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Self-Service Portal



The Self-service portal allows users to resolve their issues by raising a request in the service queue, called as inbound request. It can be accessed by users who need assistance and will allow them to join an instant remote session for existing issues or submit new issues and be placed in a support queue.

Setting up the self-service portal Assist

You can set up your custom self-service portal by mapping your custom domain on to your Zoho Assist account and then create a Self-Service Portal URL based on your organizational preferences.

1. Go to Settings > Remote Support > Self-Service Portal
2. Select Configuration to map your custom domain to start setting up your self-service portal.

