

# Remote support session

## Overview

A remote support session allows you to remotely control a Windows or macOS computer. In our case, the support session will only be granted for:

- Request Application Control (in order to change your email password)

## Prerequisites

- Zoom Desktop Client
  - Windows: 5.4.3 or higher
  - macOS: 5.4.3 or higher
  - Linux: 5.4.5 or higher
- Free or Paid account
- Remote support feature enabled on the meeting host's account

## Enabling remote support sessions

**Note:** Remote support session will disable [simultaneous screen sharing](#).

### User

To enable remote support sessions for your own use:

1. Sign in to the Zoom web portal, <https://zoom.us/>
2. In the navigation menu, click [Settings](#).
3. Click the **Meeting** tab.
4. Verify that **Remote Support** is enabled.
5. (Optional) Click the check box to **Allow remote controlling user to share clipboard**. This will automatically copy the remote controlled user's clipboard to the remote controlling user's clipboard.
6. If the setting is disabled, click the toggle to enable it. If a verification dialog displays, click **Turn On** to verify the change.

#### Remote support

Allow meeting host to provide 1:1 remote support to another participant



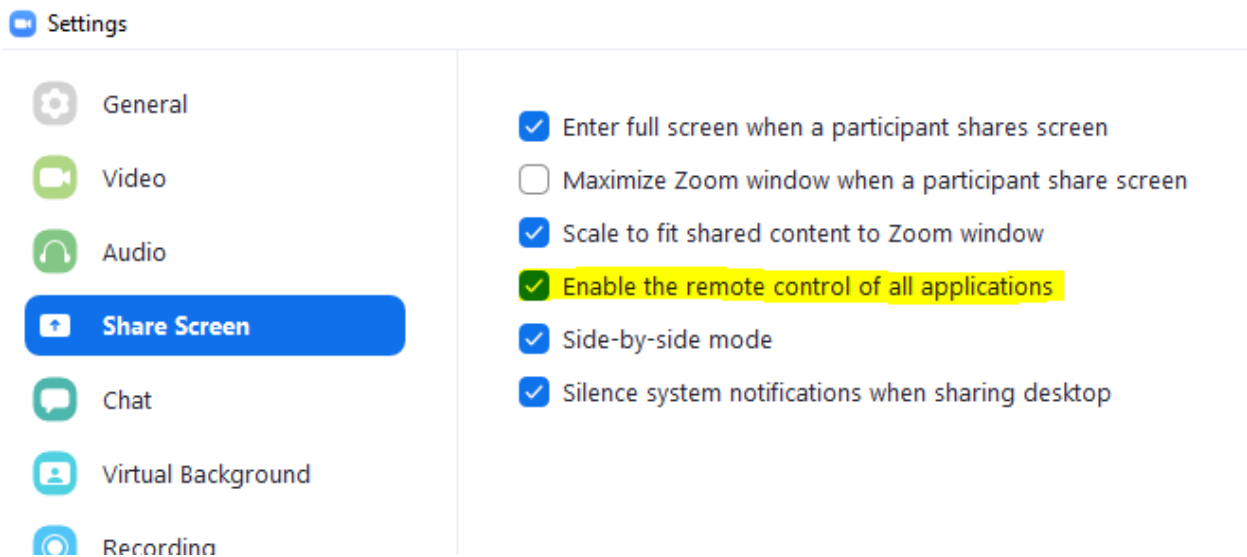
**Note:** If the option is grayed out, it has been locked at either the group or account level. You need to contact your Zoom admin if the account is shared.


# Using remote support session

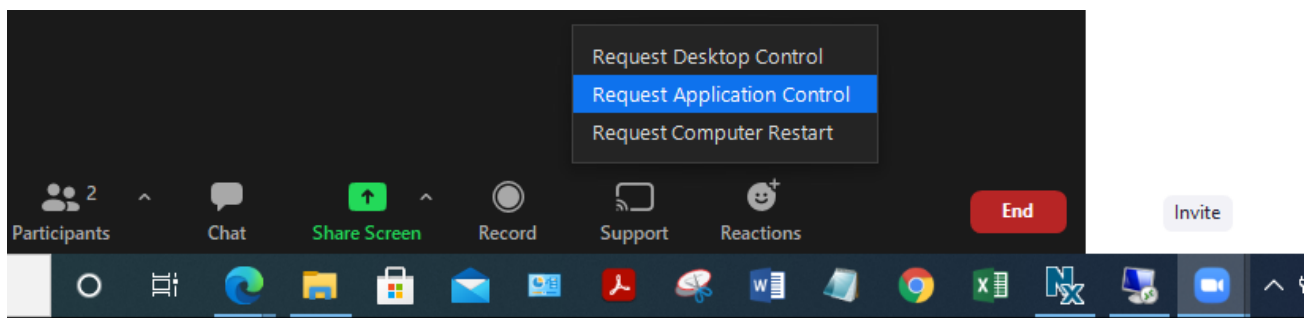
## Windows and Mac

### Note:

- IT Support will send you a Zoom invite – **DO NOT** run Zoom in Remote Desktop.
- **Enable the remote control of all applications** in your Zoom desktop client [settings](#) – see example below:



- During a remote support session, enter admin credentials in UAC (User Access Control) windows if prompted.
- Click **Support**  in your meeting controls, then select Request Application Control options:



You may be prompted to set Advanced Sharing options if you have not already set them – see below:

Advanced Sharing Options... ×

**Who can share?**

Only Host  All Participants

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**Who can start sharing when someone else is sharing?**

Only Host  All Participants

Once you set these options, click on Request Application Control again.

IT support will have an internet browser window ready for you to change your password.