Screen Share: Create or Join a Screen Share Session

Last Modified on 01/29/2025 9:39 am PST

Pathway: *User Profile Menu*

Screen sharing in Navusoft allows users to view another user's screen securely without sharing login credentials. This feature operates exclusively within the Navusoft application, ensuring that other browser tabs or external screens are not visible. The screen-sharing session remains active until one of the users ends the session. **Please Note: Screen share sessions do not include an audio connection.**

Generate a Screen Share Code

Generating a screen share code is required to create a screen share session between desktop users, or a desktop user and a driver
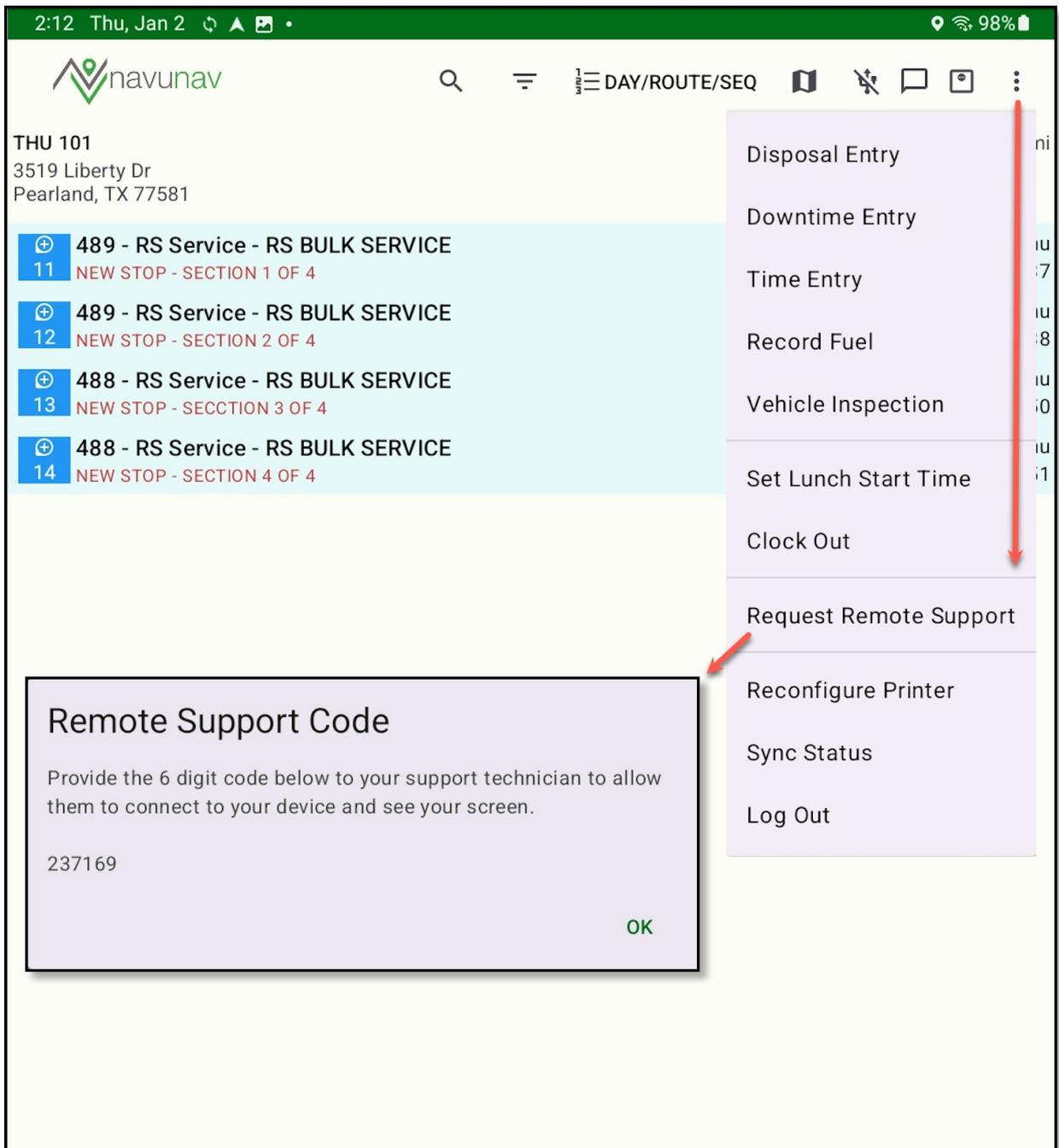
Desktop User

