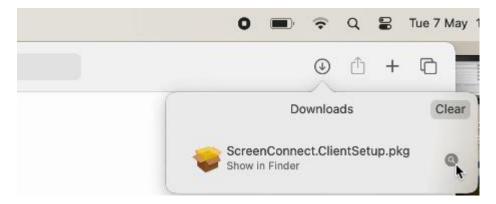
Install ScreenConnect on a Mac

1. Open a **web browser** and go to <u>https://sphereit.uk/aas</u> - This will download the Sphere IT ScreenConnect remote agent to your **download folder** in FInder.



2. Once downloaded select the "**Downloads**" button at the top right of the screen then click the **magnifying glass** or **folder icon** next to the download file. This will present the file within Finder.

Do not click to run this application from this point, as the file will be blocked.

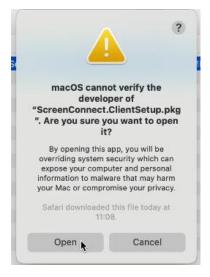


3. From within the "**Downloads**" folder within Finder <u>right-click</u> the installer and select "**Open**".

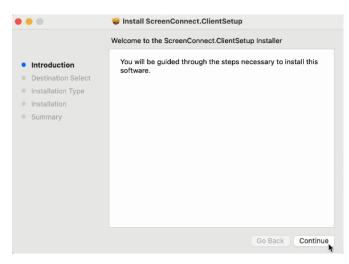
Do not click to run the installer without right-clicking as it will be blocked to run

•••	< > Downloads	88	≔			000 ~	Û	\bigcirc
Favourites	Name		Size		Kind		Dat	e Added
AirDrop	ScreenConnect.ClientSetup.pkg			20.01	19 Install	n nekana	Too	lay, 11:0
Recents		Open						
Applications		Open With				>		
Desktop		Move to Bin						
Documents		Get Info						
Downloads		Rename Compress *Sc	reenCo	nnect.	ClientSetup	.pkg"	ŀ	

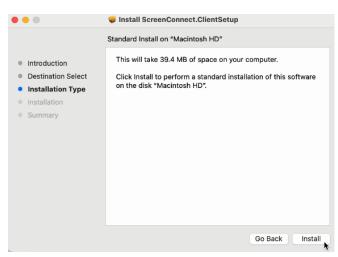
4. Accept the warning by clicking "Open" button



5. Select "Continue"



6. Select "Install"



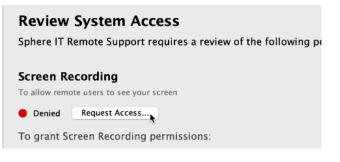
7. Enter the Mac's Admin password and click the "Install Software" button



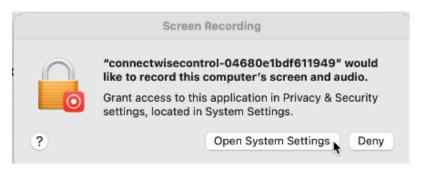
8. Select "Allow" when prompted



9. Select the "Request Access" button under "Screen Recording"



10. Click "Open System Settings" button.



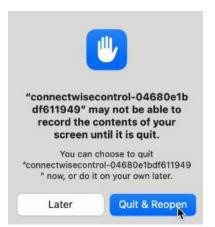
11. Switch to **enable** the ConnectWise control app under **Screen Recording** in **Privacy & Security**

• • •	Screen & System Audio Recording
Q Search	Screen Recording & System Audio Allow the applications below to record the content of your screen and audio, even while using other applications.
Sign in with your Apple ID	Connectwisecontrol-04680e1bdf611949
🛜 Wi-Fi	+ -
🛞 Bluetooth	
🛞 Network	System Audio Recording Only Allow the applications below to access and record your system audio.

12. Enter the Mac admin password and select "Modify Settings"

	Privacy & Security
P	rivacy & Security is trying to modify your system settings.
	Enter your password to allow this.
sp	here
Pa	ssword
	Modify Settings
	Cancel

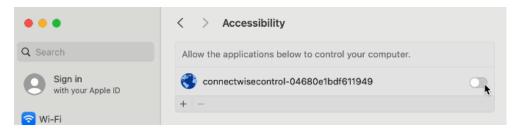
13. Press "Quit and Reopen" button



14. Now click "Request Access" button under Accessibility

Accessibi To allow remo	lity te users to control your machine
🔴 Denied	Request Access
To grant Ac	cessibility permissions:

15. Switch to turn on the same again, but under Accessibility within Privacy & Security



The remote access software is now successfully installed – you can close any open windows.