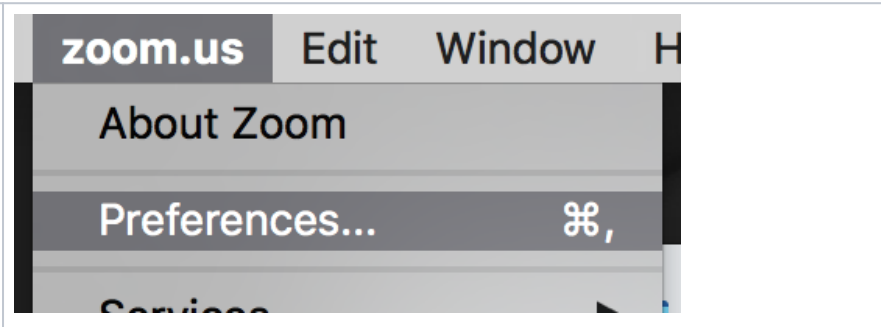
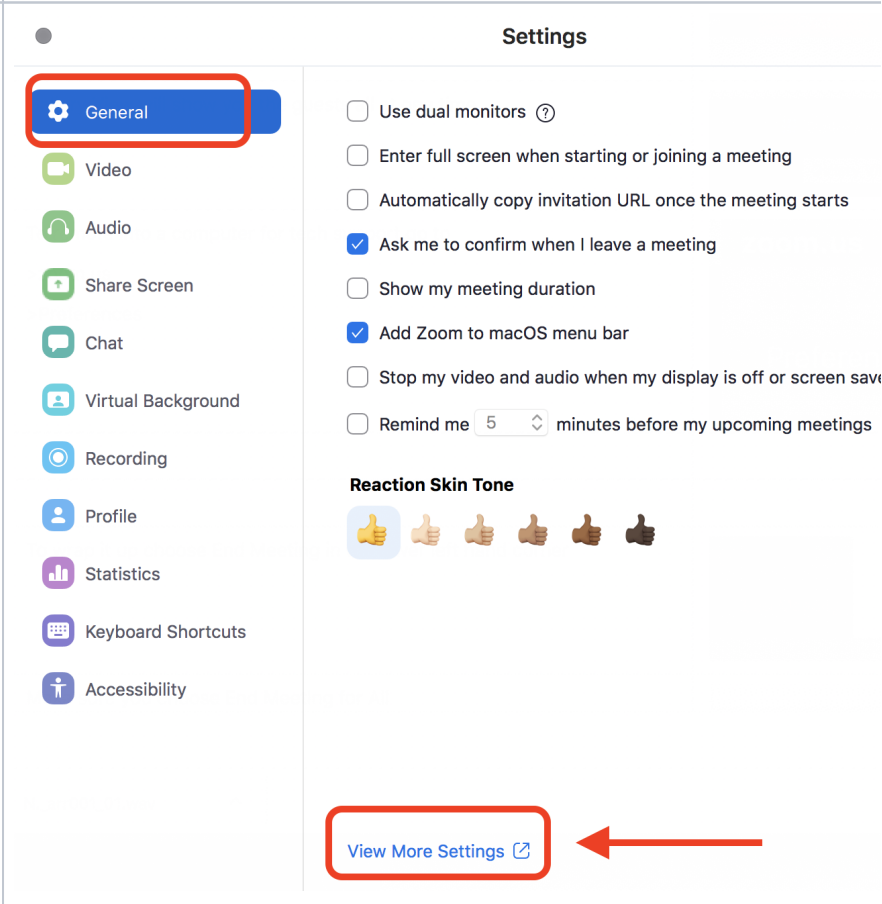
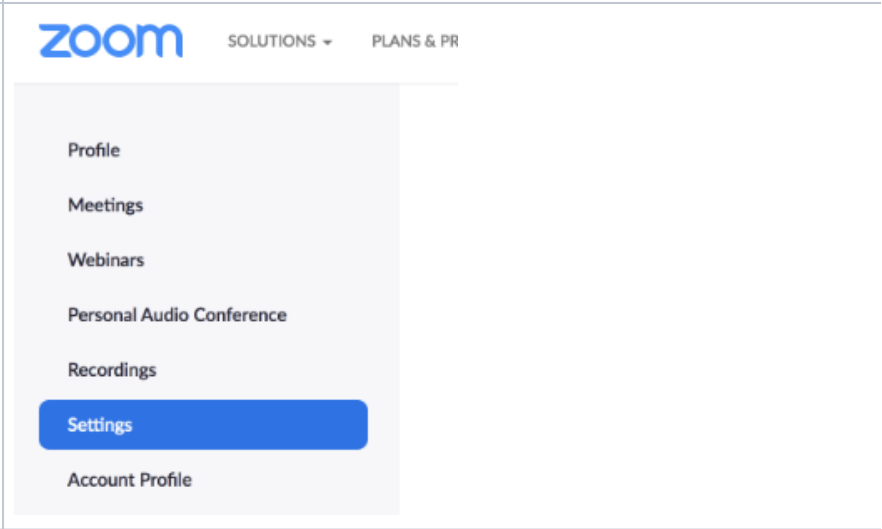


