

How to start a session

This section will explain how you can start a remote assistance session in Zoho Lens.

- Go to lens.zoho.com.Log in to your account using your Zoho credentials.
- To start a session, click **START NOW**.

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☆ Home	Provide real-time remote assistance by accessing your customer's mobile camera.			
Reports				
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We have no sessions to show!				
	Its time you start initiating or scheduling sessions to assist your customers.			

- Zoho Lens offers four ways to start a remote assistance session. You can choose whichever one you prefer:
 - Guide to the Zoho Lens customer app: Guide your customer to download the Zoho Lens customer app from the Play Store or App Store and ask them to enter the session ID.
 - Email invitation: Enter your customer's email address in the space provided and click the **Invite** button.

Enter customer email address k::: malkolm@zylker.com	
A session invitation will be sent as an email to your customer's inbox.	

• SMS invitation: Enter your customer's mobile number in the space provided and click the **Invite** button.



• Send link: Copy the invitation link given and send the link to your customer through IM/Chat.

INVITE YOUR CUSTOMER
Ask your customer to download the Zoho Lens app from Play Store or App Store and enter the session ID.
236-255-780
(OR)
Share the below link with your customer
https://lens.zoho.com/join/236255780 🗇
Share via Mail Share via SMS

Click <u>here</u> to learn the steps your customer needs to follow to join a session.