

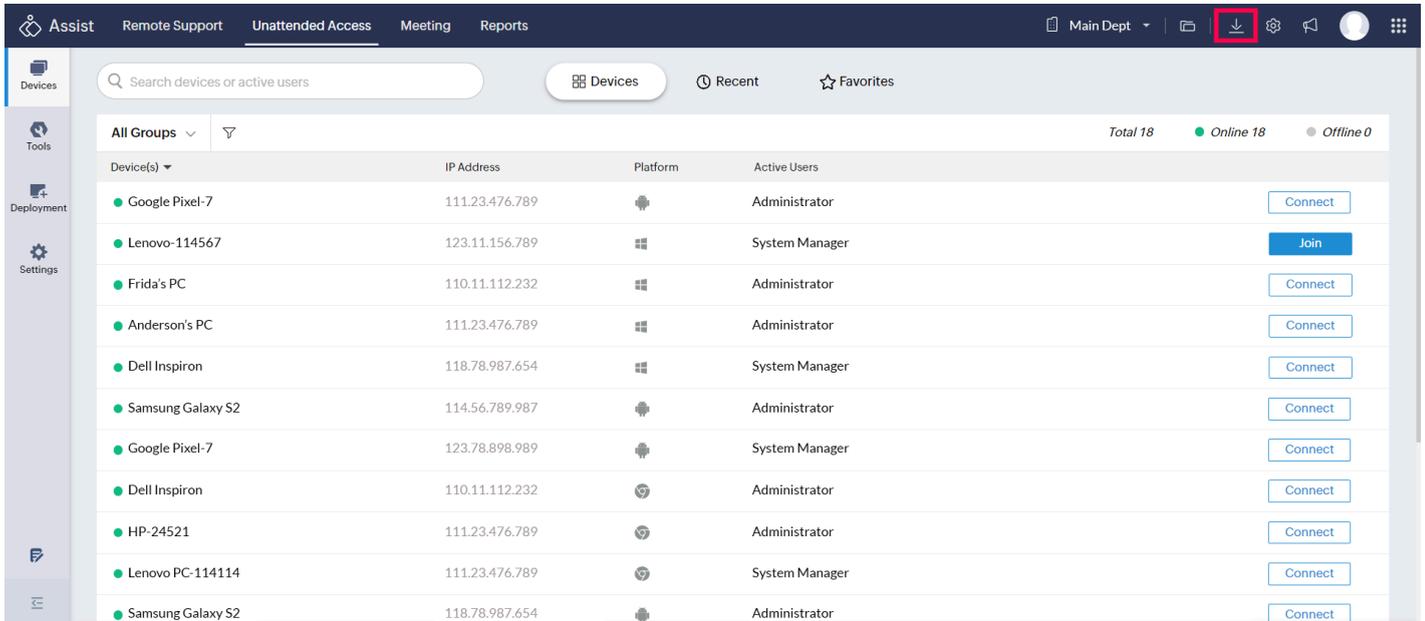


# Unattended Access for iOS devices

**Note :** Apple does not support the ability to remotely control iOS devices yet. At this moment, you will be able to view the remote screen and chat with the user over the remote session.

## To download the Zoho Assist Application from Web

1. Go to [assist.zoho.com](https://assist.zoho.com).
2. Log in to your account using Zoho Assist credentials.
3. Click  icon at the top-right corner of the main window.



