



# How to configure unattended access on a device during a remote support session

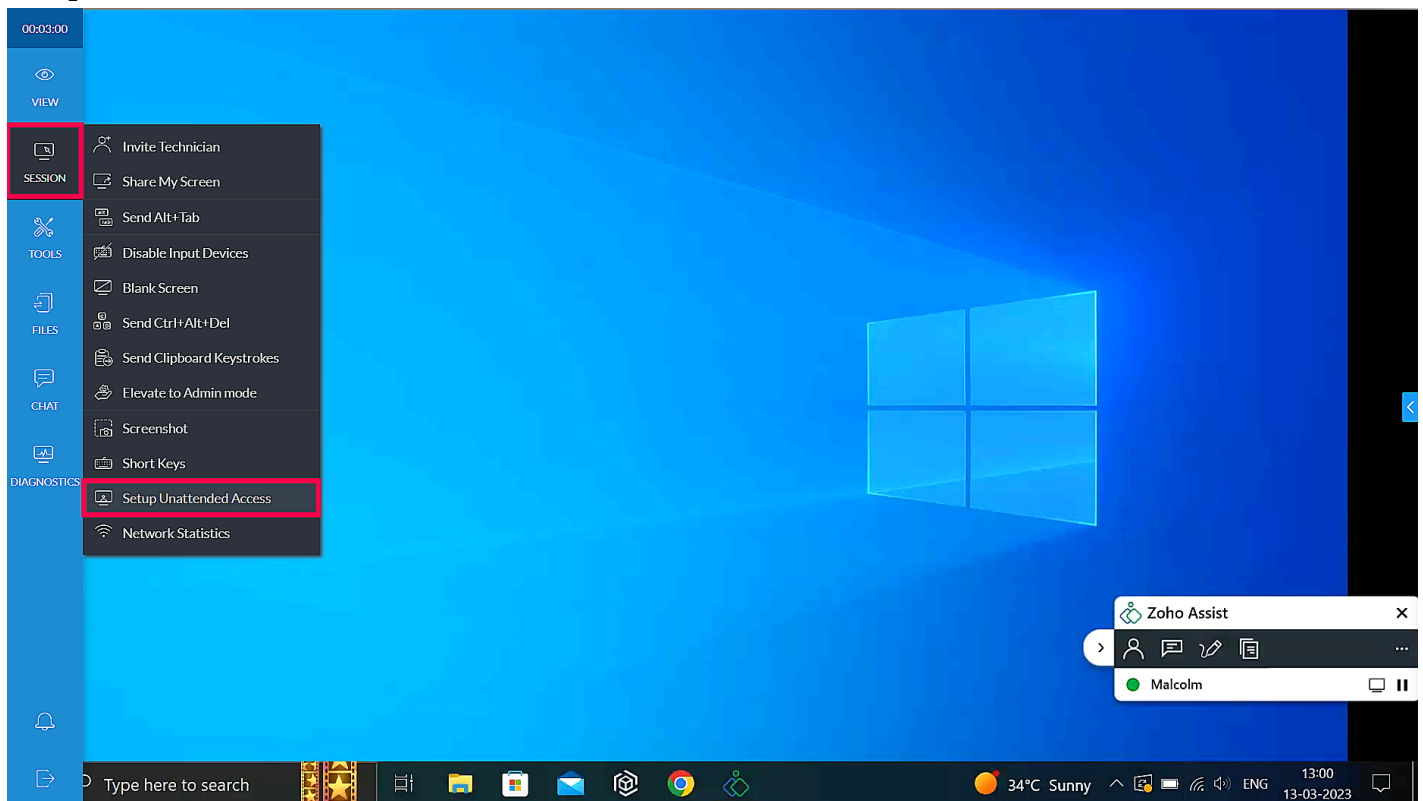
During a Zoho Assist remote support session, there may be times when multiple tasks or troubleshooting steps are required, but cannot be completed during a single session. Configuring a device for unattended access helps you gain instant access to the device at a later time, even during out-of-office hours, to perform necessary troubleshooting and diagnostic operations.

