



How can a customer join a session?

This section will give you the steps a customer needs to follow to join a remote assistance session in Zoho Lens for each of the different invitation options.

Joining a session using an SMS or email invite

- Click the link in the email or SMS that you receive from your technician.
- Download the Zoho Lens mobile app from the Play Store or App Store, if you are joining a session for the first time. Open the app to join the session.
- If you've already downloaded the Zoho Lens Customer app, clicking the link will let you join the session directly.

Joining a session using a join link

- Click the join link that you receive from the technician.
- Download the Zoho Lens mobile app from the Play Store or App Store, if you are joining a session for the first time. Open the app to join the session.
- If you've already downloaded the Zoho Lens Customer app, clicking the link will let you join the session directly.

Join a session by entering the session ID

- Download the Zoho Lens app from the Play Store or App Store.
- Open the application and enter the 9-digit session ID in the space provided.
- Click **Join**.



Enter Session ID

133-114-677

1	2	3
4	5	6
7	8	9
	0	

JOIN

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