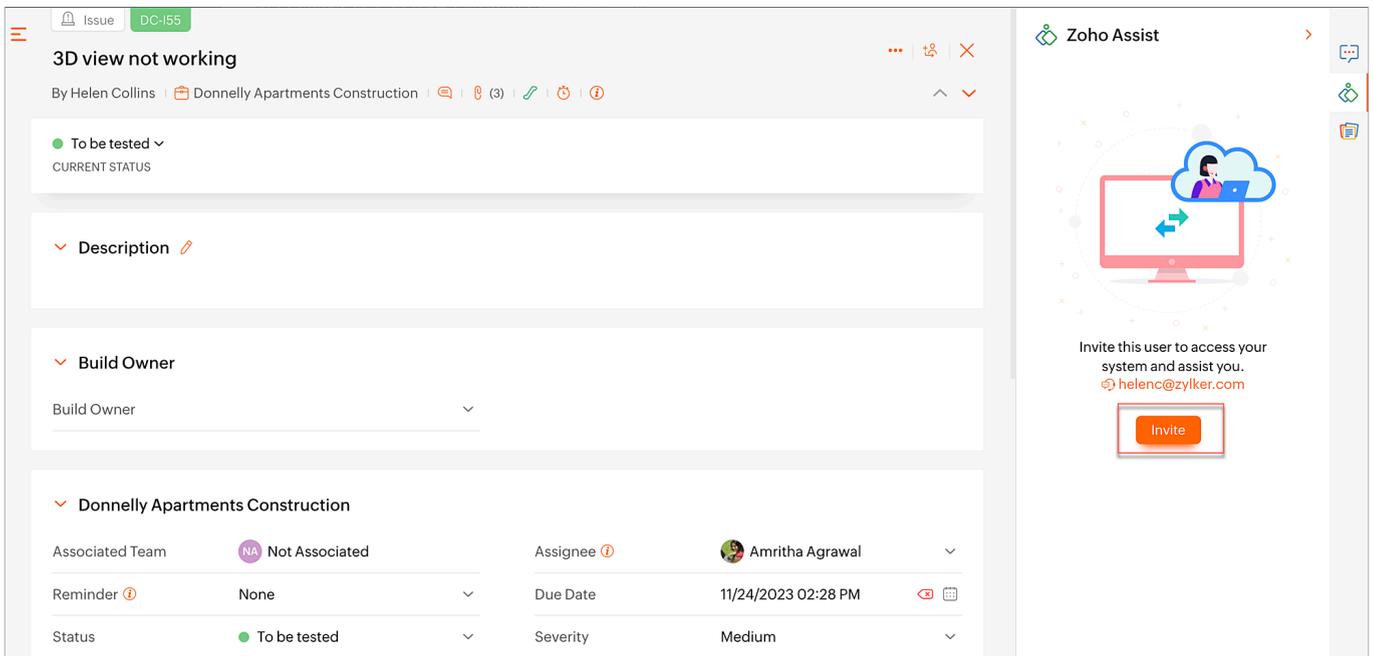




Remote Assist for Bugs

Resolve bugs for end users with Remote assist. Invite user to share their screen and remotely assist them in resolving their bug. The **Zoho Assist** icon is available in the right panel (only if the bug is assigned to you).

1. Select a project from the **Recent Projects** section or from the **Projects** tab in the left navigation panel.
2. Click on the **Bugs** tab in the top band to open the *List* view.
3. Click on an bug to open the details page.
4. Click the **Zoho Assist** icon.
5. Click on the **Invite** button.



6. An email is sent the the user who reported the bug.
 - The user must click the Join Session link in the email.
 - User will be prompted to download the Zoho Assist app for the first time.
7. A screen-sharing session starts which will allow users to share their screen with the developer or technician assigned to the bug.



Invitation sent to helenc@zylker.com

You'll be able to view the remote screen once your customer joins the session.

Any troubles in receiving email? [Send it again](#) or direct your customer to join the session using the below link.

<https://join.zoho.com/132768910>

More Reads

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