If a desktop user wants to allow another desktop user access to their screen, they can generate a screen share code from their user profile drop down menu. The code will appear in a separate popup window and must be provided to all participants joining the screen share session.
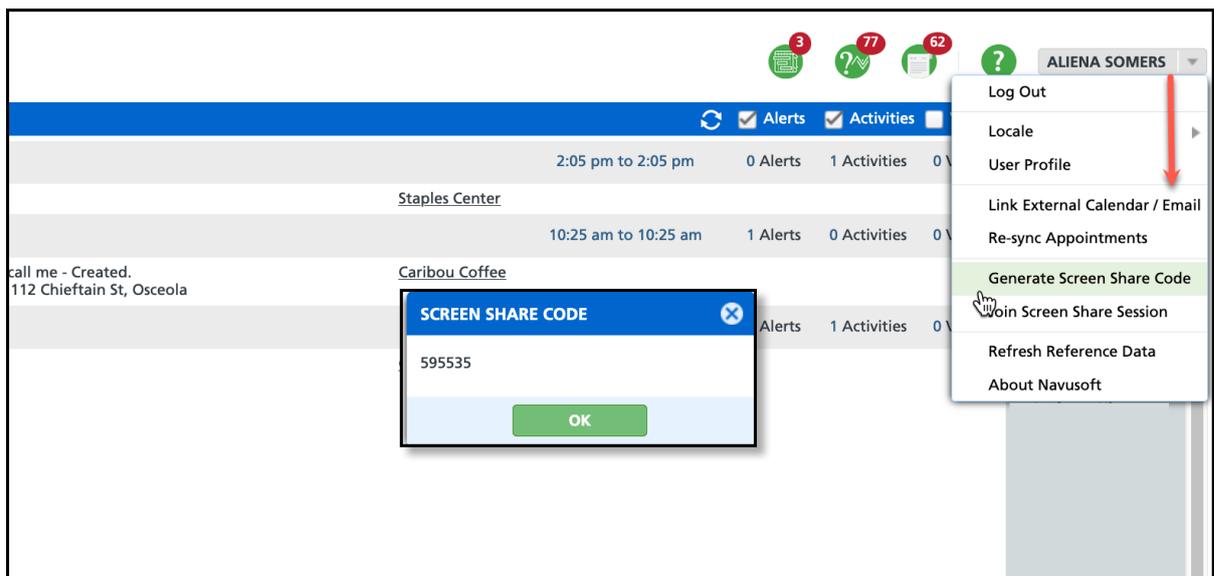
Driver App (Android)

