

View only mode/ Keyboard and Mouse Control

(i) The View Only mode setting has been migrated to a custom role as Keyboard and mouse control for all users. All existing users have been migrated to the new policy automatically. This user-level permission will be enabled by default for Superadmins and Admins allowing them to control remote devices. For all other user roles, Superadmins/Admins can enable or disable permission based on their requirements.

Most businesses, especially those in the highly regulated banking and finance industry, require secure remote access. The Keyboard and Mouse Control feature adds another layer of protection to your clients' sensitive data on their devices. Every time a technician needs to control a device, they must first obtain authorization from the device's owner.

- 1. Select **Settings > Organization > Manage Technicians.**
- 2. Select **Role(s)** and choose the edit option beside the technician role to edit their remote control permission.

A Manage Tech		Technisiana			
Department	Man	nage Technicians			
Rebranding		Users Role(s)			
Subscription		Osers Role(s)			
Offers eneral					
		Total: 5			() New Role
emote pport		Role	Description	Created by	Actions
attended Access		Super Admin	An administrator with access to all privileges.		0
		Admin	An administrator with access to all privileges except that of Rebranding, Two-factor authentication, and Subscription.	-	© D
rity &		Technician	A user with access to conduct Remote Support, Unattended Access, and Screen Sharing sessions.		0
Niance		Technician - No Access	Users with no access		© []
Dirations		Technician with Remote Control		malcolm@zylker.com On Dec 20, 2022 12:57 PM	© C / Ī

3. Tick the checkbox of Keyboard and Mouse Control to **Enable control to the device.** This will allow technicians to control the keyboard and mouse of the remote device.

ZOHO	Assist 👋 Remote Sup	oport Unattended A	ccess Meeting Reports Settings				📑 My Department 🚽	÷
Q Search	Manage Technicians Department	Manage Techr	licians					
Organization	Rebranding	Users	Role(s)					
()) General	Offers	Edit role						
E Remote support		Role name	Technician with remote control					
Unattended		Description	Technician can control keyboard and mouse of remote	device.				
Access		Permissions		✓ Remote Support	✓ Screen Share	Unattended Access		
Security & Compliance			Keyboard and Mouse Control		-			
(1) Integrations			File Transfer			٢		
			Chat					
			Voice Call		-			
			Voice & Video Call		-			
			Run As Service		-	•		
			Blacken Screen		-			
			Disable Remote Input		-			
			Remote Print		-			
			Share My Screen		-			
				This will update the permissions for all us	sers who have been assigned to this ro	le		
⊆				Save	Cancel			

4. Untick the checkbox of Keyboard and Mouse to Disable control to the device. When disabled the technicians will not be able to control the keyboard and mouse of remote device by default.

ZOH	Assist × R	emote Support	Unattended Acc	cess Meeting	Reports	Settings			
Q Search	Manage Technicians Department	M	1anage Techni	cians					
Organization	Rebranding		Users	Role(s)					
	Subscription Offers		Osers	KUIE(5)					
General	Otters		Edit role						
C Remote			Role name	View Only Tech	nician				
support			Description	Technician can o	only view the scre	en and request remo	ote control if needed.		
Unattended Access									
Security & Compliance			Permissions				Remote Support	Screen Share	Unattended Access
0				Keyboard and I	Mouse Control		0		
Integrations				File Transfer					
				Chat					
				Voice Call					
				Voice & Video 0	Call				
				Run As Service					-
				Blacken Scree	en				
				Disable Remo	ote Input				
				Remote Print				-	
				Share Mv Scree	en				-
							This will update the permissions for all u	isers who have been assigned to this ro	le
≅							Save	Cancel	

System requirements:

Windows

Windows 11, Windows 10, Windows 8, Windows 8.1, Windows 7, Windows Vista, Windows XP SP2, Windows XP SP3, Windows Server 2003, 2003 R2, 2008, 2012, 2012 R2, 2016.

Mac OS

Macintosh OS 10.6 and above.

Linux

Linux - All Variants (including Raspberry Pi OS).

Android

Lollipop 5.0 and above.

iOS

Version 9.0 and above(Compatible with iPhone, iPad and iPod touch).



- 1. For **Android devices**, the default option is view only, although technicians can request access to devices.
- 2. **iOS devices and Chromebooks** can only be accessed in view-only mode.
- 3. For **SDK** user, when **'Keyboard and Mouse control'** is disabled for a custom role, the technicians are limited to **View Only Mode** and cannot request control. To gain control, they need to enable the 'Keyboard and Mouse control' for that custom role.