

# Zoho Assist for Administrators Complete Course Plan



## About

This course takes you through the basics of setting up your organization account in Zoho Assist, how a remote support session works, and our integrations with various help desk applications. You'll also gain an in-depth knowledge of the various deployment methods and the customization techniques available in Assist.

## Who it is for:

System Admins and Technicians who are responsible for the setup, configuration, and maintenance of their organization's Zoho Assist account.

# Day One (2 hours)

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## Module 1: Introduction

- Welcome to Zoho Assist
- Benefits of a remote support software
- System requirements

## Module 2: Remote Support Sessions

- Viewer console
- Customer console
- Scheduled session
- Screen sharing session

## Module 3: Organization Setup

- Manage technicians
- Session recording

- Audit logs
- Analytics
- Rebranding
- Email templates
- Import, add, and manage contacts
- Configuring departments
- Integrations, APIs and SDK

## Module 4: **Security Settings**

- Privacy settings
- Breach notification and data protection
- Two-factor authentication
- Data cleanup

## Module 5: **Mobile apps and plugins**

- Technician mobile app
- Customer mobile app
- Desktop plugin
- Get support plugin

# **Day Two** (2 hours)

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## Module 6: **Configuring Unattended Computers**

- Installation methods
- Bulk deployment

- Accessing and working on an unattended computer
- Diagnostic tools (remote, command, prompt, users, groups)
- Power options (wake on LAN, shutdown, reboot)

## Module 7: **Unattended access settings**

- Computer grouping
- Group permission
- Analytics
- Session confirmation and security setup

## **Summary**

- What's new?
- Best practices for administrators
- What's next?
- Frequently asked questions