Instead of resorting to various deployment methods to configure a remote device for unattended access, a technician can use the **Setup Unattended Access** feature during an active remote session.

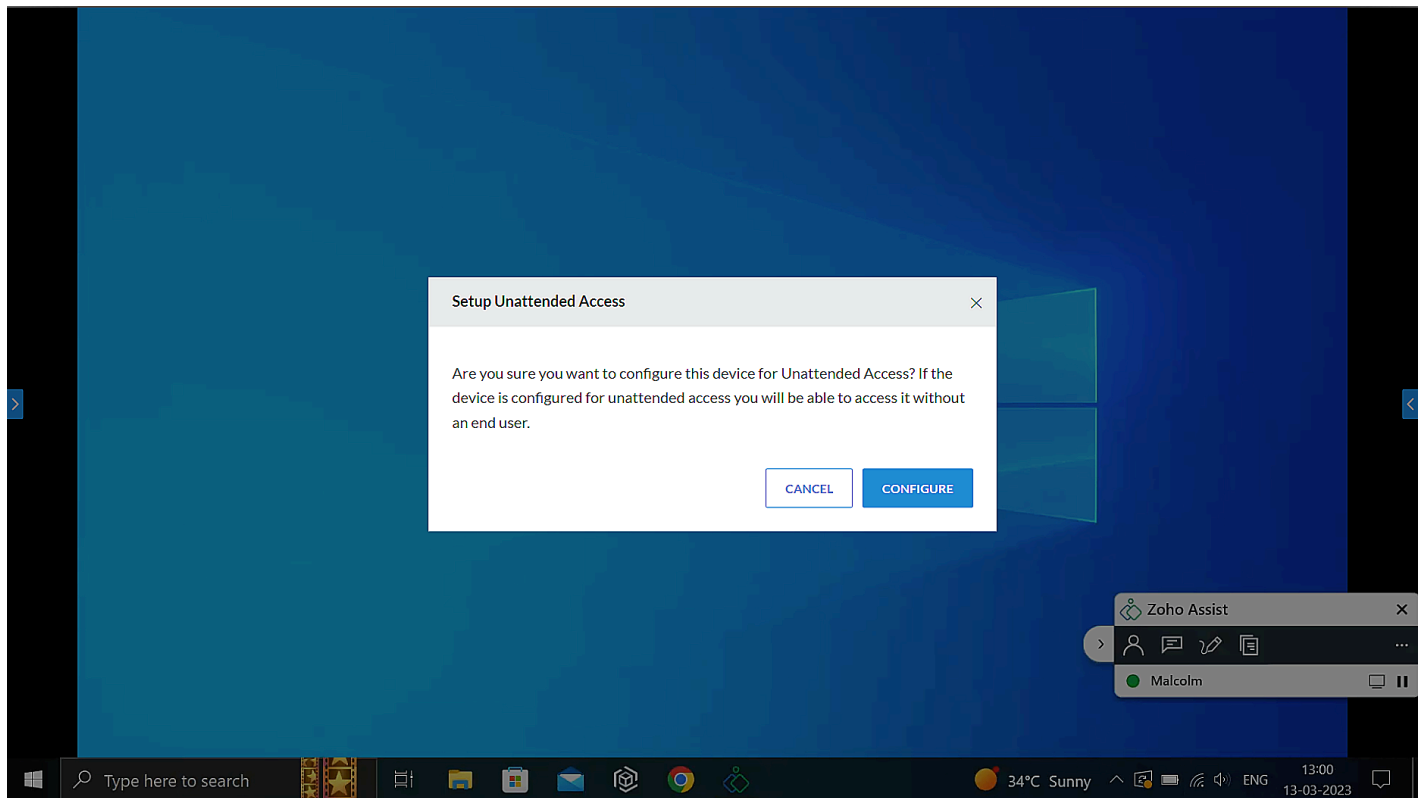
The **Setup Unattended Access** feature is extremely beneficial when remote assistance is required frequently, or when the customer is unavailable to grant permission for each remote access/support session required.

