

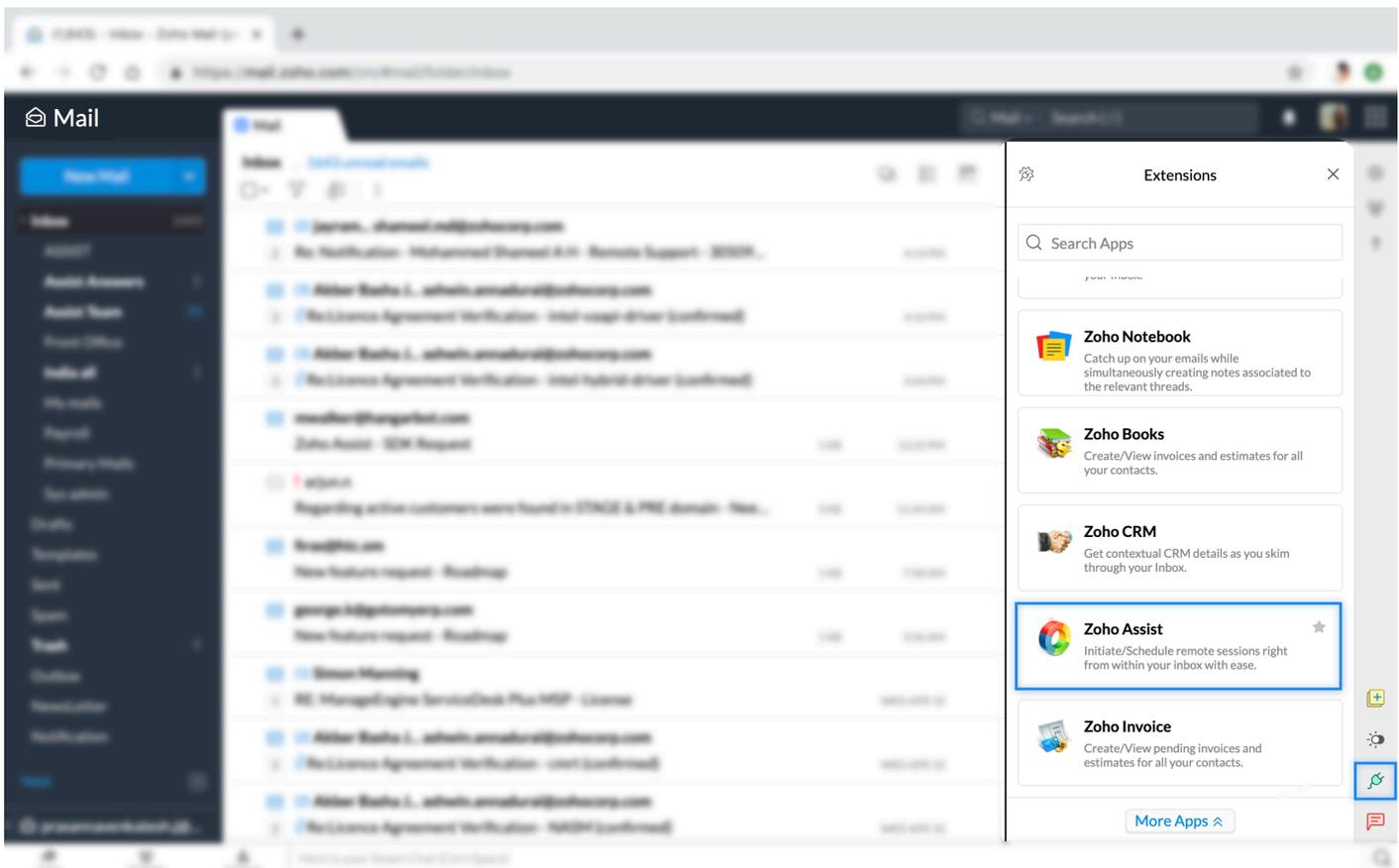


Zoho Mail

Utilize Zoho Assist's integration with Zoho Mail's to start remote support or screen sharing sessions right from your Zoho Mail account. You can initiate or schedule a session with an email contact as you read the mail. The integration does not require any configuration as it is enabled by default.

To use Zoho Mail's integration with Zoho Assist:

1. Login to your Zoho Mail account.
2. Click on toggle integration at the bottom-right corner.
3. Select **Zoho Assist** from the extensions menu to start or schedule a session.



