

Remote Support



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Discussion

- Remote Support allows a Technician from Ratsupport.com to take a look at your desktop of your computer.
- It does require you to download some software and this presentation is here to help.

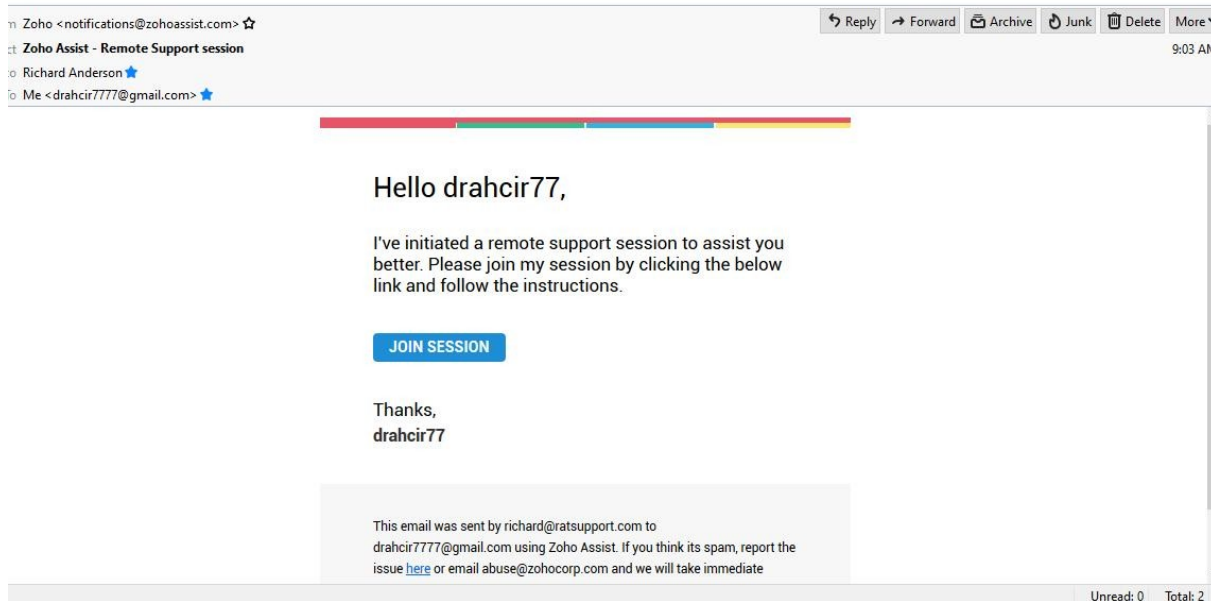
First things First

- If you have or can get email, then a technician from Ratsupport.com will send you an email with a link (see email slide).
- If you don't have email or can't use it then you will need to use your browser like Firefox and go to this link: <https://join.zoho.com/353433094> (The number will be different and supplied by Ratsupport).

Windows or Linux

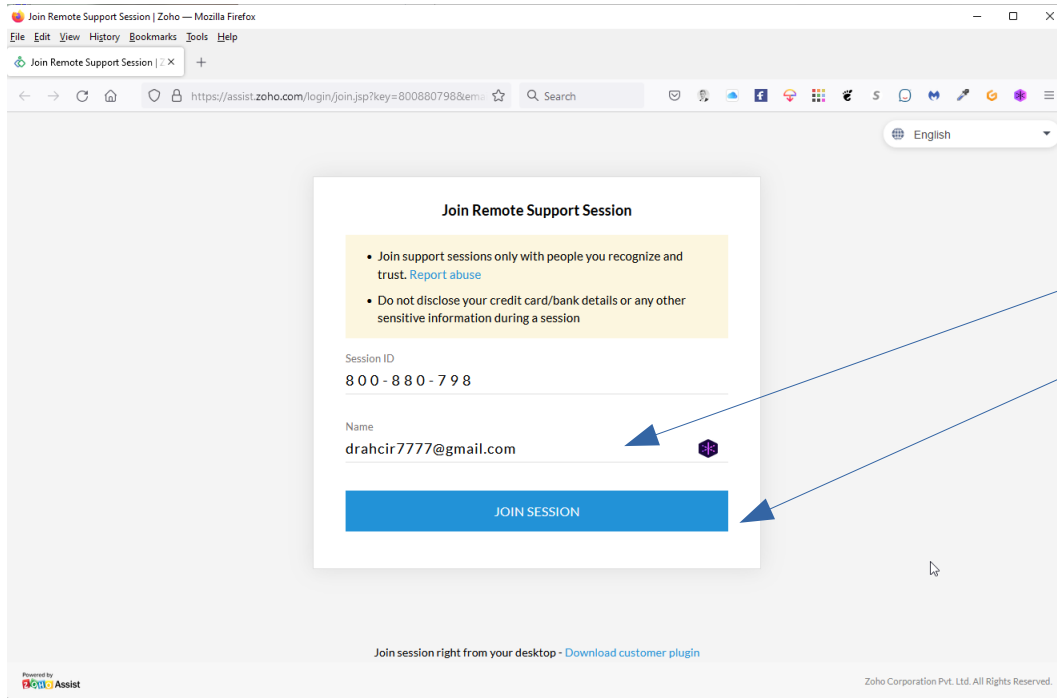
- The process for starting a Remote Support Session is different for Linux (Ubuntu) and Windows.
- Slides 7 and 8 cover Windows users and Slides 9 and 10 cover Linux users.