## To easily set up unattended access during a remote support session:

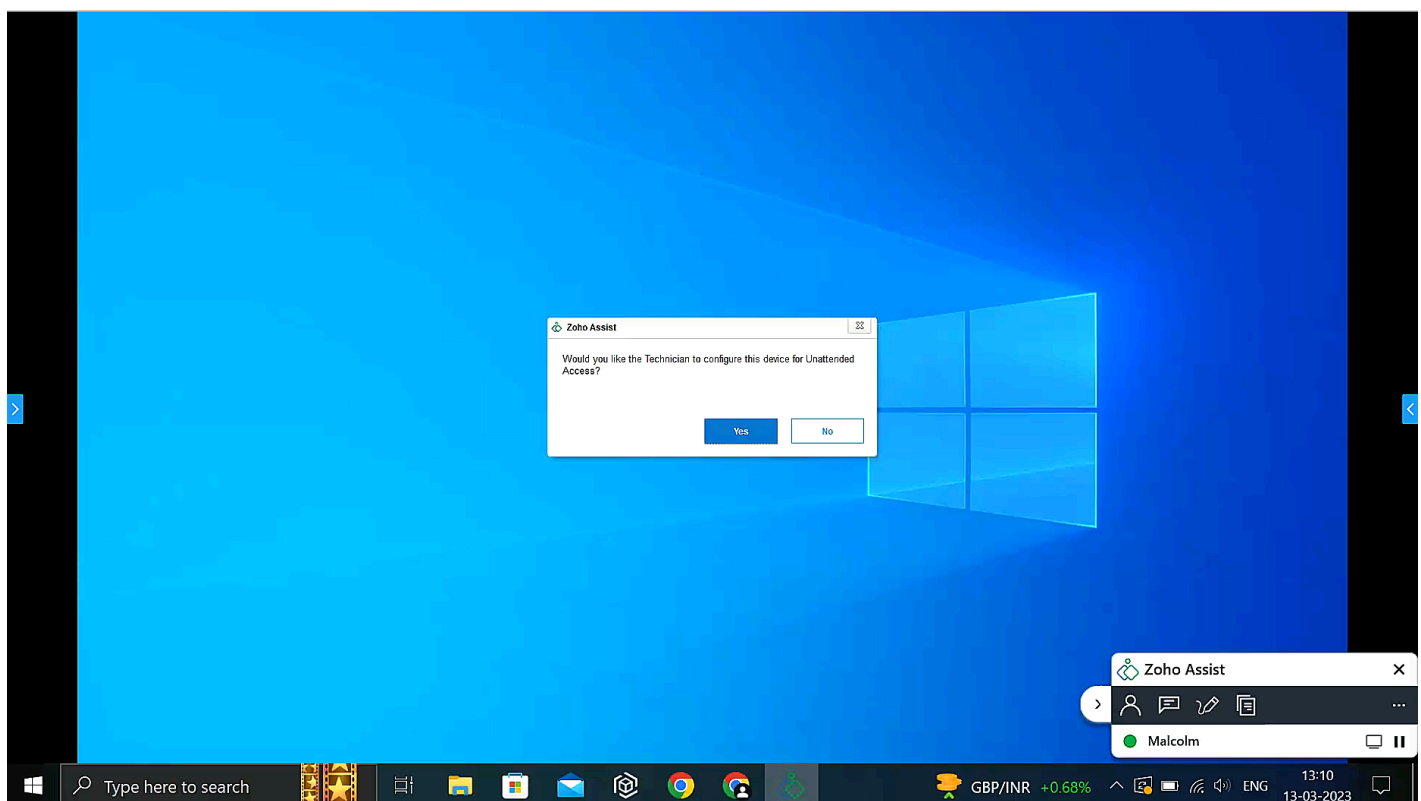
1. Once the customer joins the remote support session, click the **Session** option on the left panel and select **Setup Unattended Access**.



