



Screen Sharing

You can share your computer screen online with anyone across the world using our Screen Sharing feature. It's simple to use and you can either start a screen sharing session instantly or schedule a screen sharing session depending on your needs. Screen sharing can be used for online meetings, demos, training, and related purposes. Your customers can request for remote control if needed.

Instant Screen Sharing

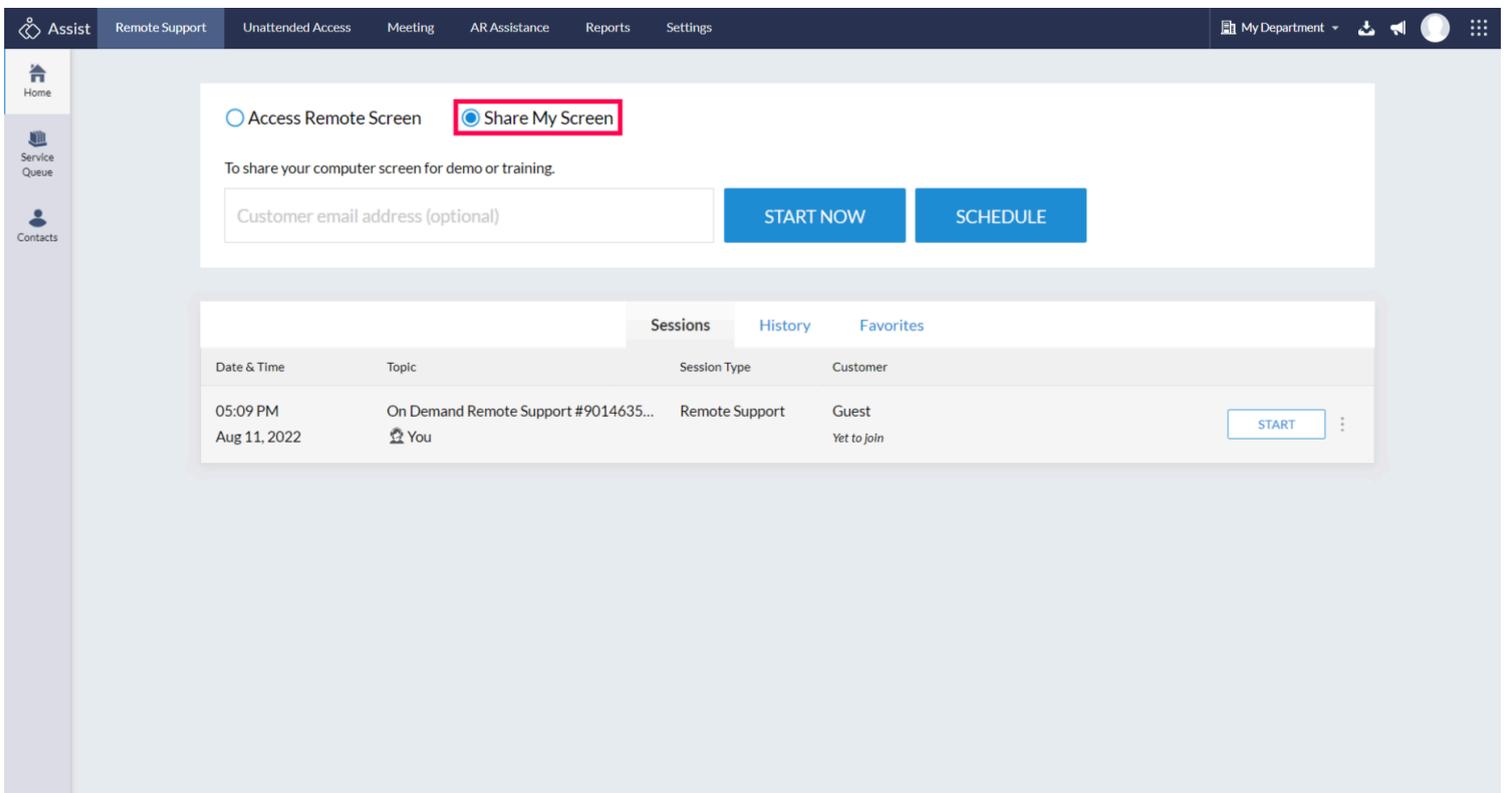
Share your desktop, presentations and conduct online demos or training virtually to your customers instantly.

Scheduled Screen Sharing

Schedule your screen sharing session well in advance at your customer's available date and time.

Instant Screen Sharing

1. Once you log in, navigate to **Remote Support** menu.
2. Choose **Share My Screen** and click on **START NOW**.



3. Choose any one of the options to invite your customer.

4. Click **DOWNLOAD** while sharing the session for the first time (It is a one-time installation process. You needn't download it again for future sessions as long as you are using the same computer and browser).

