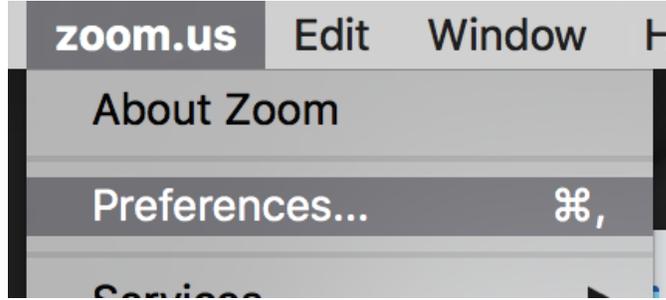


How to use Remote Support in Zoom.us

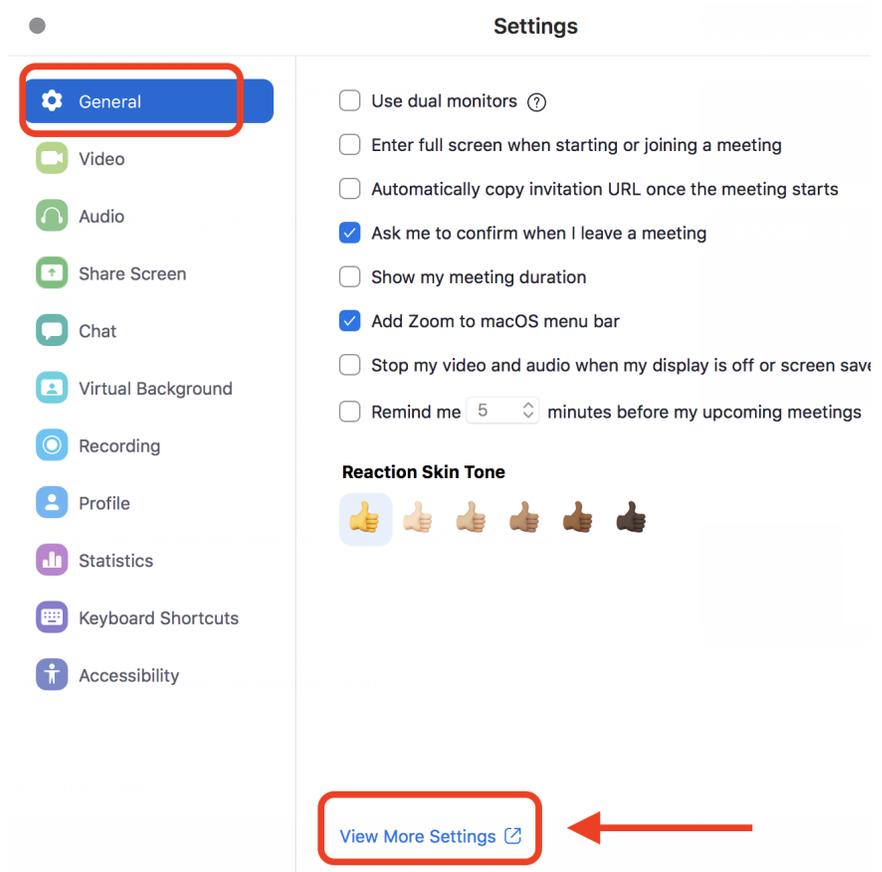
To remote into a computer for tech support both the Host and the Client you are assisting must turn on remote support to enable this go to zoom.us >Preferences



