



## Guest technician

On occasion, technicians working on complex issues will need assistance from other technicians who are specialists in that particular field. However, they may not be in the technician's organization, so they'll be required to join as a member to provide support.

Do you want to collaborate with professionals in your remote assistance sessions even if they're not a part of your organization? You can invite them as a guest technician in an instant.

### Who is a guest technician?

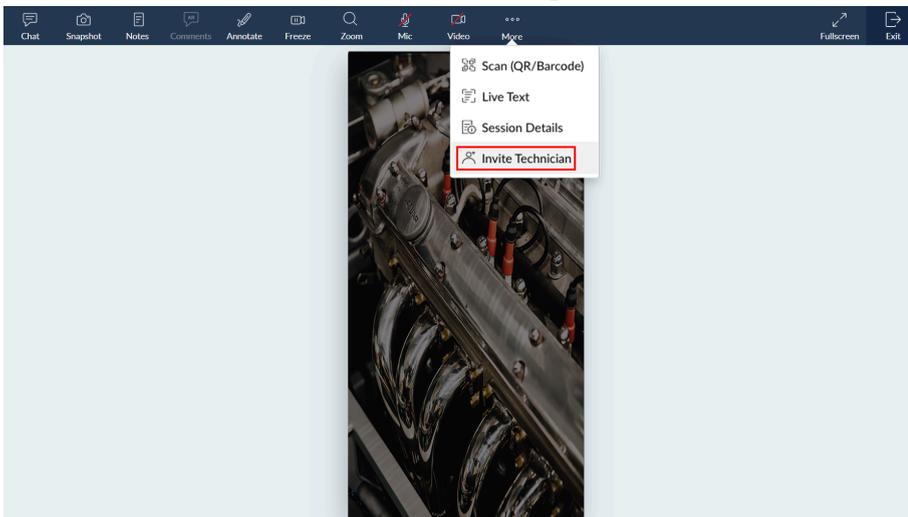
A guest technician is someone who joins a remote assistance session with a unique invite sent during that session. Professionals and experts who belong to other organizations, or freelance technicians who don't belong to any organization, can briefly join a session using this invite.

### Who can invite the guest technician?

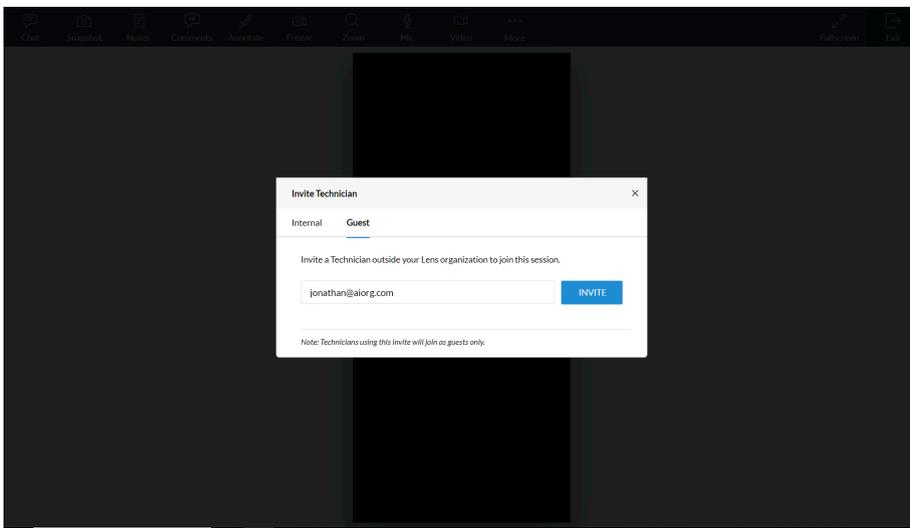
The technician who initiates the session (primary technician) is the only one who can invite someone as a guest technician. The primary technician has to send a unique invite to the guest expert to join the remote assistance session.

### To send an invite (primary technician—web)

1. Go to **Invite technician** under the *More* option.



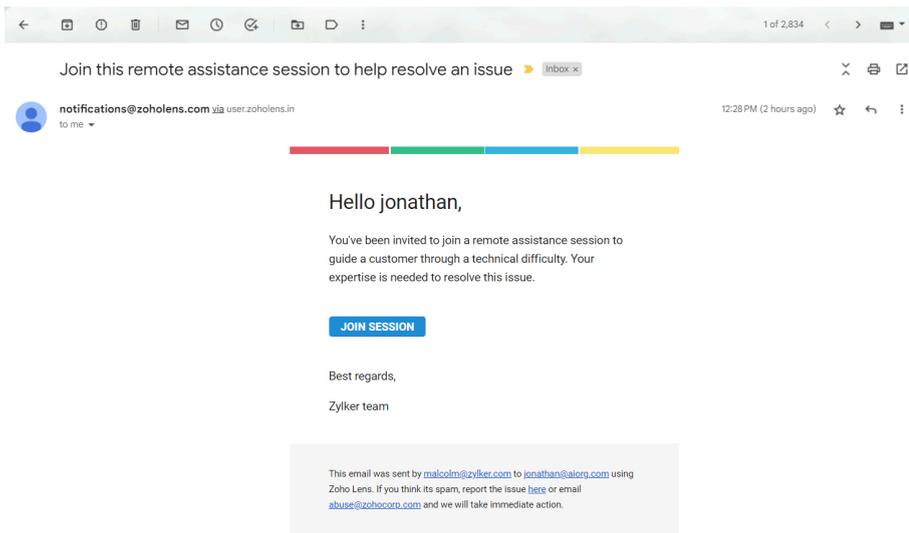
2. You will get a pop-up box with two tabs— **Internal** and **Guest** . Go to the **Guest** tab to invite the guest technician.



3. Enter their email address in the text field and click **Invite** . A unique invite link will be automatically generated and sent to their inbox.

## Attending the session as a guest technician (web)

1. Open the invite mail and click the Join session button. This will trigger a verification process in the backend.



2. Once the backend verification process is complete, you ' ll be allowed into the session and you can view the customer's live camera stream.

**⚠ To maintain organization al security, guest technicians cannot join the session using the same link once they leave the session or close the browser application. It will show an error message if they use the same link. To rejoin, the guest technician must contact the admin or the technician who sent the invite.**



Your link has expired.

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## **Attending the session as a guest technician (mobile)**

The guest technician feature is currently not supported on mobile devices. Therefore, primary technicians who initiate sessions from their mobile device won't have the invite option.

Likewise, guest technicians who click the invite link on their mobile device will not be allowed to join the session.



Guest Users are not allowed to join session through app. Please join through web browser.

## Restricted features

To maintain organizational security and ensure data protection, some session tools, such as notes and snapshots, aren't visible to a guest technician. Similarly, the guest technician cannot record a session or invite another technician.

To learn more about the features available to different technicians, refer to the table below.

	Primary technician	Secondary technician	Guest technician
Chat	✓	✓	✓
Video	✓	✓	✓
Annotation	✓	✓	✓
Zoom	✓	✓	✓
Notes	✓		
Snapshot	✓	✓	
Live text	✓	✓	✓
Freeze	✓	✓	✓
Record	✓		
Mic	✓	✓	✓
Invite technician	✓		
Session details	✓	✓	✓

<b>Flash</b>	✓	✓	✓
<b>QR</b>	✓	✓	✓
<b>Barcode</b>	✓	✓	✓