2. A confirmation prompt will be displayed on the screen. Click **CONFIGURE** to proceed.

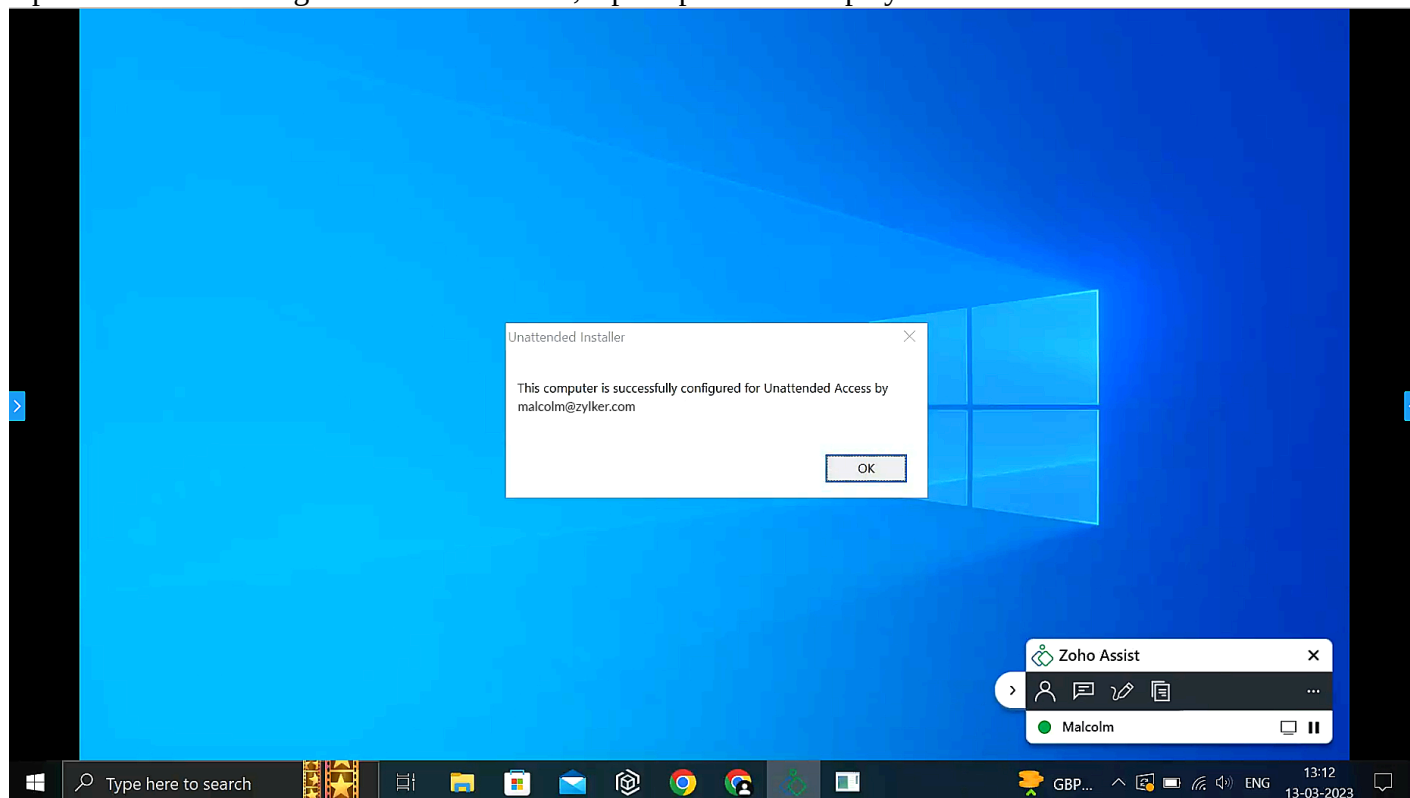


3. A confirmation window will pop up on the customer's screen, asking for their consent to set up unattended access on their device.