Zoho Assist

1

Invite customer

option#1

Guide your customer to <https://assist.zoho.com/attend> and ask them to enter the session ID **123456789** and password **1234**

option#2

Share this link with your customer and ask them to enter the password **1234**

<https://assist.zoho.com/attend/123456789>

option#3

Invite by Mail

Email address 

2

Start a Screen Sharing session...

Click on **Open Zoho Assist** in the dialog that opens up. If not, click on download to get started.

DOWNLOAD

5. The screen sharing session will begin once the customer joins the session through the email invitation.



Hello malcolm,

I've initiated a screen sharing session to assist you better.
Please join the session through the below link.

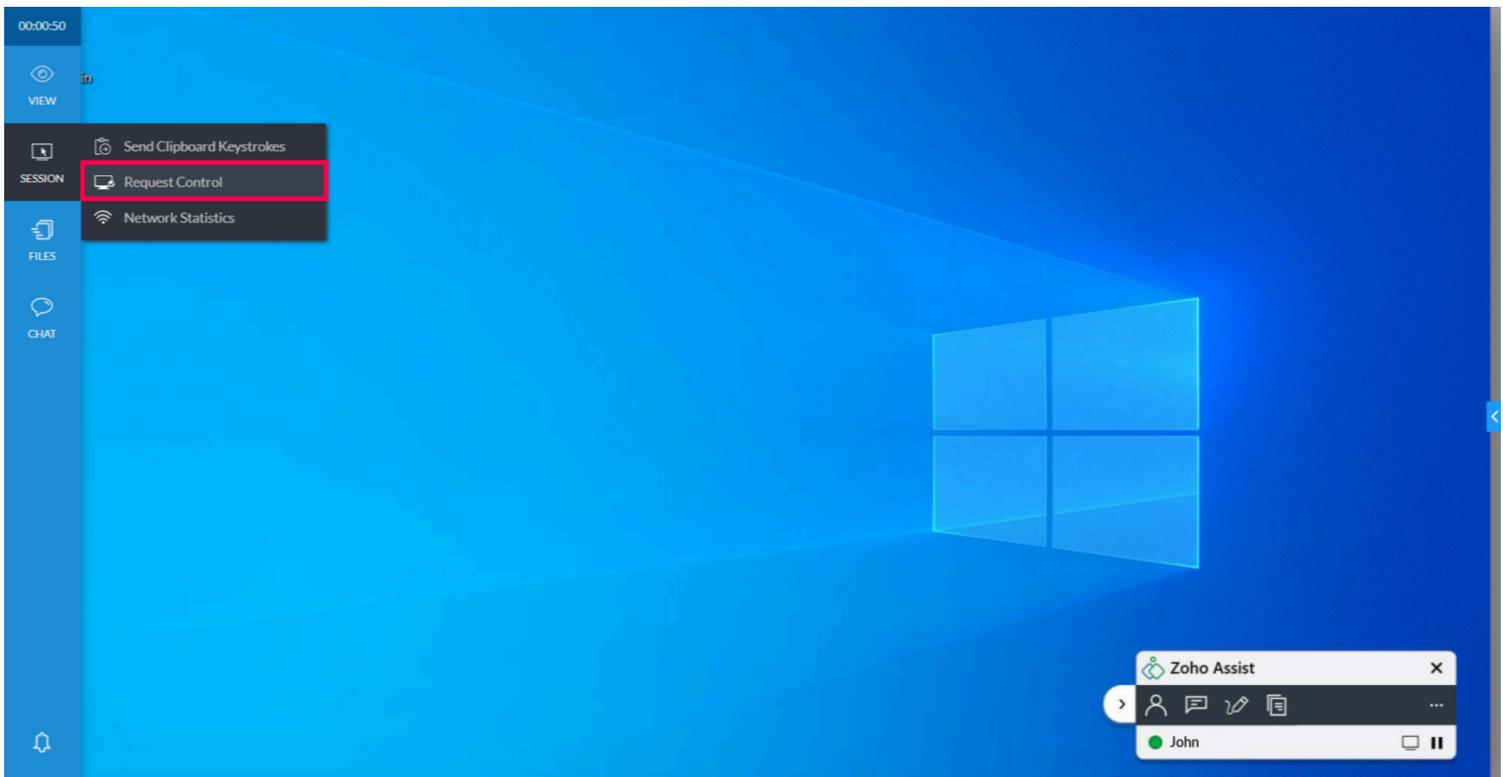
[JOIN SESSION](#)

Thanks,
John

This email is sent from Zoho Assist. If you think it's a scam, report the issue [here](#) or mail to abuse@zohocorp.com for immediate action.