Codes generated by a desktop user cannot be shared with a driver. Instead, the driver must initiate the screen share session from their mobile driver app by tapping the menu icon and selecting **"Request Remote Support"** from the drop down list. Once the driver selects *Request Remote Support*, a screen share code will generate for them to share with their desktop support.
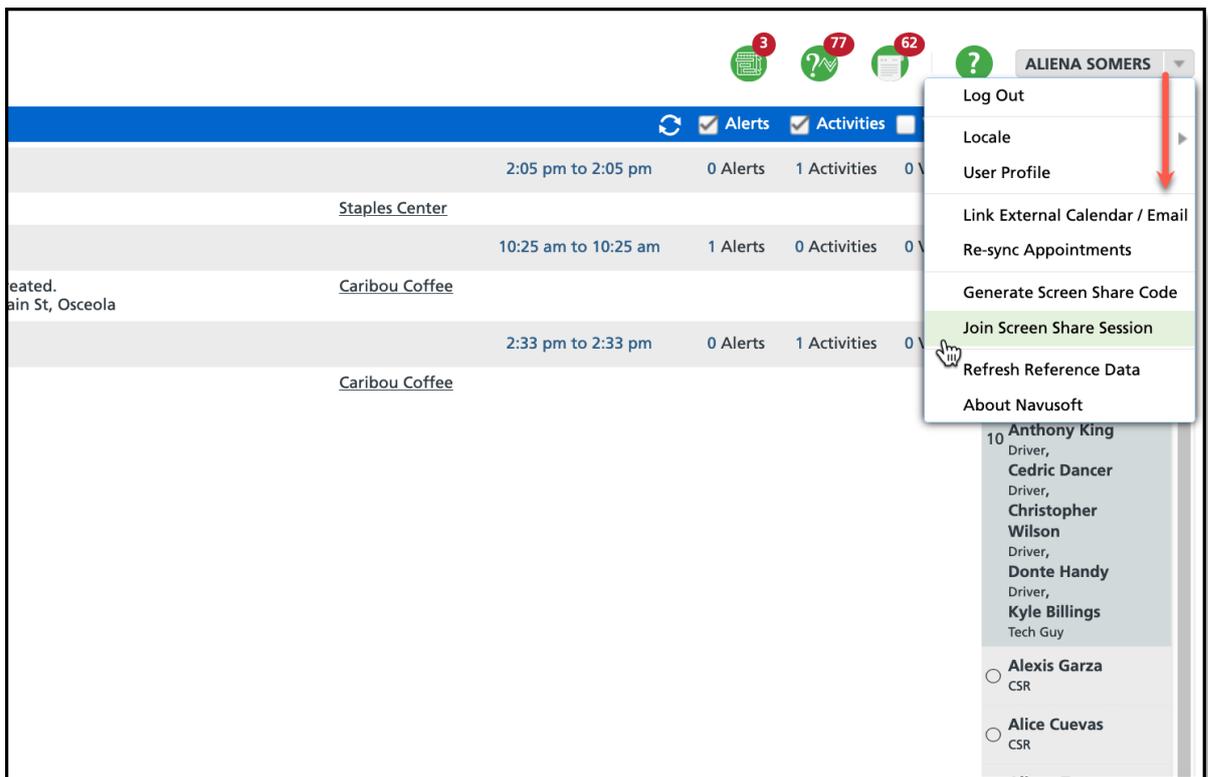
Join a Screen Share Session

Once a screen share code is generated, it should be shared with the other user to join the screen share session. In most cases, this is verbally shared.

Join Screen Share Desktop to Desktop

After generating a screen share code, the desktop user must then select **"Join Screen Share Session"** from their user profile drop down menu and enter the code when prompted. Any other desktop user joining the session will also need to enter the same code and follow the same steps to access the session.

Join Screen Share: Mobile Driver App to Desktop

To join a screen share session between a mobile app user (driver) and a desktop user, the driver must initiate the session from their mobile app and share the session ID with the desktop user. After selecting **"Request Remote Support"** and providing the code to the desktop user, an authorization prompt will appear on the driver's mobile app once the desktop user enters the code. The session will begin after the driver grants authorization.

3 | 79 | 71 | ❓ | **ALIENA SOMERS** ▼

Log Out

Locale ▶

User Profile

Link External Calendar / Email

Re-sync Appointments

Generate Screen Share Code

Join Screen Share Session

Refresh Reference Data

About Navusoft

Active NEXT BILL DATE Jan 14, 2025

DIVISION	QAWASTE
SERVICE REGION	Delete Me
SALES REP	Aliena Somers - Admin-NS (Admin)
SOURCE	Cold Call
GENERATOR	Not Applicable
SITE CLASS	COM
SURCHARGE GRP	Fuel Surcharge - Commercial
TAX REGION ⚠	AGUA DULCE CITY CCMTA

LEGEND

Jan 4

Jan 11

Enter a session code from the customer

| 1 | 2 | 3 | 4 | 5 | 6 |