#### 4. For customers, choose **iOS** under *Mobile /IoT* devices.

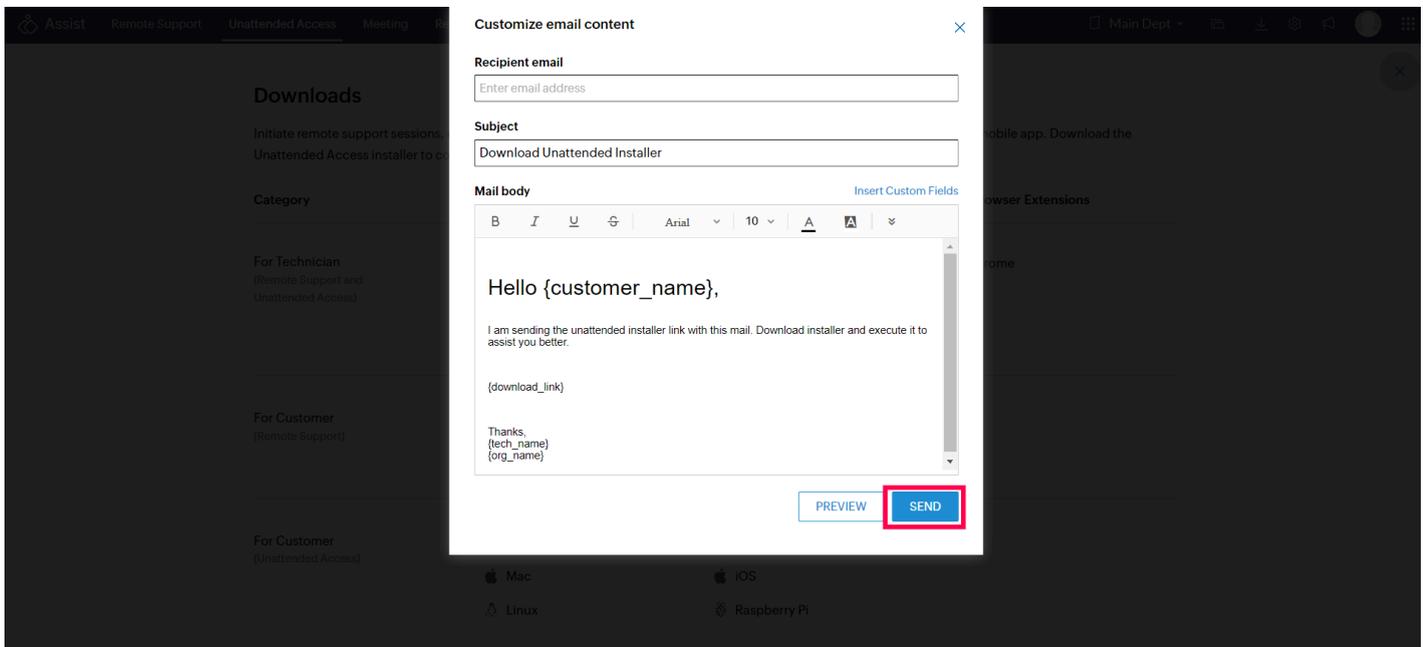
The screenshot shows the 'Downloads' section of the Zoho Assist interface. It features a table with columns for 'Category', 'Desktop Apps', 'Mobile / IOT', and 'Browser Extensions'. The 'For Customer (Unattended Access)' row is highlighted with a red box. In the 'Mobile / IOT' column for this row, the 'iOS' option is also highlighted with a red box.

Category	Desktop Apps	Mobile / IOT	Browser Extensions
For Technician (Remote Support and Unattended Access)	Windows Mac Linux	iOS Android	Chrome
For Customer (Remote Support)	Windows	iOS Android	
For Customer (Unattended Access)	Windows Mac Linux	Android iOS Raspberry Pi	