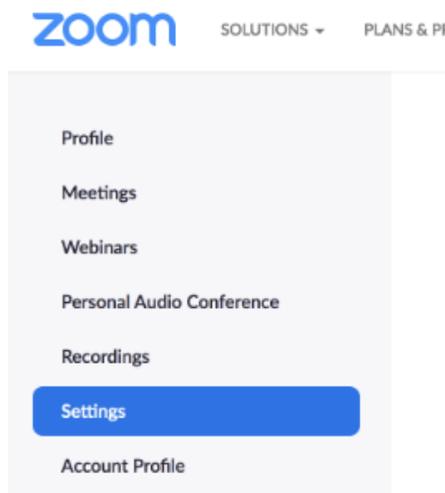
Go to the General Tab

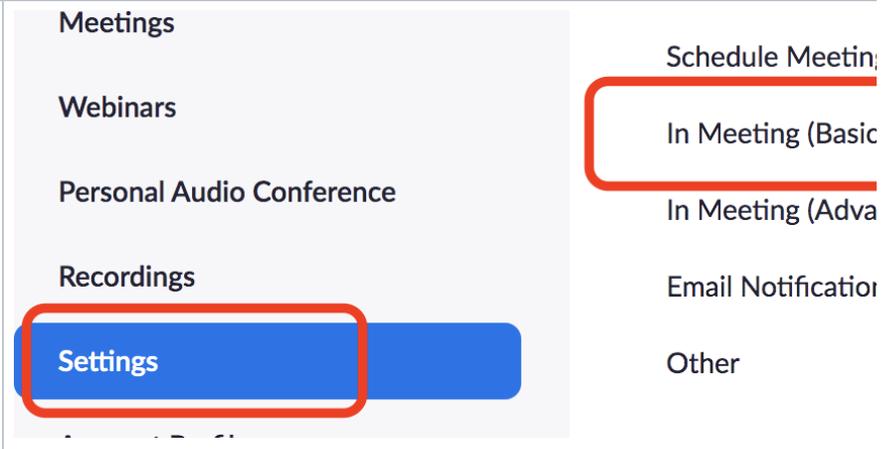
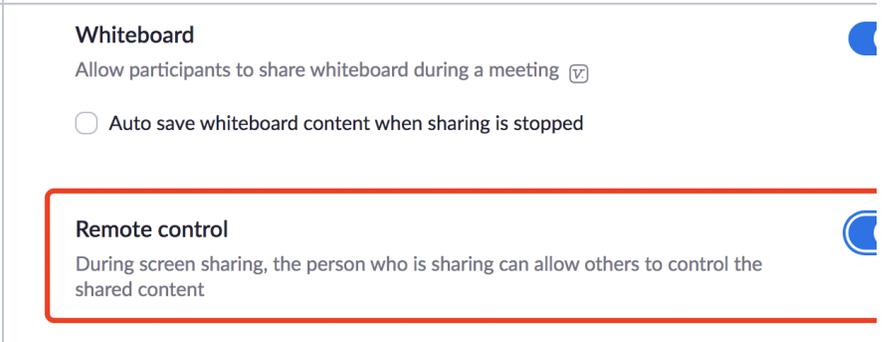
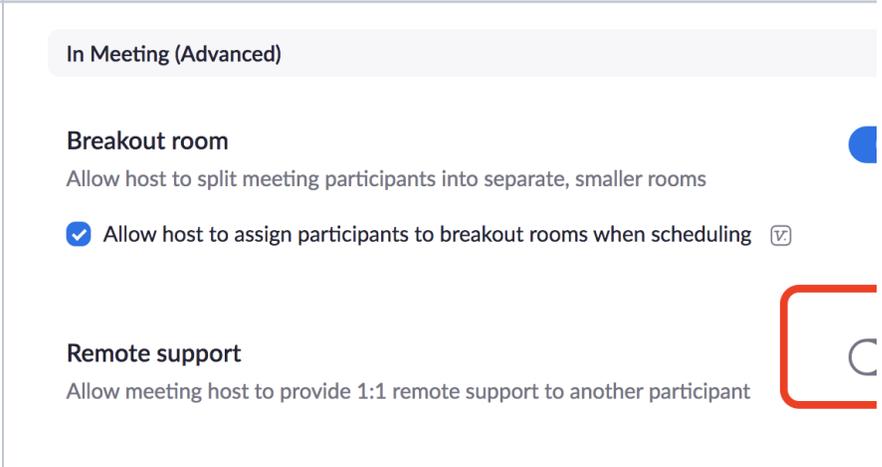
Then you will see the "View More Settings"

Click on that



click on Settings in the left column



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

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"

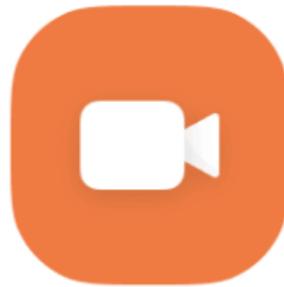
The following settings depend on this setting, the change might affect them.