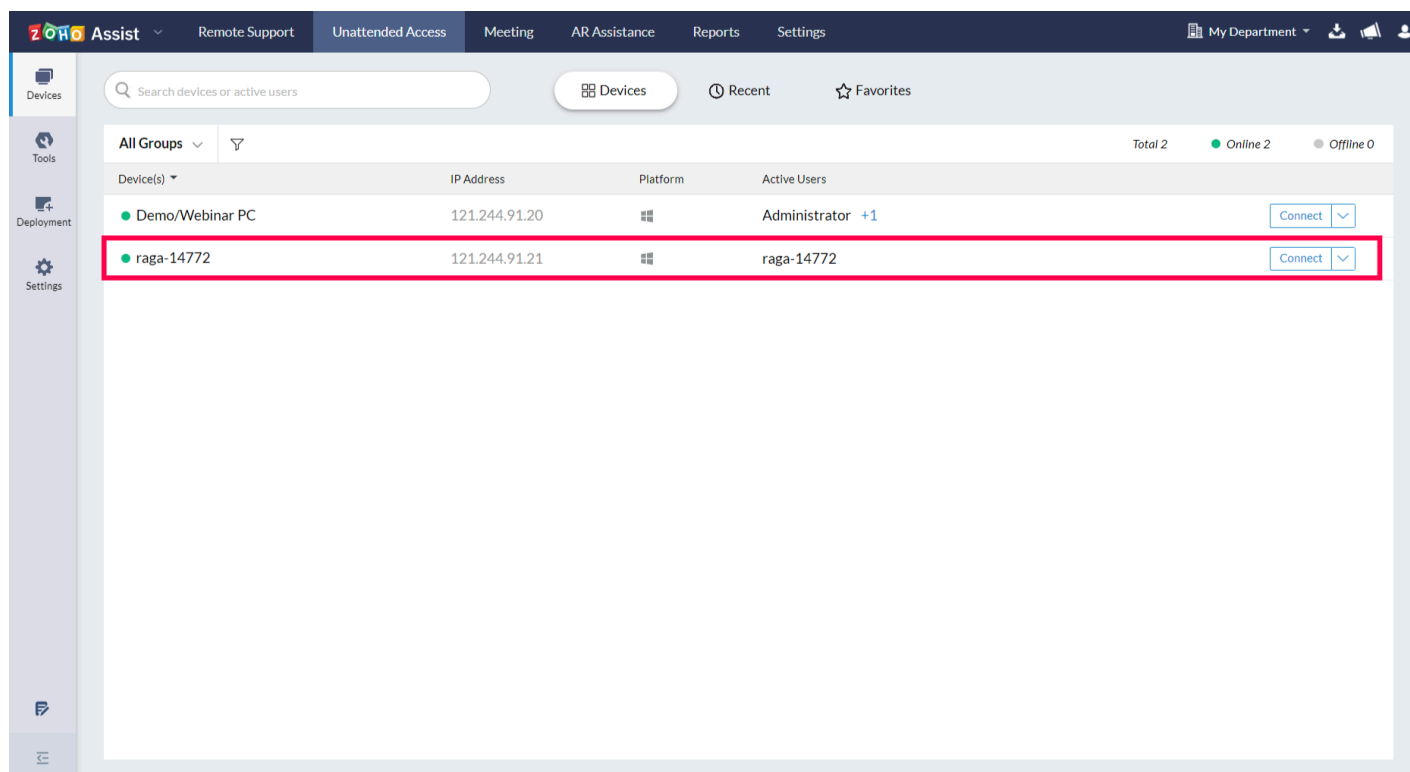


4. Once the customer clicks **Yes**, the configuration process will begin.

5. Upon successful configuration of the device, a prompt will be displayed as shown below.



6. You can verify the device's setup by cross-checking the device name listed under the *Unattended Access* tab in Zoho Assist.



By using the **Setup Unattended Access** feature during a remote support session, a technician can easily configure a device for unattended access, making it accessible at any time in the future.