



View only mode/ Keyboard and Mouse Control

- ❗ 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.

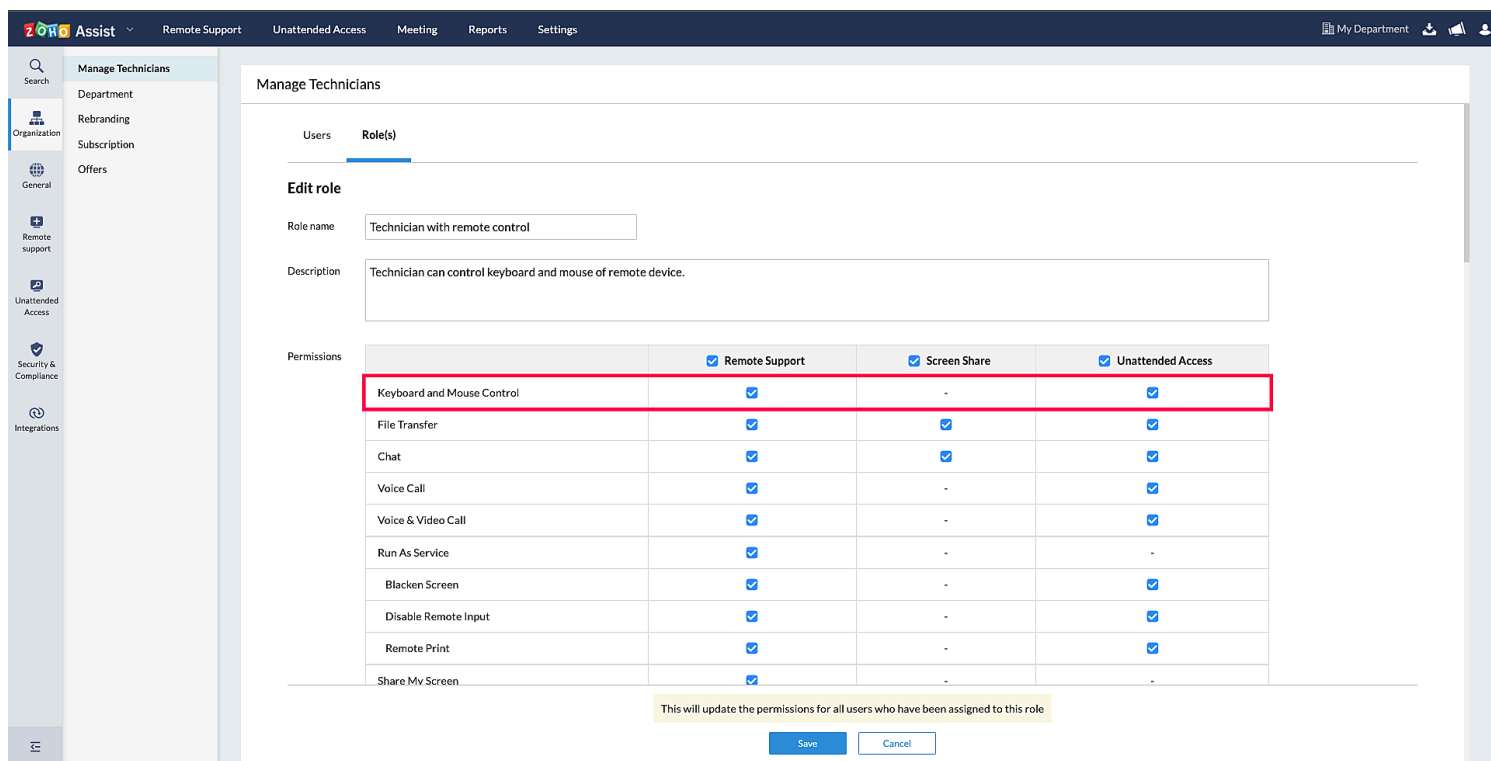
Most businesses, especially those in the highly regulated banking and finance industry, require secure remote access. The Keyboard and Mouse Control feature adds another layer of protection to your clients' sensitive data on their devices. Every time a technician needs to control a device, they must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