Email



Just click on the Join Session and you should be given instructions.

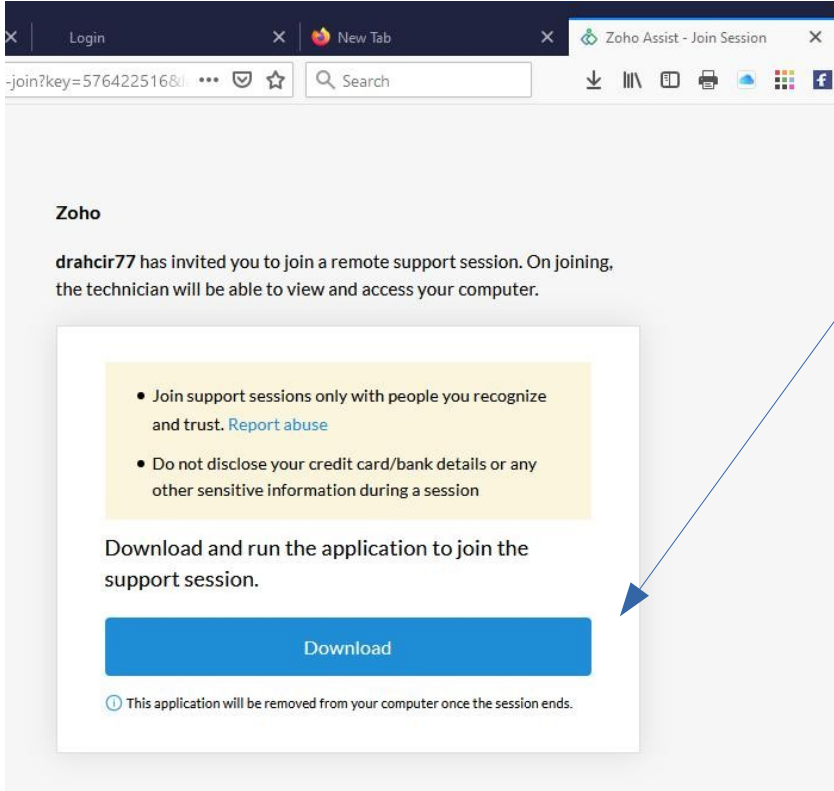
Remote Support Windows



After left clicking on the Blue Join Button in your email, your default browser will open to this page.