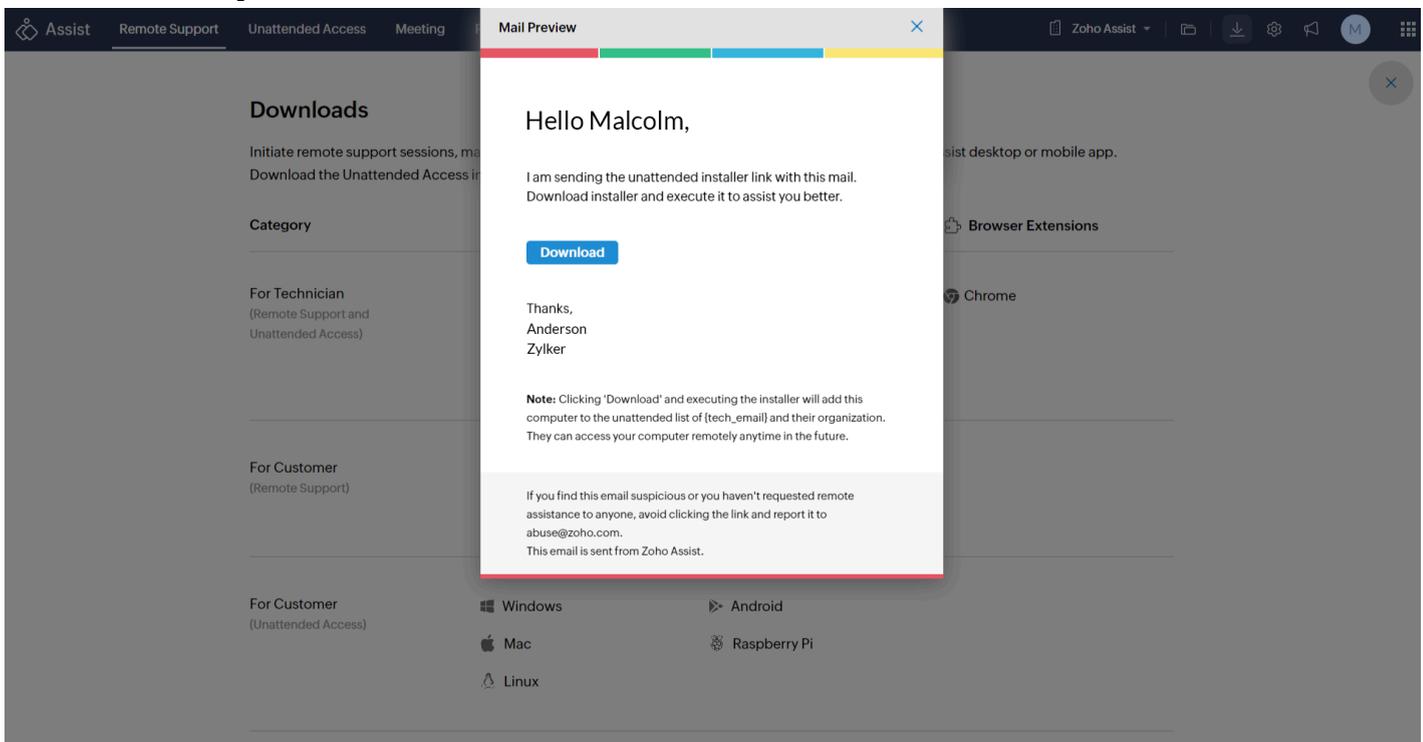
#### 5. You can either copy the unattended access agent installer link to the clipboard or share the installer link with the customer via email by clicking **Copy** or **Share**, respectively.

The screenshot shows the 'Downloads' page with a modal dialog box open. The dialog box contains the text: 'Send the unattended installer link through email or copy the link to share it with your customers.' Below the text are two buttons: 'Copy' and 'Share'. The 'Copy' button is highlighted with a red box.