How to use Remote Support in Zoom.us

<p>To remote into a computer for tech support both the Host and the Client you are assisting must turn on remote support to enable this go to</p> <p>>zoom.us</p> <p>>Preferences</p>	
<p>Go to the General Tab</p> <p>Then you will see the "View More Settings"</p> <p>Click on that</p>	
<p>click on Settings in the left column</p>	

<p>Go to Settings > In Meeting (Basic)</p>	<div> <div> Meetings Webinars Personal Audio Conference Recordings Settings </div> <div> Schedule Meeting In Meeting (Basic) In Meeting (Advanced) Email Notifications Other </div> </div>
<p>Scroll all the way down to >Remote Control and make sure it is on</p>	<div> <div> <div>Whiteboard</div> <div>Allow participants to share whiteboard during a meeting </div> <div><input type="checkbox"/> Auto save whiteboard content when sharing is stopped</div> </div> <div> <div>Remote control</div> <div>During screen sharing, the person who is sharing can allow others to control the shared content</div> </div> </div>
<p>Then go to >Settings > In Meeting Advanced</p>	<div> <div> Personal Audio Conference Recordings Settings </div> <div> In Meeting (Advanced) Email Notifications Other </div> </div>
<p>Turn on Remote Support</p>	<div> <div>In Meeting (Advanced)</div> <div> <div>Breakout room</div> <div>Allow host to split meeting participants into separate, smaller rooms</div> <div><input checked="" type="checkbox"/> Allow host to assign participants to breakout rooms when scheduling </div> </div> <div> <div>Remote support</div> <div>Allow meeting host to provide 1:1 remote support to another participant</div> </div> </div>

Click Turn On - but it'll turn off Breakout Room

Now should be able to control the other computer once the user turns this on

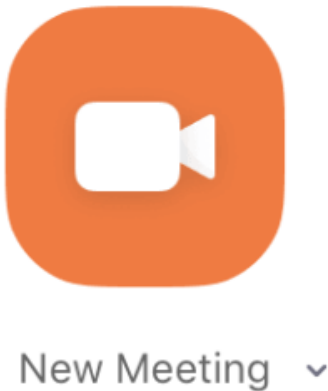
Turn ON for "Remote support"

The following settings depend on this setting, the change might affect them.

