
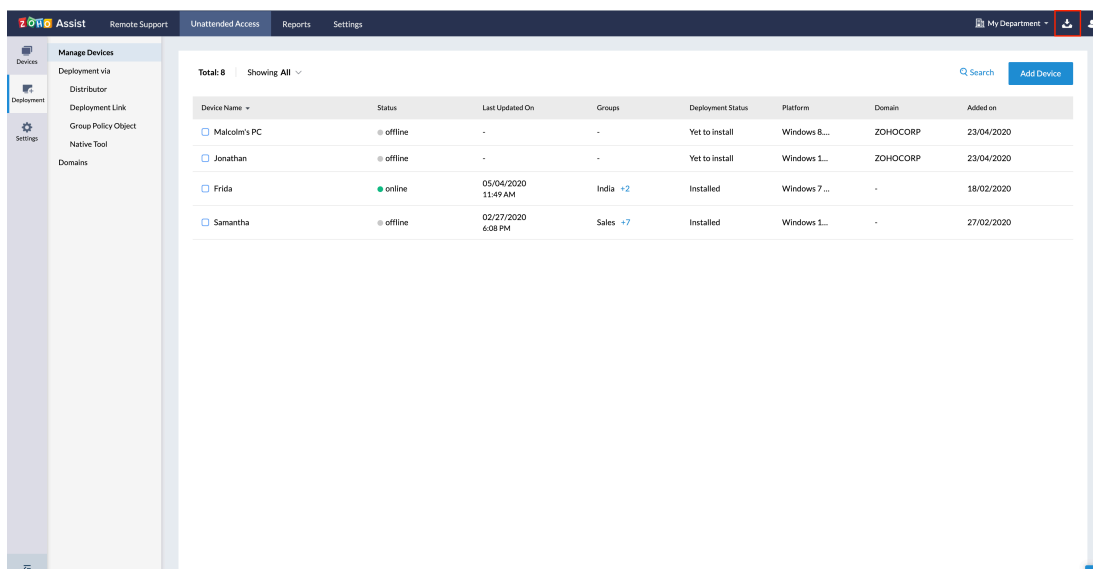


Unattended Access for Android devices

To download the Zoho Assist application

- Go to assist.zoho.com.
- Log into your account using Zoho Assist credentials.

- Click  present at the top right corner of the main window.



- For "Technicians", choose the appropriate platform listed under **Mobile /IoT** devices and install the application on to your device.

Assist

Remote Support

Unattended Access

Reports

Settings

My Department

Downloads

Downloads

Initiate remote support sessions, manage unattended devices, and join sessions more easily with the Zoho Assist desktop or mobile app. Download the Unattended Access installer to configure your device for unattended access.

| Category | Desktop Apps | Mobile / IoT | Browser Extensions |
|---|--|--|--------------------|
| <div>For Technician <small>(Remote Support and Unattended Access)</small></div> | <div>Windows</div> <div>Mac</div> <div>Linux</div> | <div>iOS</div> <div>Android</div> | <div>Chrome</div> |
| <div>For Customer <small>(Remote Support)</small></div> | <div>Windows</div> | <div>iOS</div> <div>Android</div> | |
| <div>For Customer <small>(Unattended Access)</small></div> | <div>Windows</div> <div>Mac</div> <div>Linux</div> | <div>Android</div> <div>Raspberry Pi</div> | |

- For "Customers", choose the appropriate platform listed under **Mobile /IoT** devices.

