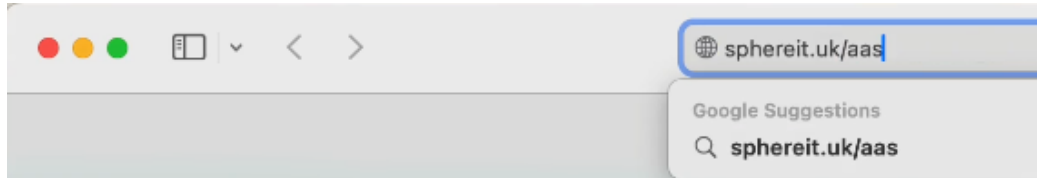


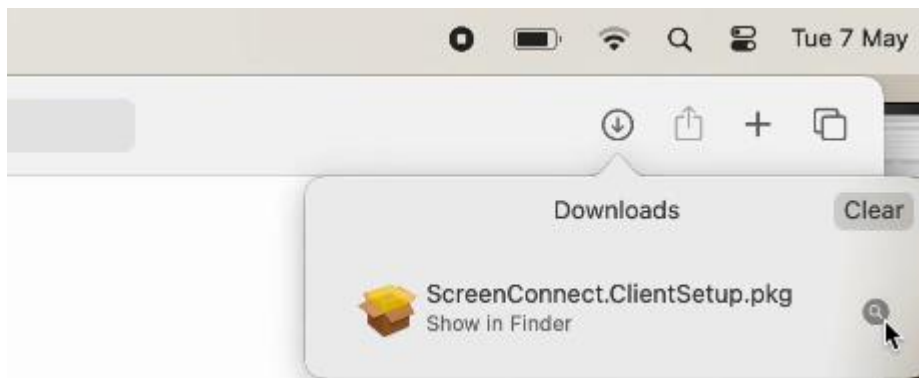
## Install ScreenConnect on a Mac

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



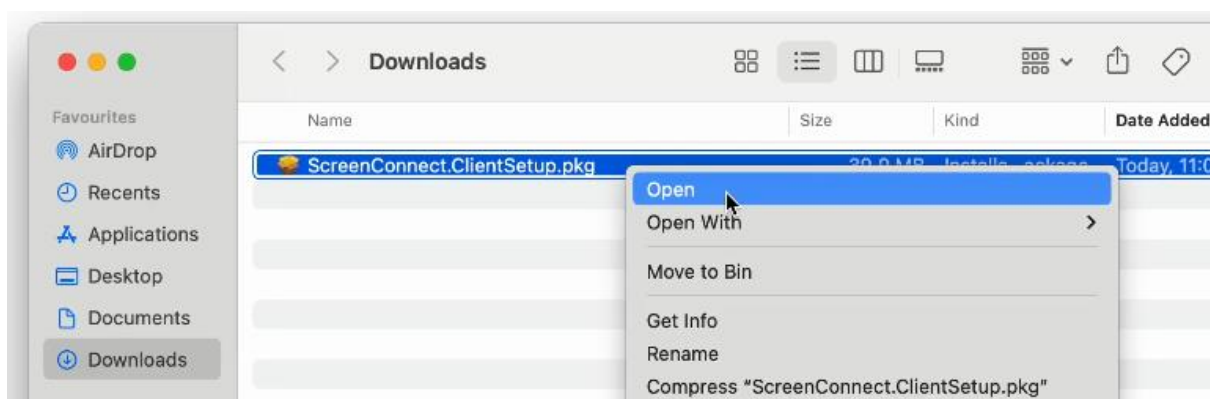
**2.** Once downloaded select the “**Downloads**” button at the top right of the screen then click the **magnifying glass** or **folder icon** next to the download file. This will present the file within Finder.

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

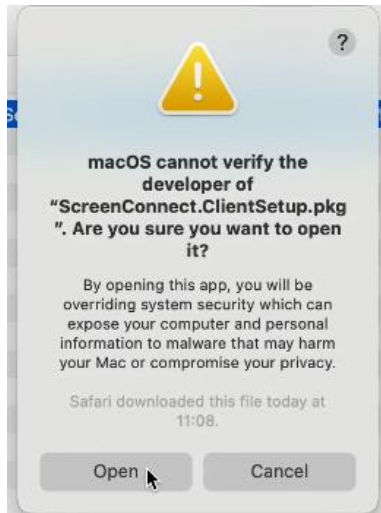


**3.** From within the “**Downloads**” folder within Finder **right-click** the installer and select “**Open**”.

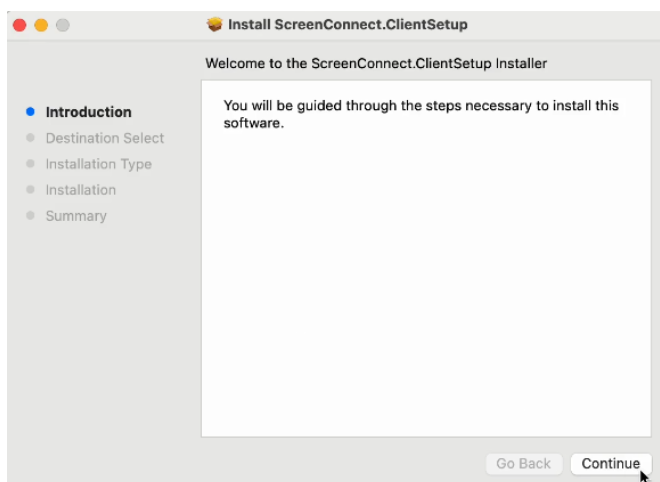
***Do not click to run the installer without right-clicking as it will be blocked to run***