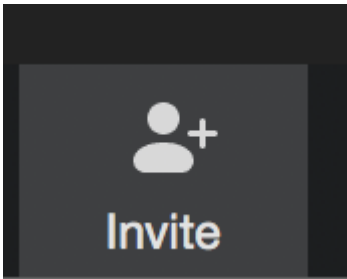
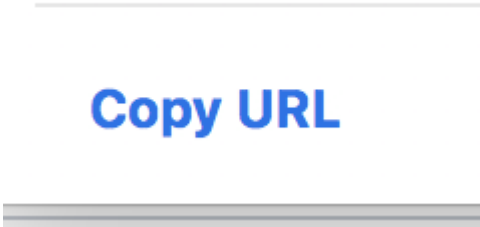
- Breakout room



Then the technician/host should start a meeting in zoom and invite the client to it



Invite the client - choose Copy URL

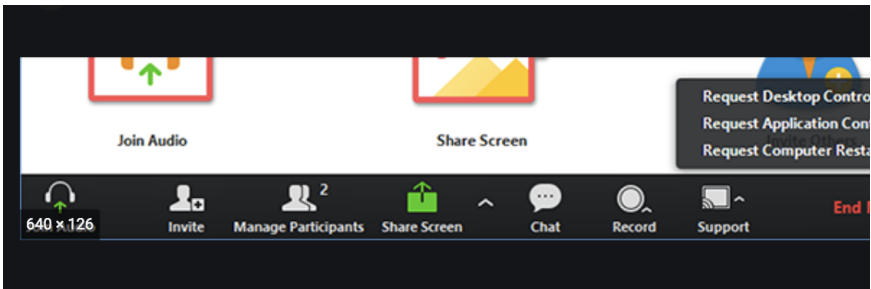




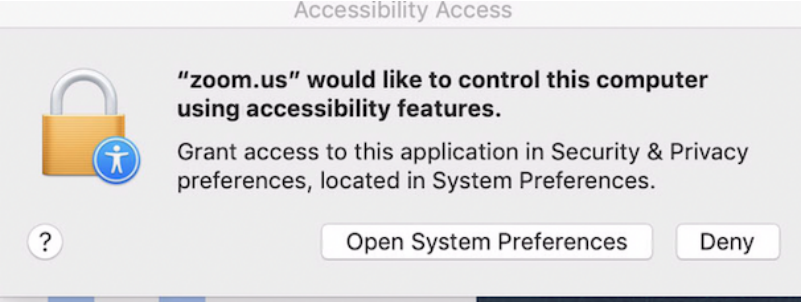
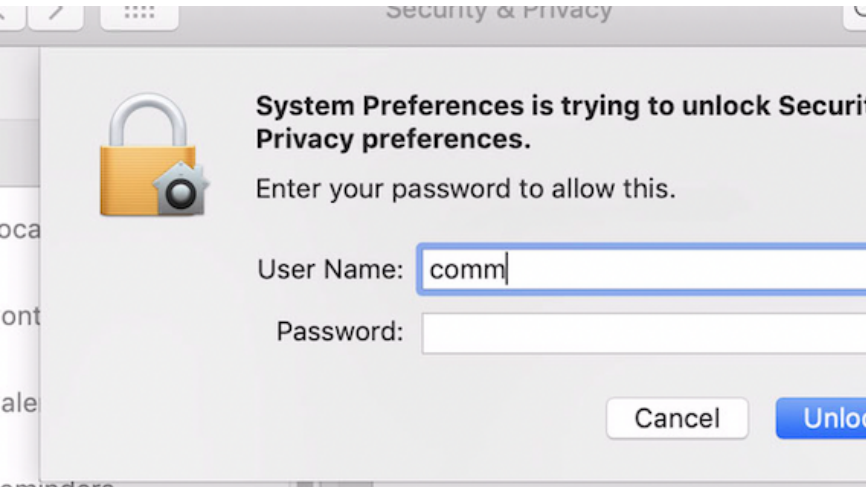
and send it to them in teams or email

