

Unattended Access for Android devices

To download the Zoho Assist application

- Go to <u>assist.zoho.com</u>.
- Log into your account using Zoho Assist credentials.



k present at the top right corner of the main window.

	Assist Remote Support	Unattended Access Reports	Settings						🖺 My Department 👻 📩
Devices	Manage Devices Deployment via Distributor	Total: 8 Showing All \vee							Q Search Add Device
Deployment	Deployment Link	Device Name +	Status	Last Updated On	Groups	Deployment Status	Platform	Domain	Added on
Settings	Group Policy Object	Malcolm's PC	 offline 			Yet to install	Windows 8	ZOHOCORP	23/04/2020
	Native Tool Domains	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
		Samantha	 offline 	02/27/2020 6:08 PM	Sales +7	Installed	Windows 1		27/02/2020
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• 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 👻
		Download	support session		ins more easily with the Zoho Assist desktop	or mobile app. Download the Unattended Access installer to	
		Category		Desktop Apps	Mobile / IOT	🖒 Browser Extensions	
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• **For "Customers"**, choose the appropriate platform listed under **Mobile /IoT** devices.

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		Downloads Initiate remote support sessions configure your device for unatte		ns more easily with the Zoho Assist desktop	or mobile app. Download the Unattended Access installer to	×
		Category	🖵 Desktop Apps	🛾 Mobile / IOT	🖒 Browser Extensions	
		For Technician (Remote Support and Unattended Access)	III Windows	ios ⊮- Android	O Chrome	
		For Customer (Remote Support)	# Windows	ios ⊮- Android		
		For Customer (Unattended Access)	≅ Windows € Mac ∆ Linux	▷- Android ⑧ Raspberry Pi		

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

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

2 OT Assist Remote Support		Unattended Access inst	ed installer link through email or copy the link	×	🖹 My Department 👻 📩
	Downloads Initiate remote support sessions, configure your device for unatten	manage unattendec		e app. Download the Unattended Access installer to	
	Category	Desktop Apps	Mobile / IOT	🖒 Browser Extensions	
	For Technician (Remote Support and	# Windows	ios	S Chrome	
	(Remote Support and Unattended Access)	🗯 Mac 💩 Linux	i≫ Android		
	For Customer (Remote Support)	# Windows	iOS I≫ Android		
	For Customer	# Windows	i∛- Android		
	(Unattended Access)	🗯 Mac	Raspberry Pi		
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• Enter the recipient email address and click **Send** to invite the customer via email.

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	Recipient email	
Downloads	Enter email address	
Initiate remote support sessions,	anager Subject	inload the Unattended Access installer to
configure your device for unatten		
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For Technician (Remote Support and Unattended Access)	Hello (customer_name),	Chrome
	I am sending the unstlended installer link with this mail. Download installer and execute it to assist you better.	
	(download_link)	
For Customer (Remote Support)	Thanks, (tech_name) (org_name)	
For Customer Buniteried Access	PREVIEW SEND	
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• Click **Preview** to preview the email content.

ZOHO

Hello Malcolm,

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



Thanks,

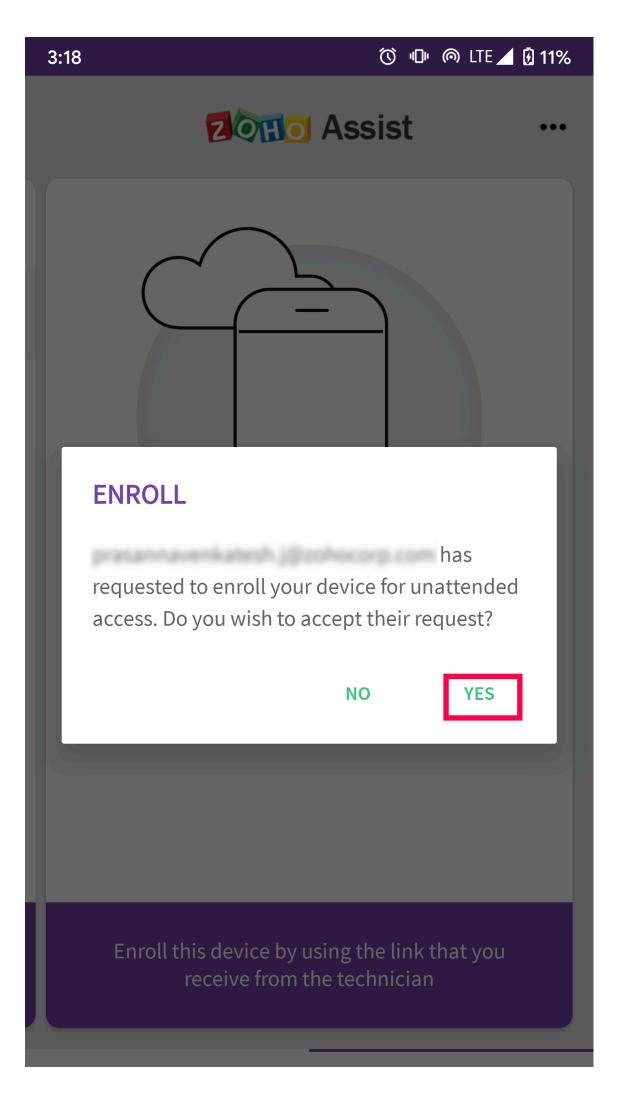
Zoho Assist

Note: Clicking 'Download' and executing the installer will add this computer to the unattended list of <u>malcolm@zylker.comcom</u> 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 <u>abuse@zoho.com</u>. 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.



https://help.zoho.com/portal/en/kb/assist/user-guide/unattended-access/articles/unattended-access-for-android-devices

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

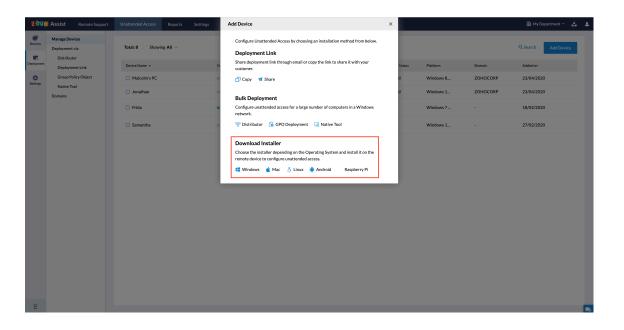
Note: You'll have to grant administrative access to Zoho Assist- Customer Application to configure your device for Unattended Access.

To access devices from Zoho Assist website

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

Devices	Manage Devices Deployment via Distributor	Total: 9 Showing All \vee							Q Search Add Device
Deployment	Deployment Link	Device Name 👻	Status	Last Updated On	Groups	Deployment Status	Platform	Domain	Added on
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	Domains	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 3 XL(48ec9ae	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
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• 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.

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	Device(s) *	IP Address	Platform	Active Users			
args	Malcolm	121.244.91.2		Malcolm			Connect
	Google Pixel 3 XL(48ec9aecc53ec16a) 😭	106.203.25.200	+	-	last contacted at May 4, 2020 6:07 PM		Connect
	Frida	182.74.243.34	-	frida		Last online 2 months	ago Power on

- If **Session Confirmation** prompt is enabled by your technician, you'll need to grant access before the start of an Unattended Access session. <u>Read more</u>
- 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

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