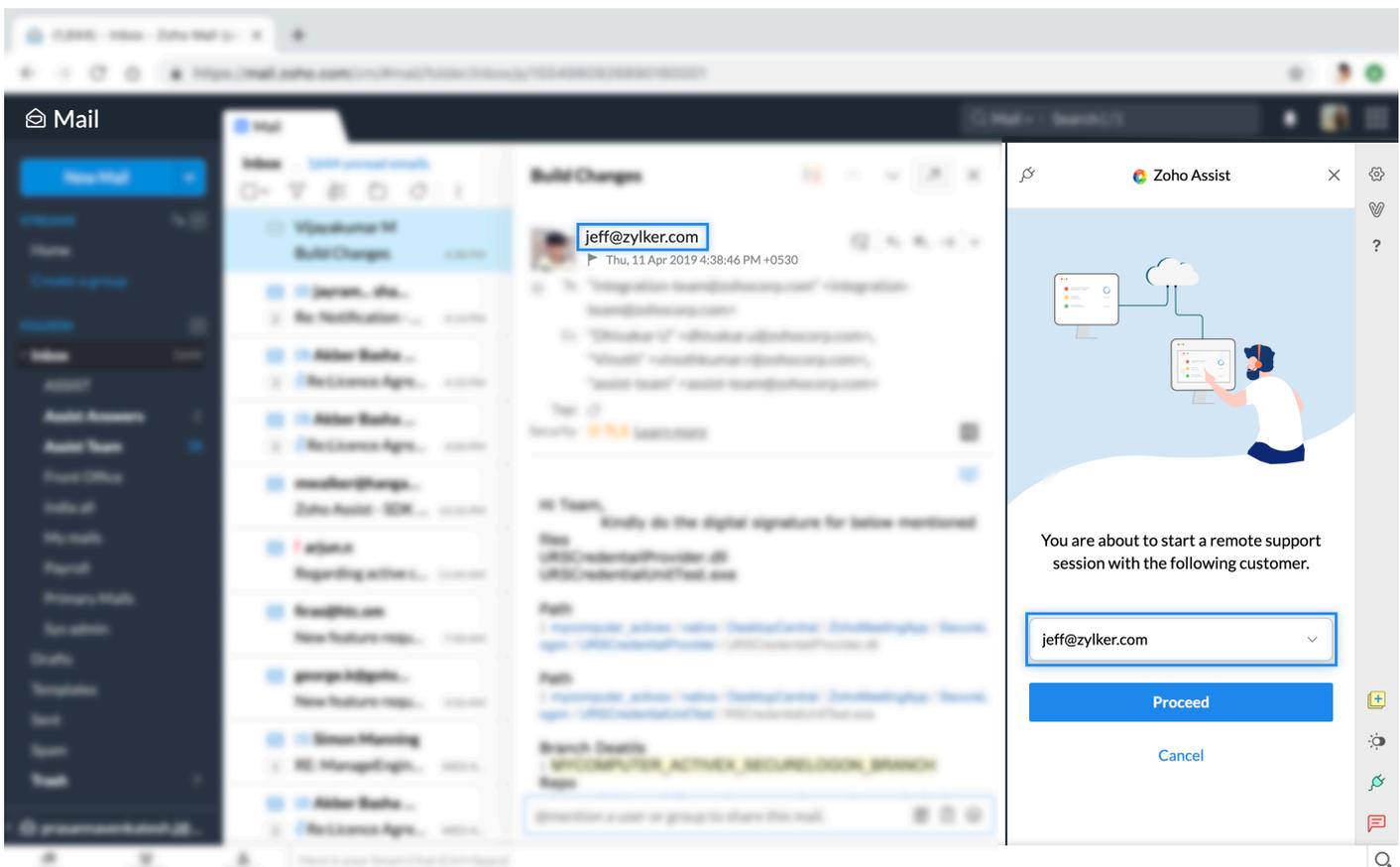
To start an instant remote support or screen sharing session:

1. Click on **Remote Support** or **Share My Screen** and choose **Start Now** to initiate a remote support or screen sharing session.
2. If an email is open, the corresponding sender's email address is automatically prefilled in the space. You can also use the drop-down to change the email address to that of a different sender or choose the email address in CC. Now click on **Proceed** to send the session invite.
3. If no email is open or you want to send the email to a person other than sender, enter the email address in the space and click on **Proceed**.

or

Simply click on **Proceed** and invite the customer to a session through any of the following methods.

- Guide your customer to join.zoho.com and ask him/her to enter the session ID.
- Enter your customer's email address in the space and click the **Invite** button.
- Copy the invitation link and send it to your customer.



To schedule a remote support or screen sharing session:

1. Click on **Remote Support** or **Share My Screen** and choose **Schedule** to initiate a remote support or screen sharing session.
2. If the corresponding email is open, available information gets prefilled in the appropriate fields.
3. You can also change the information in the prefilled fields. Once you fill up the information, click **Schedule**.