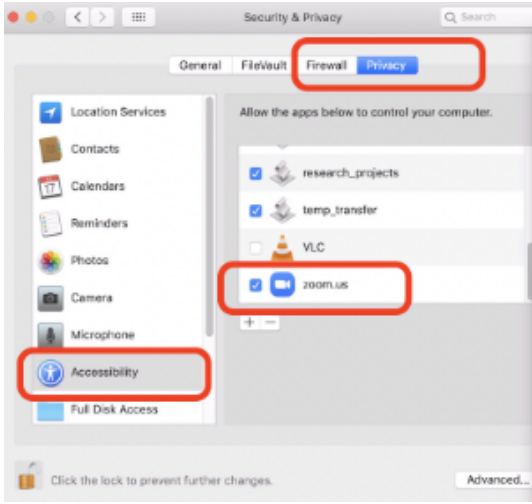
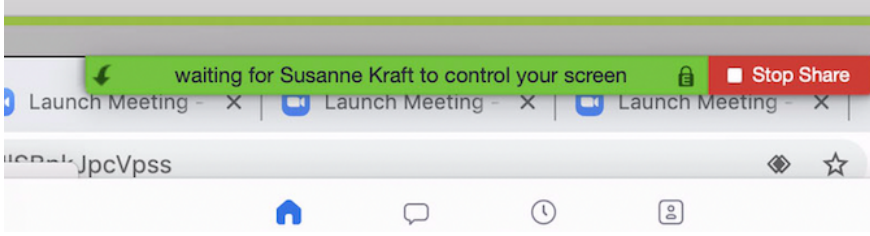
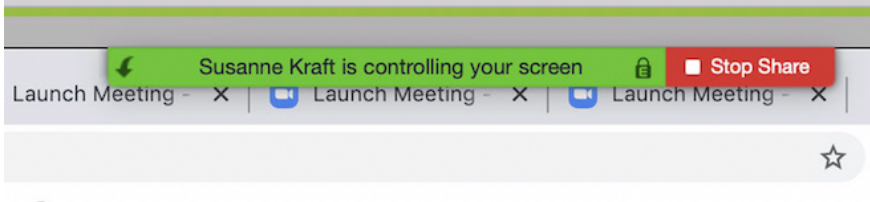
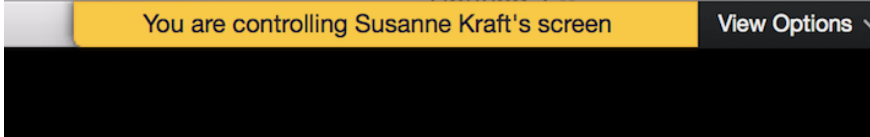
Once both parties are in the zoom meeting

On the Technicians / Hosts Computer

Go to > Support Request Desktop Control



<p>Click on Request when this prompt comes up</p>	 <p>Request remote control of Susanne Kraft's screen?</p> <p>Cancel Request</p>
<p>Have the client choose Approve</p>	 <p>Susanne Kraft is requesting remote control of your screen</p> <p>You can regain control at any time by clicking on your screen.</p> <p>Decline Approve</p>
<p>The client will have to approve this in System Preferences</p> <p>choose >Open System Preferences</p>	 <p>Accessibility Access</p> <p>"zoom.us" would like to control this computer using accessibility features.</p> <p>Grant access to this application in Security & Privacy preferences, located in System Preferences.</p> <p>? Open System Preferences Deny</p>
<p>Have the client enter in their admin user name and Password to unlock system preferences</p>	 <p>Security & Privacy</p> <p>System Preferences is trying to unlock Security & Privacy preferences.</p> <p>Enter your password to allow this.</p> <p>User Name: comm</p> <p>Password:</p> <p>Cancel Unlock</p>

<p>go to</p> <p>>Privacy</p> <p>>Accessibility</p> <p>>check the box next to zoom.us</p> <p>close system preferences</p>	
<p>This box will show the status of the control session</p> <p>This is what the client sees</p>	
<p>Now the status shows that the technician is controlling the clients screen</p> <p>This is what the client sees</p>	
<p>This is what the technician sees that you are controlling the</p> <p>desktop of the client - <u>sorry this is confusing as I was making this wiki</u></p> <p><u>as the client and the technician</u></p>	

I the view options you can choose to use your keyboard layout

Meeting controls

You should now be able to work on the clients desktop and help

them.

When finished this menu is where you can choose to

Stop Remote Control

Then Leave the Meeting