- Breakout room

Turn On

C

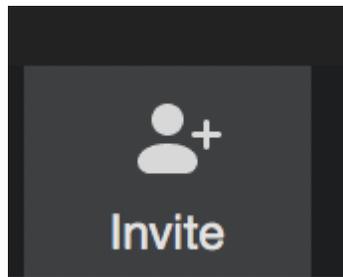
Then the technician/host should start a meeting in zoom and invite the client to it



New Meeting ▾

Invite the client - choose Copy URL

Copy URL

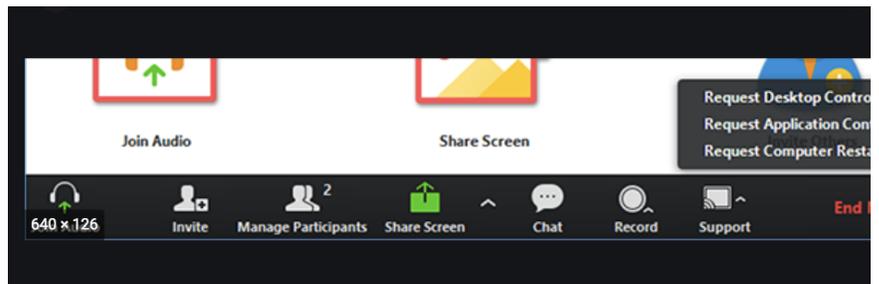


and send it to them in teams or email

Once both parties are in the zoom meeting

On the Technicians / Hosts Computer

Go to > Support Request Desktop Control



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

Approve

The client will have to approve this in System Preferences

choose >Open System Preferences

Accessibility Access



"zoom.us" would like to control this computer using accessibility features.

Grant access to this application in Security & Privacy preferences, located in System Preferences.



Open System Preferences

Deny

Have the client enter in their admin user name and Password to

unlock system preferences

Security & Privacy



System Preferences is trying to unlock Security & Privacy preferences.

Enter your password to allow this.

User Name: comm

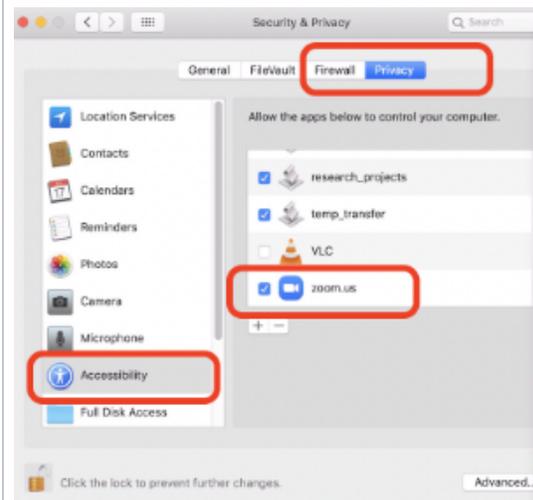
Password:

Cancel

Unlock

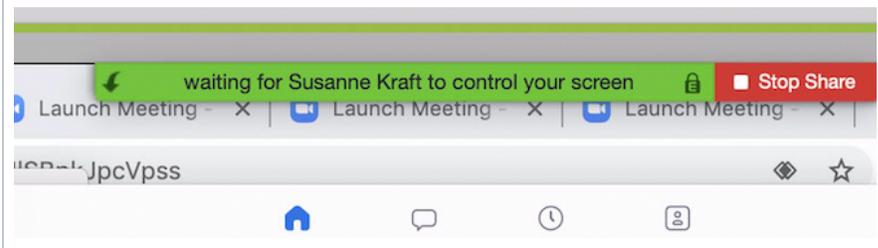
go to
>Privacy
>Accessibility
>check the box next to zoom.us

close system preferences



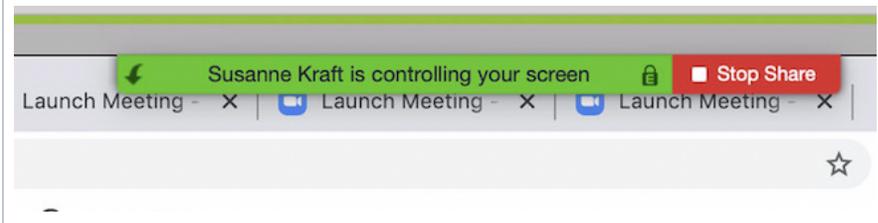
This box will show the status of the control session

This is what the client sees



Now the status shows that the technician is
controlling the clients screen

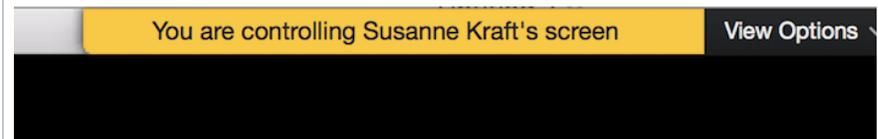
This is what the client sees



This is what the technician sees that you are
controlling the

desktop of the client - sorry this is confusing as I was
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

