



Session Confirmation

Session confirmation enables your remote customers to authorize whether you can access their computer. However, enabling it for your remote customers is optional. If your supporting customers who comply to standards such as HIPAA or your customers work on computers you manage and you don't want to access without their permission, this feature would be of much help.

You get the following customization options.

- Message Content.
- Whether to show in locked and logged off computers.
- Time-out settings.

Steps

- Navigate to **Settings** in Zoho Assist. Under **Unattended access** choose **Session Confirmation**. Click the dialogue box that says **Show confirmation at remote end**.
- Change the time duration for which you want the session confirmation prompt to appear by altering **timeout (in seconds)**.
- Customize the message shown to the customer by editing the **Confirmation Message**.

The screenshot shows the Zoho Assist Settings page for Session Confirmation. The left sidebar contains navigation links: Search, Organization, General, Remote support, Unattended Access, Security & Compliance, and Integrations. The main content area is titled 'Session Confirmation' and includes a dropdown for 'My Department'. The 'Show confirmation at the remote end' checkbox is checked. Below this, there is a text box for the 'Confirmation Message' and a 'Timeout (in seconds)' field set to 60. A checkbox for 'Show confirmation in locked and logged off devices (Windows only)' is unchecked. The 'Exclude Devices' section includes a description and an 'ADD AN EXCLUSION' button. Below this is a table with columns: Device/Group Name, OS, IP Address, and Excluded by.

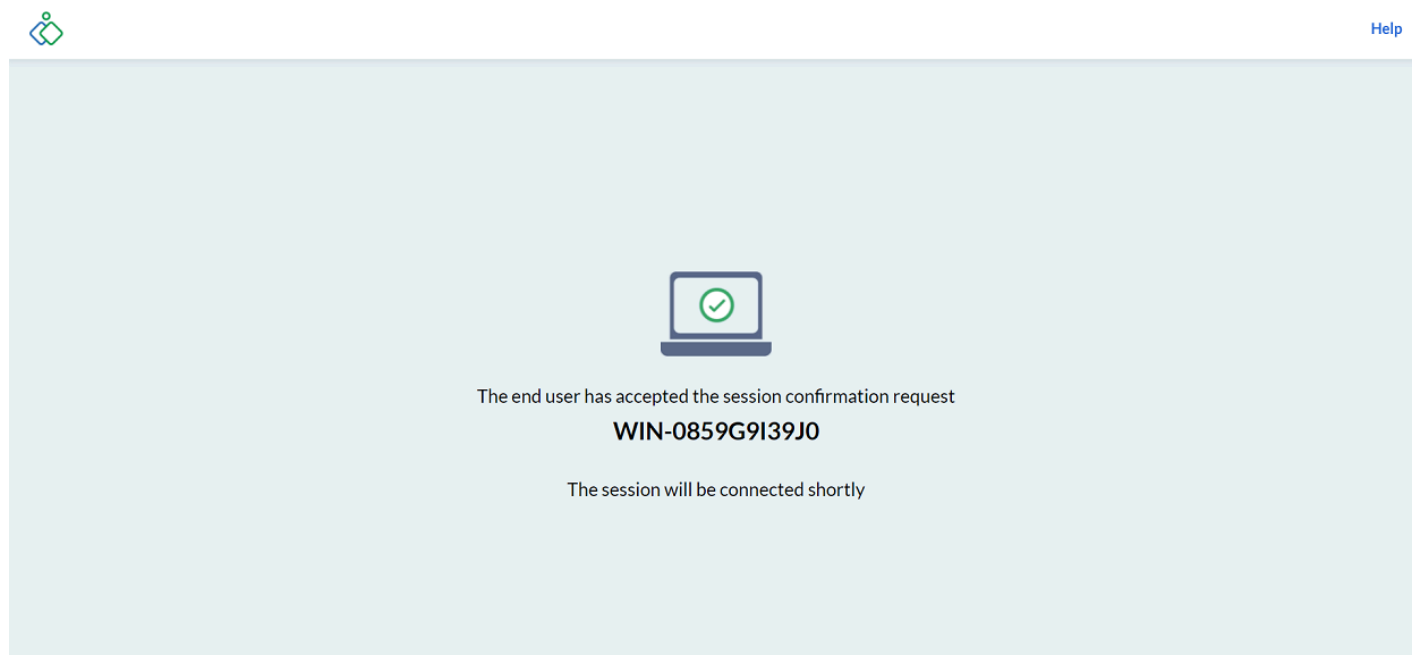
Device/Group Name	OS	IP Address	Excluded by
QA Team	-	-	malcolm@zylker.com
Sales Team	-	-	jonathan@zylker.com

Session Confirmation messages :

Once the session confirmation is enabled, your remote customer will be able to accept/decline the session request.

Session Confirmation Request Accepted

- When the technician connects to a device for an unattended remote session directly or as a specific user, the end user is prompted with a session request confirmation window where they can choose to accept/decline the request.
- If the end user accepts the session requests, the technician will be redirected to the window below and the remote session will begin shortly.



Session Confirmation Request Denied :

- When the technician connects to a device for an unattended remote session directly or as a specific user, the end user is prompted with a session request confirmation window where they can choose to accept/decline the request.
- If the end user rejects the session request, the technician will be redirected to the window below and the technician can close the session and try again later.



Session Confirmation request rejected at the remote device

WIN-0859G9I39J0

Reason for Rejection

The end user has rejected the Session Confirmation Request

[Close](#)

Session Confirmation Request Timed-out

- The session confirmation request is a time sensitive window and its validity will expire as per the customized time-out settings.
- The technician will be directed to the below window in case of the request time-out, and the technician can close the current session and try again.



Session Confirmation request rejected at the remote device

WIN-0859G9I39J0

Reason for Rejection

The Session Confirmation request has timed out.

[Close](#)