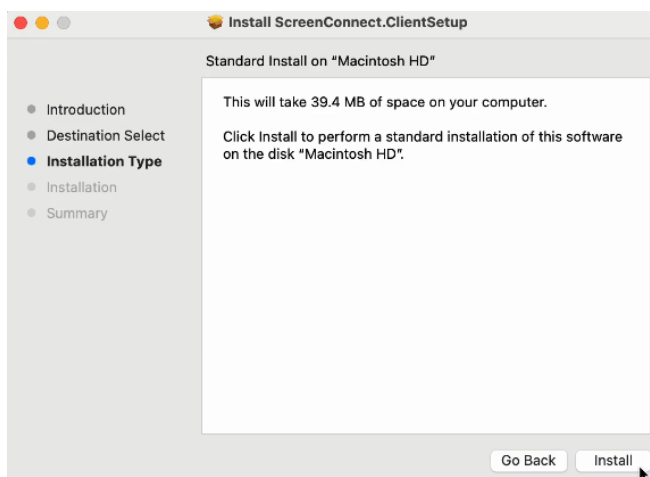
#### 4. Accept the warning by clicking “Open” button



#### 5. Select “Continue”



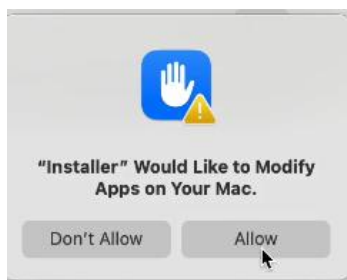
#### 6. Select “Install”



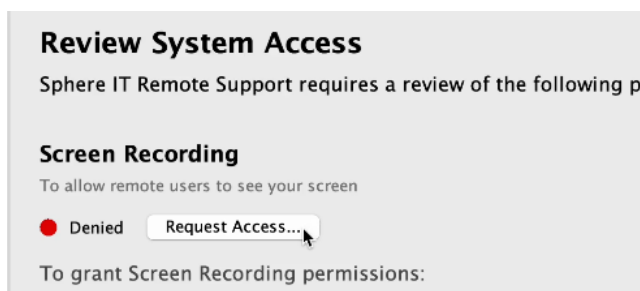
7. Enter the Mac's Admin password and click the **"Install Software"** button



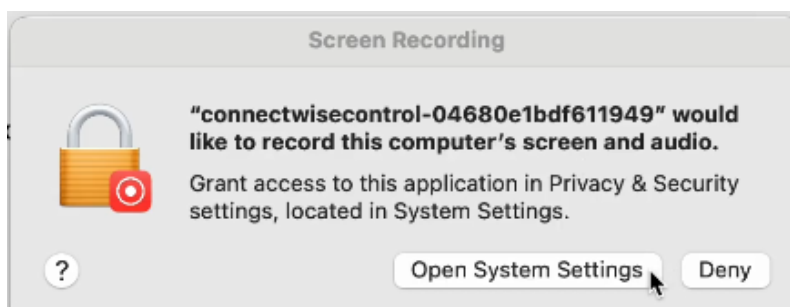
8. Select **"Allow"** when prompted



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



10. Click **"Open System Settings"** button.



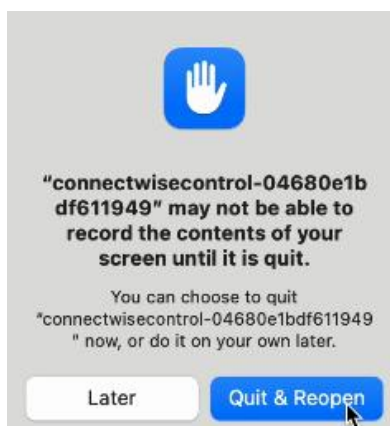
**11.** Switch to **enable** the ConnectWise control app under **Screen Recording** in **Privacy & Security**



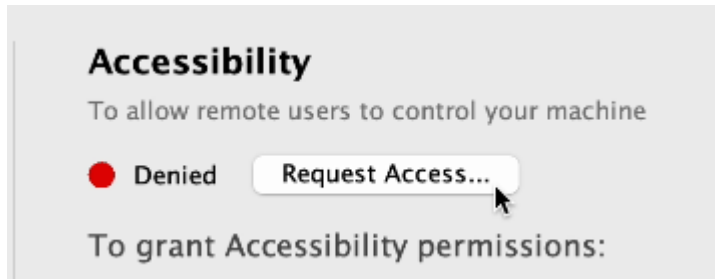
**12.** Enter the Mac admin password and select “**Modify Settings**”



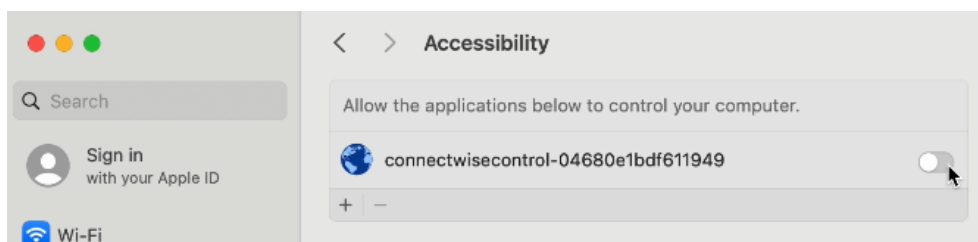
**13.** Press “**Quit and Reopen**” button



**14.** Now click “**Request Access**” button under **Accessibility**



**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.***