## How to use Remote Support in Zoom.us

To remote into a computer for tech support	zoom.us Edit Window H
assisting must turn on remote support	About Zoom
to enable this go to	About 20011
>zoom.us	Broforoncoc 92
>Preferences	Freierences æ,
	Convision
Go to the General Tab	Settings
Then you will see the "View More Settings" Click on that	<ul> <li>General</li> <li>Video</li> <li>Audio</li> <li>Share Screen</li> <li>Chat</li> <li>Virtual Background</li> <li>Recording</li> <li>Profile</li> <li>Statistics</li> <li>Keyboard Shortcuts</li> <li>Accessibility</li> <li>Use dual monitors ()</li> <li>Enter full screen when starting or joining a meeting</li> <li>Automatically copy invitation URL once the meeting starts</li> <li>Ask me to confirm when I leave a meeting</li> <li>Show my meeting duration</li> <li>Add Zoom to macOS menu bar</li> <li>Stop my video and audio when my display is off or screen save</li> <li>Recording</li> <li>Profile</li> <li>Statistics</li> <li>Keyboard Shortcuts</li> <li>Cessibility</li> <li>View More Settings (2)</li> </ul>
click on Settings in the left column	Profile   Meetings   Webinars   Personal Audio Conference   Recordings   Settings   Account Profile

Go to Settings > In Meeting (Basic)	Meetings	Cabadula Maatin
	Webinars	In Meeting (Basic
	Personal Audio Conference	In Meeting (Adva
	Recordings	Email Notification
	Settings	Other
Scroll all the way down to >Remote Control and make sure it is on	Whiteboard Allow participants to share whiteboard during a meeting Auto save whiteboard content when sharing is stopp	V ed
	<b>Remote control</b> During screen sharing, the person who is sharing can allo shared content	w others to control the
Then go to >Settings > In Meeting Advanced	Personal Audio Conference	In Meeting (Advance
	Recordings	Email Notification
	Settings	Other
Turn on Remote Support	In Meeting (Advanced)	
	Breakout room Allow host to split meeting participants into separate Allow host to assign participants to breakout room	e, smaller rooms ms when scheduling 🕝
	<b>Remote support</b> Allow meeting host to provide 1:1 remote support to	another participant

Click Turn On - but it'll turn off Breakout Room	Turn ON for "Remote support"
Now should be able to control the other computer once the user	The following settings depend on this setting, the change might affect them.
	Breakout room
	Turn On Ca
Then the technician/host should start a meeting in zoom and invite the	
client to it	
	New Meeting 🖌
Invite the client - choose Copy URL	
Copy URL	Linvite
and send it to them in teams or email	
Once both parties are in the zoom meeting	
On the Technicians / Hosts Computer	Join Audio Share Screen Request Computer Resta
	640 x.126 Invite Manage Participants Share Screen Chat Record Support End I

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

go to	
>Privacy	General FileVault Firewall Privacy
>Accessibility	Location Services Allow the apps below to control your computer.
>check the box next to zoom.us close system preferences	Contacts   Calendars   Calendars   Reminders   Remonders   Remonders   Calendars   Remonders   Remonders
This box will show the status of the control session	Full Disk Access  Click the lock to prevent further changes.  Advanced.
This is what the client sees	✓       waiting for Susanne Kraft to control your screen
	ILEB→L'JpcVpss
Now the status shows that the technician is	
controlling the clients screen	✓       Susanne Kraft is controlling your screen       ☐       ■ Stop Share         Launch Meeting - ×       ►       Launch Meeting - ×       ►
This is what the client sees	☆ -
This is what the technician sees that you are controlling the	You are controlling Susanne Kraft's screen View Options
desktop of the client - <u>sorry this is confusing as I was</u> making this wiki as the client and the technician	

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

## View Options → Fit to Window 50% 100% (Original Size) 150% 200% 300% Stop Remote Control ✓ Use My Keyboard Layout Use Susanne Kraft's Keyboard Layout Show meeting controls Annotate Stop Remote Support Follow presenter's pointer Stop Participant's Sharing