Please fill in your name and then click on the Blue Join Session Button

Windows Download

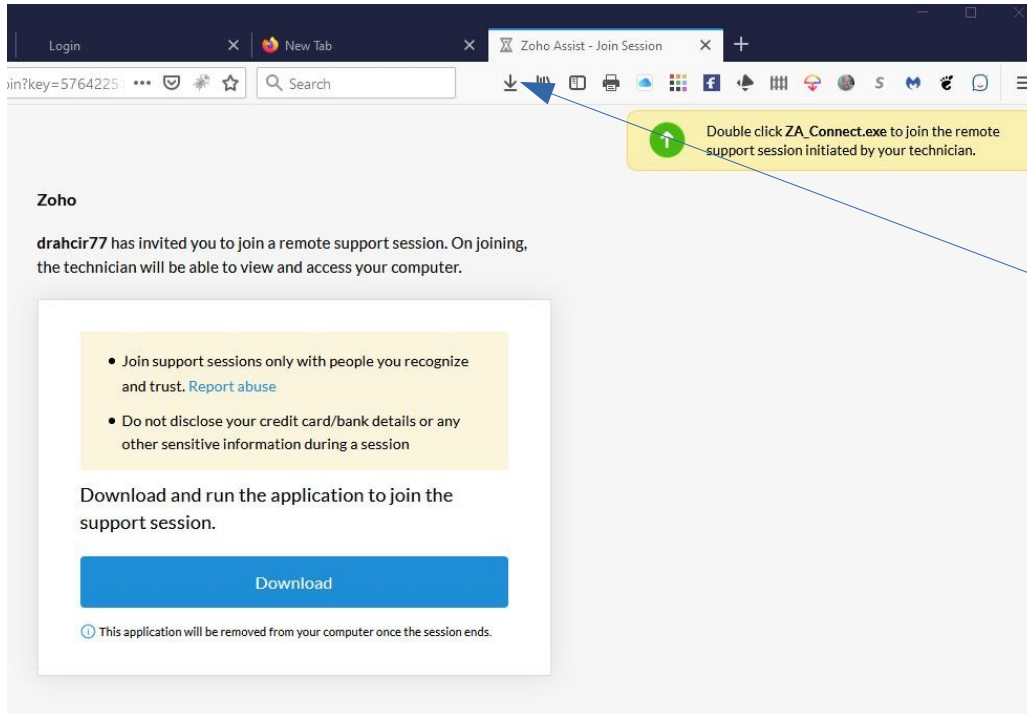


You should click on the download button and then look in the download folder on your computer or your browser for your downloads. If you are asked to save file the answer is Save File.

You will be looking for ZA_connect.exe

Double click on this file to install the agent to create your session.

Windows Download



I used Firefox and this is what my browser looks like.

You can click on the download link and then double click on the ZA_Connect.exe file.

In other browsers they will display the file downloaded and you will need to double click on the ZA_Connect.exe file to start the session.

Linux Start Terminal

- You will need to use the Terminal for some of the commands.
- To quickly open a Terminal window at any time, press Ctrl+Alt+T.
- Another way is to click on Activities and type terminal and it will open.
- The third way is click on Activities and start to type “ter” and some icons should show up and you can right click on the Terminal Icon and say save to Favorites and this will place the icon on your launcher.

Linux Download

Zoho


drahcir77 has invited you to join a remote support session. On joining, the technician will be able to view and access your computer.

- Join support sessions only with people you recognize and trust. [Report abuse](#)
- Do not disclose your credit card/bank details or any other sensitive information during a session


1. Choose an appropriate device architecture.

For 64-bit For 32-bit

Download the Remote Support Agent using the following command.

```
wget "https://assist.zoho.com/join-session?key=443634163" 
```

2. Install the downloaded Remote Support Agent using the following command.

```
chmod +x Connect && ./Connect 
```

If you face any problem while initiating a session, please write to our technical support team at support@zohoassist.com.

We now will select 32bit or 64bit system tab and then click on the copy button for the repository. After that go to terminal window and paste the line of code and hit your enter key.

The next thing after the above is done is to copy the second line of code and paste it into the terminal and hit the enter key.

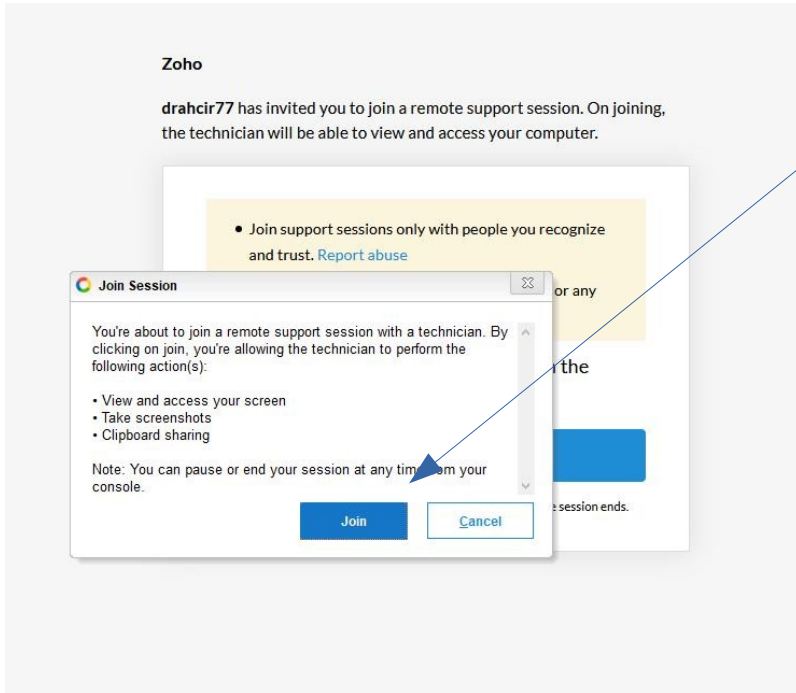
This should make a Join Window show up on your screen and you will have to hit the join to allow the tech to control your computer. (See next Slide)

Join the Session

This window should show up on your screen and click the Join Button.

The technician should be able to take control of your desktop to provide service.

Watch for instructions (lower right) if the technician needs to communicate with you.



It should be working

- The tech should be able to control your computer and you can chat with the tech using the chat in the zoho control window.
- Please don't move your mouse or enter data unless instructed by tech.

Happy Ending



We hope this Presentation was of some help.

Please feel free to comment or ask questions.

You can always contact us on our website
<https://www.ratsupport.com/contact/>