(or)

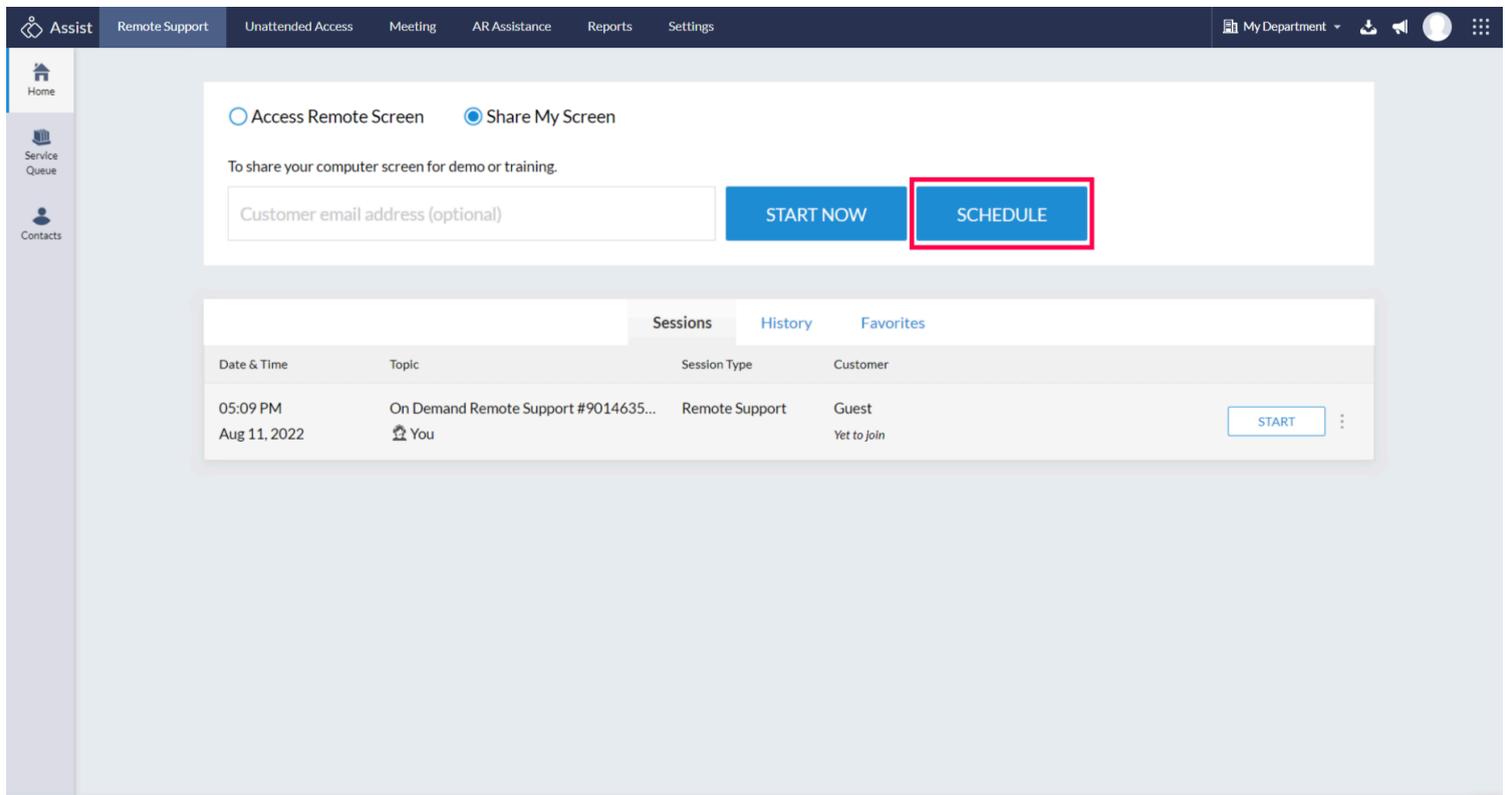
6. Guide your customer to assist.zoho.com/attend and ask him/her to enter the **Session ID** and **Password** to join the session.
7. Once the session starts, your customer can request control of your computer by clicking **Session > Request Control**.