Assist

Remote Support

Unattended Access

Reports

Settings

My Department

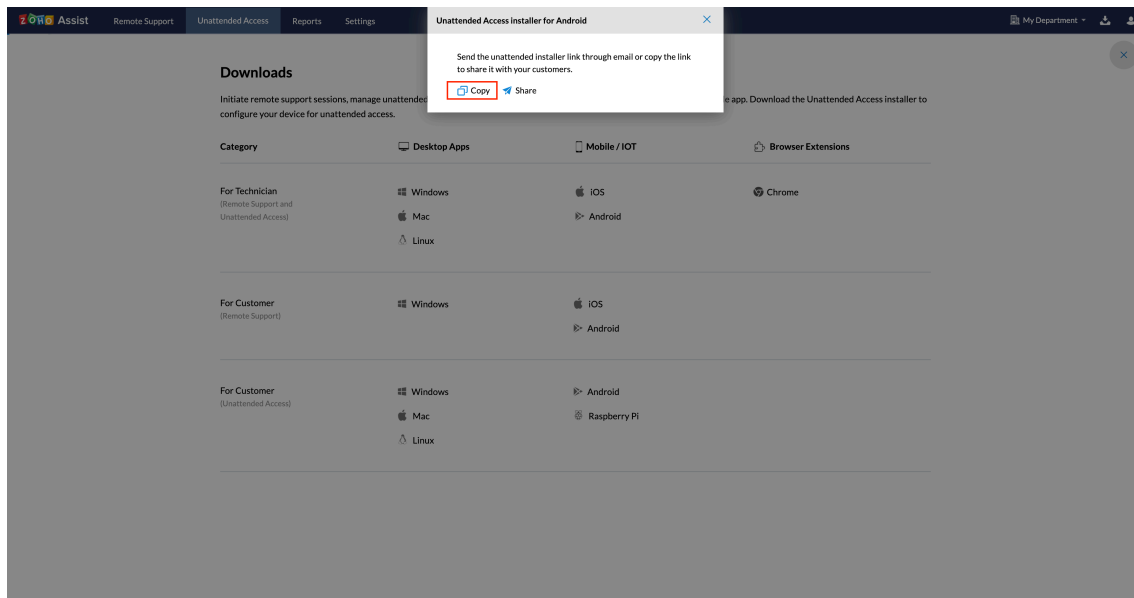
Downloads

Downloads

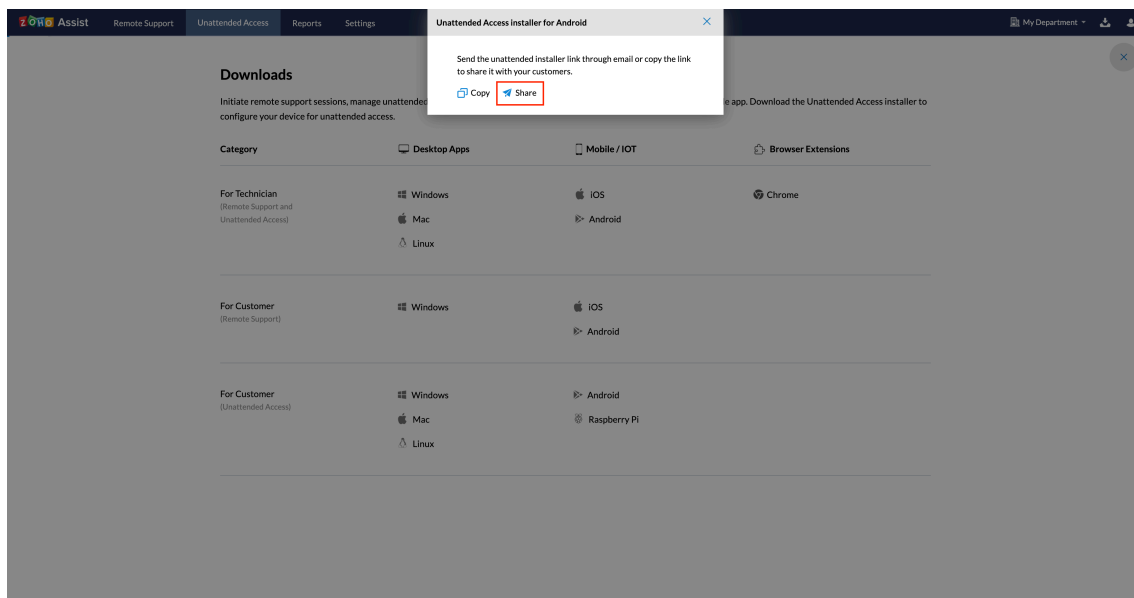
Initiate remote support sessions, manage unattended devices, and join sessions more easily with the Zoho Assist desktop or mobile app. Download the Unattended Access installer to configure your device for unattended access.

| Category | Desktop Apps | Mobile / IoT | Browser Extensions |
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| <div>For Technician <small>(Remote Support and Unattended Access)</small></div> | <div>Windows</div> <div>Mac</div> <div>Linux</div> | <div>iOS</div> <div>Android</div> | <div>Chrome</div> |
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| <div>For Customer <small>(Unattended Access)</small></div> | <div>Windows</div> <div>Mac</div> <div>Linux</div> | <div>Android</div> <div>Raspberry Pi</div> | |