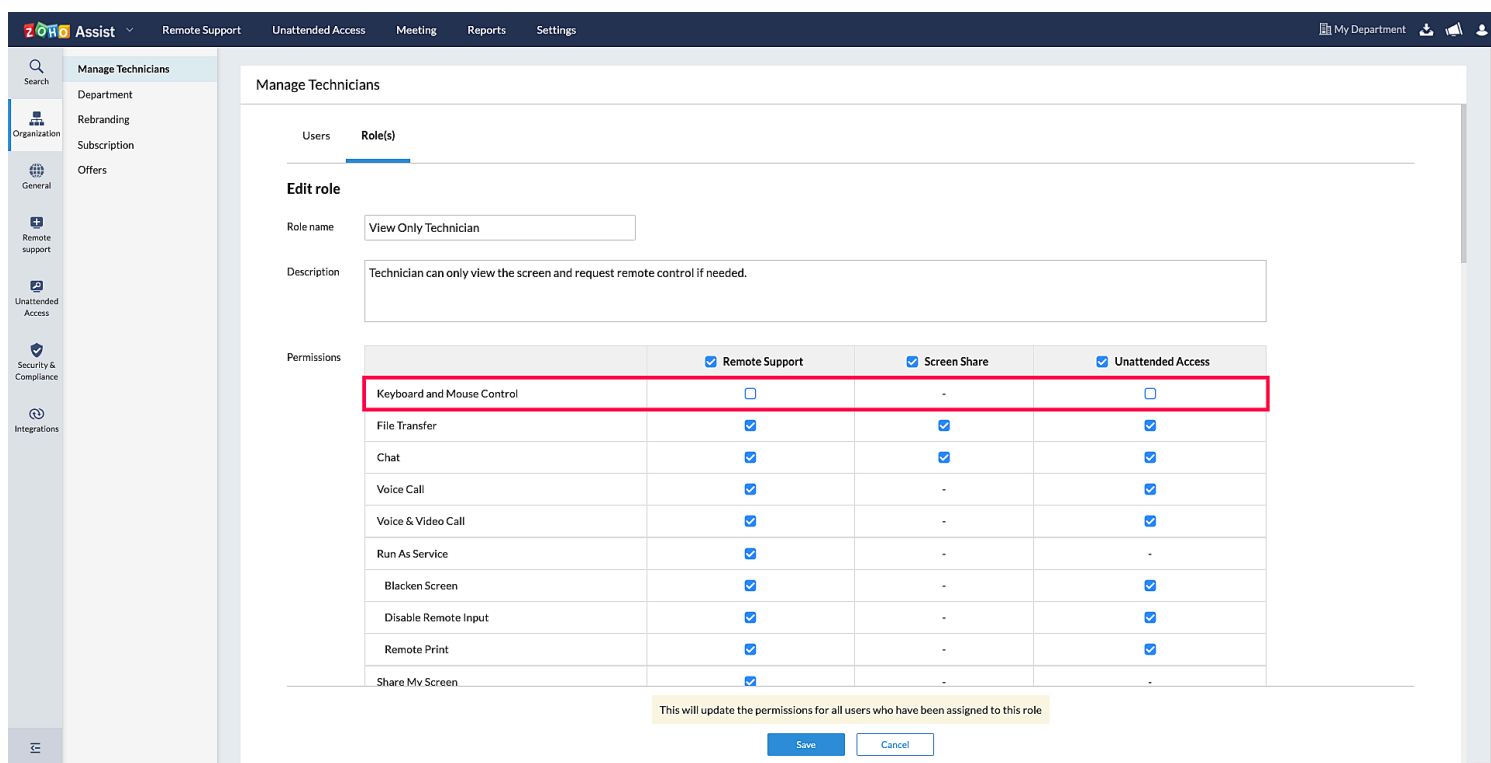
The screenshot shows the Zoho Assist web interface. The top navigation bar includes 'Assist', 'Remote Support', 'Unattended Access', 'Meeting', 'AR Assistance', 'Reports', and 'Settings'. The left sidebar has a search bar and a menu with 'Manage Technicians' (selected), 'Department', 'Rebranding', 'Subscription', 'Offers', 'General', 'Remote support', 'Unattended Access', 'Security & Compliance', and 'Integrations'. The main content area is titled 'Manage Technicians' and has two tabs: 'Users' and 'Role(s)'. Below the tabs, it says 'Total: 5' and has a 'New Role' button. A table lists the roles:

Role	Description	Created by	Actions
Super Admin	An administrator with access to all privileges.	-	
Admin	An administrator with access to all privileges except that of Rebranding, Two-factor authentication, and Subscription.	-	
Technician	A user with access to conduct Remote Support, Unattended Access, and Screen Sharing sessions.	-	
Technician - No Access	Users with no access	-	
Technician with Remote Control		malcolm@zylker.com On Dec 20, 2022 12:57 PM	

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.



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.



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).



Note:

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.