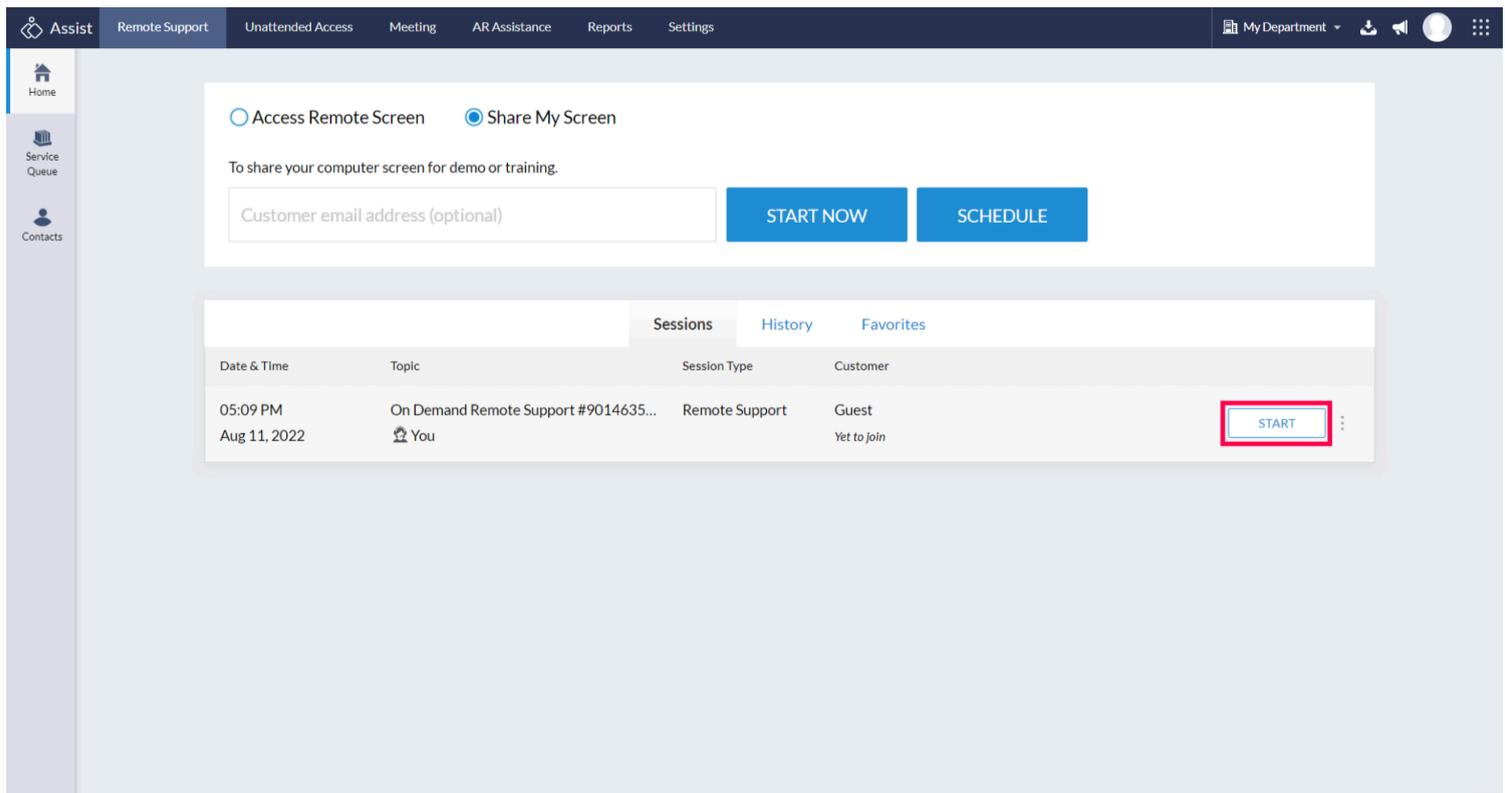
8. You can choose to **Accept** or **Decline** the request.

Scheduled Screen Sharing

1. Once you log in, navigate to **Remote Support** menu.
2. Choose **Share My Screen**.
3. Enter the customer's email address and click **SCHEDULE**.



4. Once you schedule the session, you can start the session by clicking on **START** in the homepage.



- (or)
5. You can start a screen sharing session by clicking on **START SESSION** in the reminder email.



Hello malcolm,

The screen sharing session scheduled by you is about to start in 5 minutes. Start the session at the scheduled time.

[START SESSION](#)

Thanks,
John

This email is sent from Zoho Assist. If you think it's a scam, report the issue [here](#) or mail to abuse@zohocorp.com for immediate action.

6. The remaining steps are the same as in Instant Screen Sharing.

 **Note:**

- Screen Sharing is currently available for Windows, Linux and Mac.
- You can conduct a screen sharing session only if you are in **Remote Support (Professional and Enterprise)**.