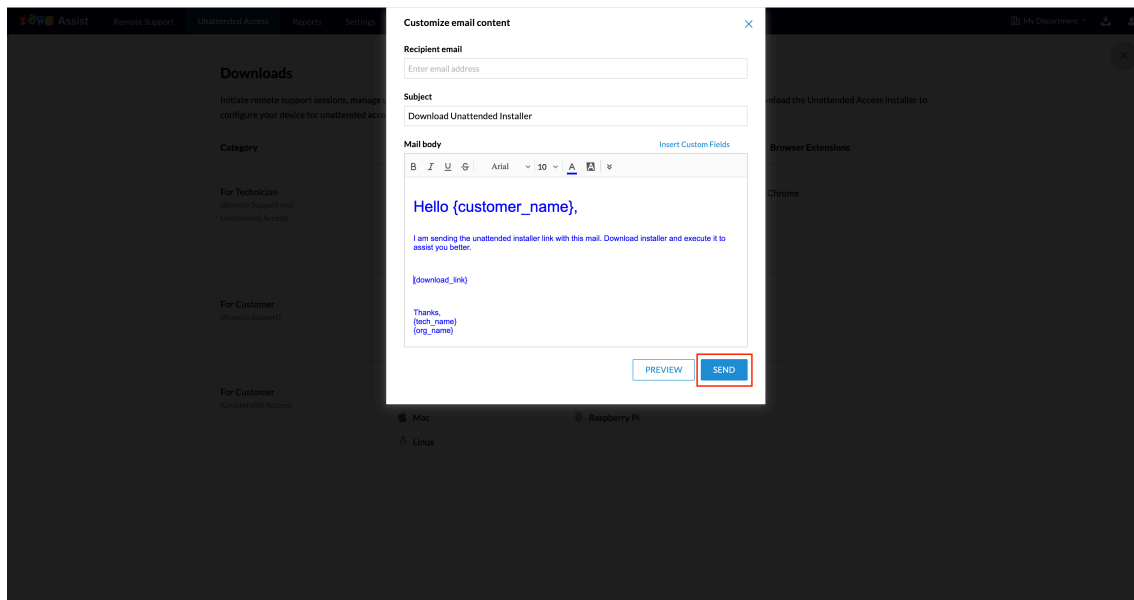
- Click **Copy** to copy the Unattended access agent installer link to the clipboard.



- Click **Share** to share the Unattended access agent installer link via an e-mail to the customer.



- Enter the recipient email address and click **Send** to invite the customer via email.



- Click **Preview** to preview the email content.



Hello Malcolm,

I am sending the unattended installer link with this mail. Download installer and execute it to assist you better.



Thanks,



Zoho Assist

Note: Clicking 'Download' and executing the installer will add this computer to the unattended list of malcolm@zylker.comcom and their organization. They can access your computer remotely anytime in the future.

If you find this email suspicious or you haven't requested remote assistance to anyone, avoid clicking the link and report it to abuse@zoho.com.
This email is sent from Zoho Assist.

- Click **Download** to download and install the Unattended Access agent from the Play Store on your mobile device.

To configure your Android device for unattended access

- After installing the application, you'll receive a pop-up notification to enroll your device for unattended access.



ENROLL

pranav@zohotech.zoho.com has
requested to enroll your device for unattended
access. Do you wish to accept their request?

NO

YES

Enroll this device by using the link that you
receive from the technician

- Click **Yes** to **enroll** your device for Unattended Access.

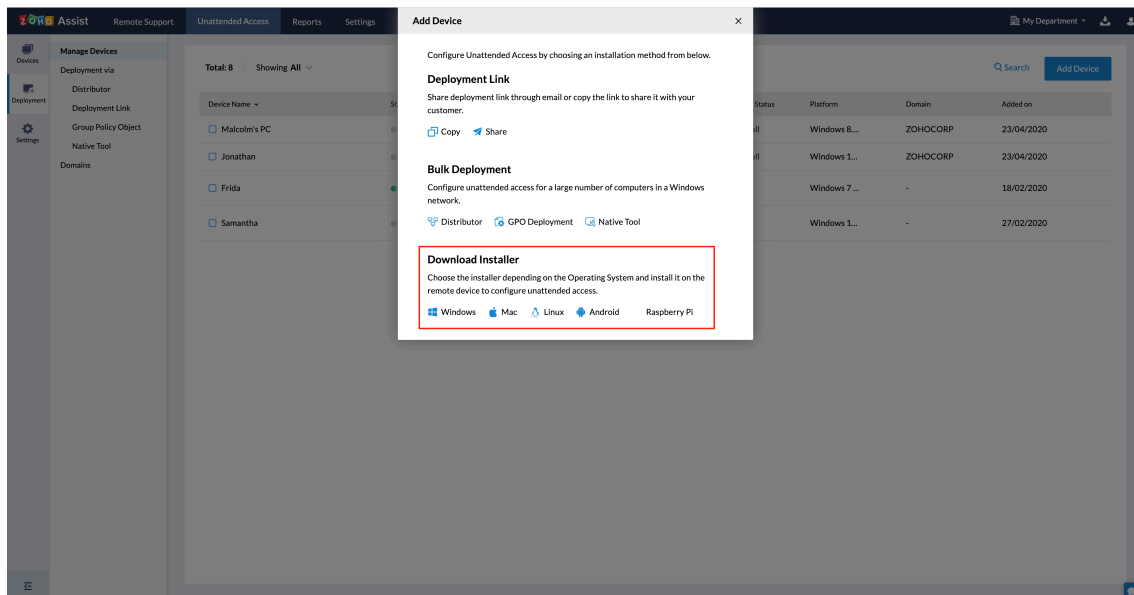
Note: You'll have to grant administrative access to Zoho Assist- Customer Application to configure your device for Unattended Access.

