Zoho Corporation

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**.

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Home									
Service Queue		O Access Remote	Screen Share My Screen						
Contacts		Customer email a	ddress (optional)	START	NOW	SCHEDULE			
				Sessions History	Favorite	S			
		Date & Time	Торіс	Session Type	Customer				
		05:09 PM Aug 11, 2022	On Demand Remote Support #9014635	. Remote Support	Guest Yet to join		START		

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).

o Assist	
1 Invite customer	2 Start a Screen Sharing session
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	Click on Open Zoho Assist in the dialog that opens up. If not, click on download to get started.
https://assist.zoho.com/attend/123456789 option#3 Invite by Mail	
Email address	

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 <u>here</u> or mail to <u>abuse@zohocorp.com</u> for immediate action.

(or)

6. Guide your customer to <u>assist.zoho.com/attend</u> 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**.

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Queue		To share your computer	screen for der	no or training.									
Contacts		Customer email a	ddress (optic	onal)			START	NOW	SCHEDUI	.E			
						Sessions	History	Favorit	tes				
		Date & Time	Торіс			Session	Туре	Customer					
		05:09 PM Aug 11, 2022	On Demand	Remote Suppor	t #9014635	. Remote	e Support	Guest Yet to join			START		

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

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Home													
Service Queue		 Access Remote : To share your compute Customer email a 	Screen er screen for o address (op	Share My demo or training. tional)	Screen		START	NOW	SCHEDULE				
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(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 <u>here</u> or mail to <u>abuse@zohocorp.com</u> 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)**.