

Ratsupport Remote Support

This presentation was created to help in creating a Ratsupport Remote Support Session when the user has already used Remote support before

Find Zoho Meeting



Look on your desktop for the Zoho Meeting ICON. If it is then double click on the icon.

If it is not on your desktop then left click on start and then all programs and look for Zoho Meeting and start the program.

When Zoho Meeting is running

When you see Zoho Meeting asking for a username, look to the lower left for the Join Session button, Click on this button.



Zoho Meeting

Username

Password

Remember Me

Sign In

New User? [Sign Up for Free](#)

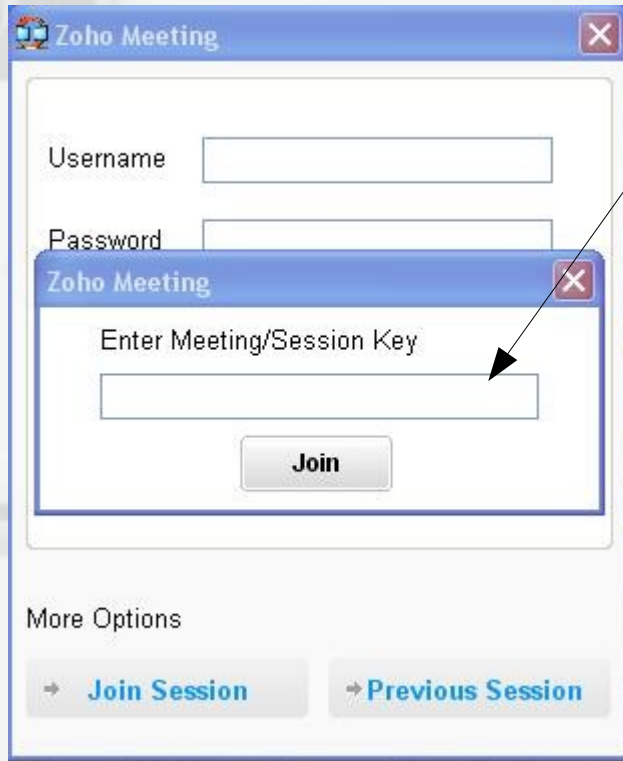
More Options

[→ Join Session](#) [→ Previous Session](#)

Enter the Session ID

Enter the Session ID or Key that will be give by email or over the phone and then allow the connection and remote user to control your computer.

Click the Join button once the Session ID is entered.



The screenshot displays the Zoho Meeting application interface. At the top, there is a 'Zoho Meeting' window with a close button. Below it, there are input fields for 'Username' and 'Password'. A smaller 'Zoho Meeting' dialog box is overlaid on top, containing the text 'Enter Meeting/Session Key' and an empty input field. A 'Join' button is located below the input field. At the bottom of the main window, there is a 'More Options' section with two buttons: 'Join Session' and 'Previous Session'. An arrow points from the text 'Click the Join button once the Session ID is entered.' to the 'Join' button in the dialog box.