

## **Remote Assist for Bugs**

Resolve bugs for end users with Remote assist. Invite user to share their screen and remotely assist them in resolving their bug. The **Zoho Assist** icon is available in the right panel (only if the bug is assigned to you).

- 1. Select a project from the **Recent Projects** section or from the **Projects** tab in the left navigation panel.
- 2. Click on the **Bugs** tab in the top band to open the *List* view.
- 3. Click on an bug to open the details page.
- 4. Click the **Zoho Assist** icon.
- 5. Click on the **Invite** button.

☐ Issue DC-I55					•••   t8   X	🖒 Zoho Assist 🔅	,
3D view not working							~~
By Helen Collins   😁 D	onnelly Apartments Construction	n ( eq 1 ( g ( 3 )			~ ~		«»
• To be tested ~							L
CORRENT STATUS							
<ul> <li>Description 0</li> </ul>						+	
						Invite this user to access your	
<ul> <li>Build Owner</li> </ul>						system and assist you. helenc@zylker.com	
Build Owner		~				Invite	
✓ Donnelly Apartn	nents Construction						
Associated Team	Not Associated		Assignee	🤔 Amritha Agrawal	~		
Reminder 🕖	None	~	Due Date	11/24/2023 02:28 PM	<> □□□		
Status	To be tested	~	Severity	Medium	~		

- 6. An email is sent the the user who reported the bug.
  - The user must click the Join Session link in the email.
  - User will be prompted to download the Zoho Assist app for the first time.
- 7. A screen-sharing session starts which will allow users to share their screen with the developer or technician assigned to the bug.





Invitation sent to helenc@zylker.com

You'll be able to view the remote screen once your customer joins the session.

Any troubles in receiving email? Send it again or direct your customer to join the session using the below link.

https://join.zoho.com/132768910

## **More Reads**

Back to help <u>Manage Bugs</u> Bug Custom Views Assign Bugs to a Team