To access devices from Zoho Assist website

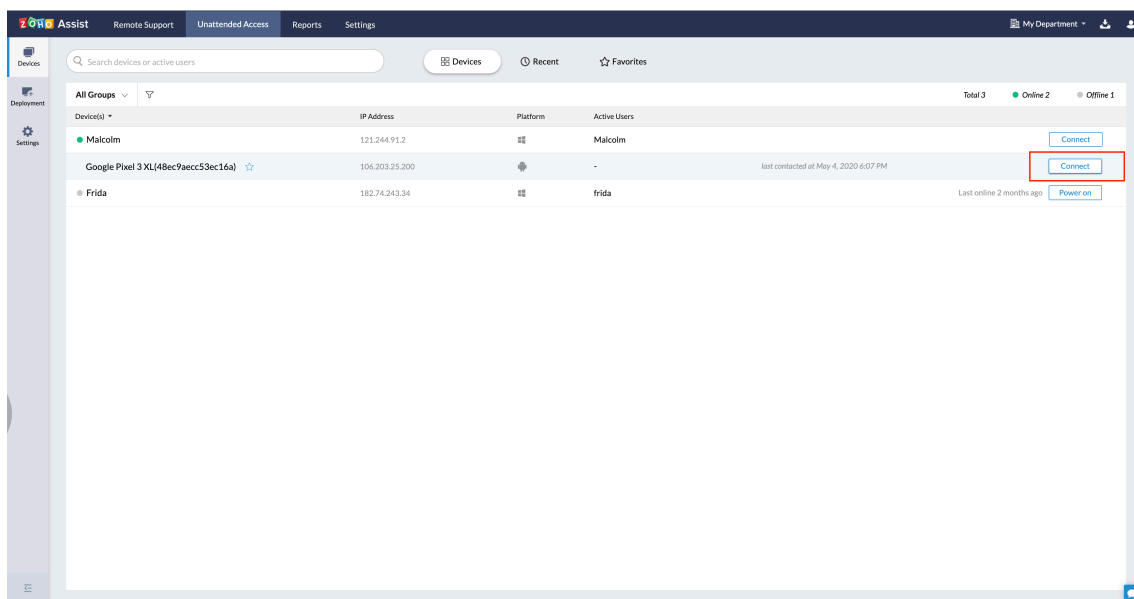
- Go to www.assist.zoho.com.
- Log into your account using Zoho Assist credentials.
- Navigate to **Unattended Access > Deployment > Manage Devices**.

| Device Name | Status | Last Updated On | Groups | Deployment Status | Platform | Domain | Added on |
|----------------------------|---------|---------------------|----------|-------------------|--------------|----------|------------|
| Malcolm's PC | offline | - | - | Yet to install | Windows 8... | ZOHOCORP | 23/04/2020 |
| Jonathan | offline | - | - | Yet to install | Windows 1... | ZOHOCORP | 23/04/2020 |
| Frida | online | 05/04/2020 11:49 AM | India +2 | Installed | Windows 7... | - | 18/02/2020 |
| Google Pixel 3XL48ec7ae... | online | 05/04/2020 6:07 PM | - | Installed | - | - | 04/05/2020 |
| Samantha | offline | 02/27/2020 6:08 PM | Sales +7 | Installed | Windows 1... | - | 27/02/2020 |

- To configure more devices for Unattended Access, Click **Add Device**.



- To connect a configured device, click **CONNECT** beside the Mobile device you want to connect to.



- If **Session Confirmation** prompt is enabled by your technician, you'll need to grant access before the start of an Unattended Access session. [Read more](#)
- You'll receive a notification on your mobile device, click **Accept and Start Now** to initiate an Unattended Access session on your mobile device.

Zoho Assist - Customer is running

Tap for more information or to stop the app.



Exposing sensitive info during casting/recording

While recording or casting, **Zoho Assist - Customer** can capture any sensitive information that is displayed on your screen or played from your device, including sensitive information such as audio, passwords, payment info, photos and messages.

Cancel

Start now

