedule Sessions](#)
- [Custom Email Templates](#)
- [Screen Sharing](#)