#### 6. If you click **Share**, enter the recipient email address and click **Send** to invite the customer via email.



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

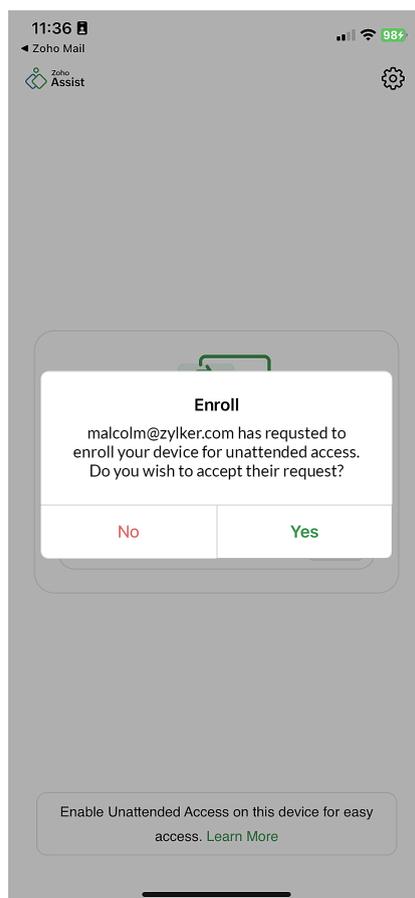


After clicking **Download** in the email, the link will be redirected to the Appstore to download and install the Zoho Assist application on the mobile device.

## To configure your iOS device for unattended access

1. After installing the application, you'll receive a **pop-up notification** to enroll your device for unattended access.
2. Click **Yes** to enroll your device for Unattended Access.

 **Note :** In case of not receiving a pop up notification, click the **download link in the email again** to setup the configuration process.



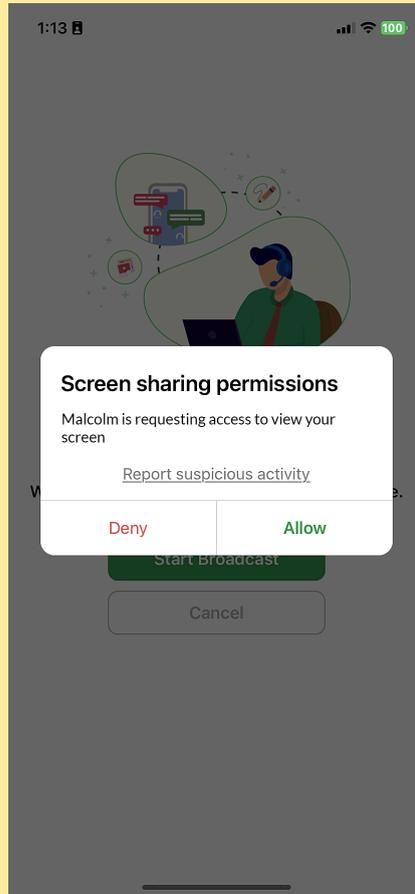
### To connect to iOS device from Zoho Assist website

1. Go to [www.assist.zoho.com](http://www.assist.zoho.com) and log in to your account using your Zoho Assist credentials.
2. Navigate to **Unattended Access**. All the configured devices will be listed.
3. Click **CONNECT** beside the mobile iOS device you want to connect to.

If the **Session Confirmation** prompt is enabled by your technician, customer has to grant access before the start of an Unattended Access session [Read more](#).

The customer will receive a notification on their mobile device, Once they click **Accept and Start Now**, Unattended Access session will be initiated on their mobile device.

**Note:** When joining the session, a confirmation prompt will be shown, requesting the customer's permission to proceed. The customer is advised to join in support sessions only with people they recognize and trust. If any potentially suspicious activity is observed, please click **Report suspicious activity**.



Proceed with entering your information in the report form and click **Submit**.

A screenshot of a mobile report form. The status bar at the top shows the time as 3:47, signal strength, Wi-Fi, and 100% battery. The form has a white background with a dark grey header bar containing three buttons: "Cancel", "Report", and "Submit". Below the header bar is a paragraph of text: "Please fill out the form below so that we have all of the correct information. Entering the session code enables easy tracking. By completing and submitting this form, you agree to the terms and conditions as per our Privacy Policy". The form contains several input fields: "Name", "Phone", "Your Email", and "Enter valid session code". Below these fields is a larger text area labeled "Abuse Description".

