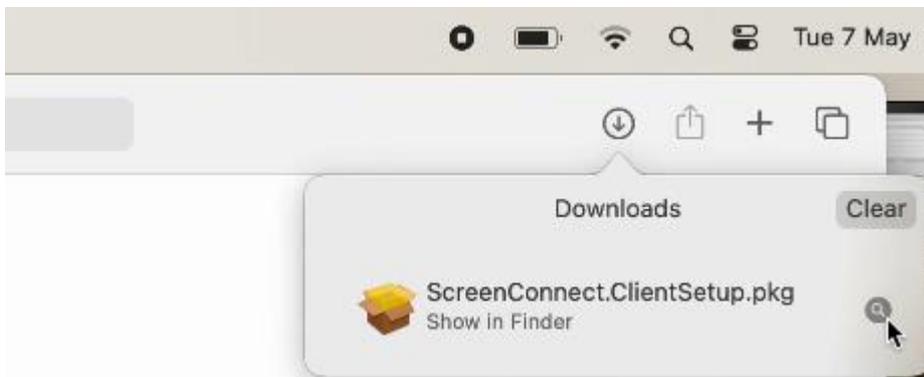


Install ScreenConnect on a Mac

1. Open a **web browser** and go to the relevant URL instructed by Sphere IT to download the installer- This will download the Sphere IT ScreenConnect remote agent to your **download folder** in Finder.

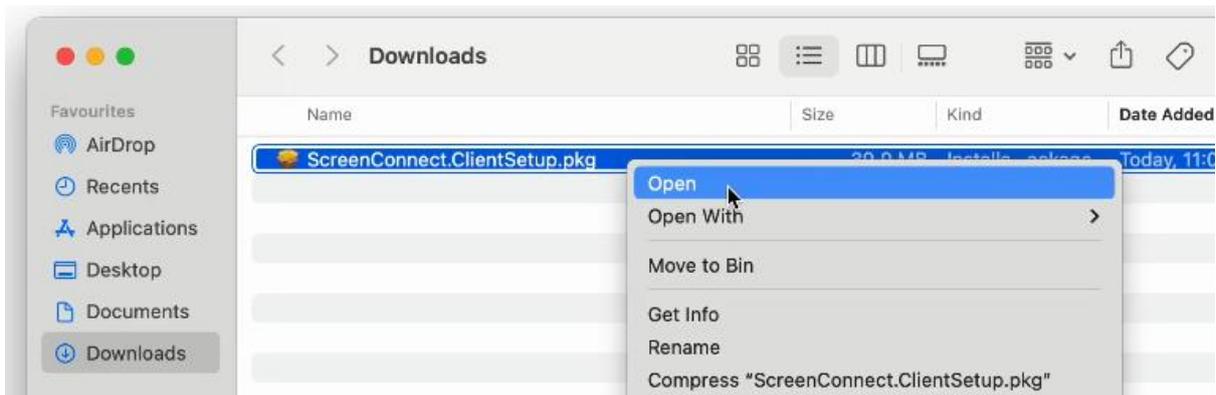
2. Once downloaded select the “**Downloads**” button at the top right of the screen then click the **magnifying glass** or **folder icon** next to the download file. This will present the file within Finder.

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

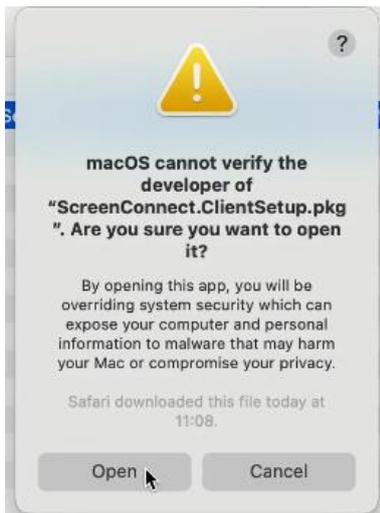


3. From within the “**Downloads**” folder within Finder **right-click** the installer and select “**Open**”.

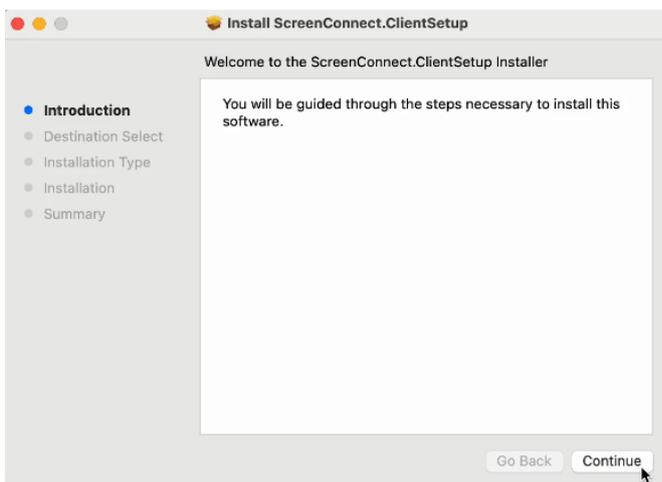
Do not click to run the installer without right-clicking as it will be blocked to run



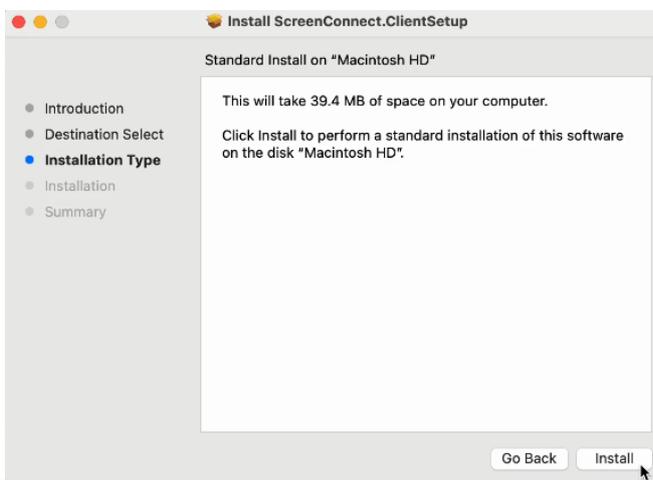
4. Accept the warning by clicking “Open” button



5. Select “Continue”



6. Select “Install”



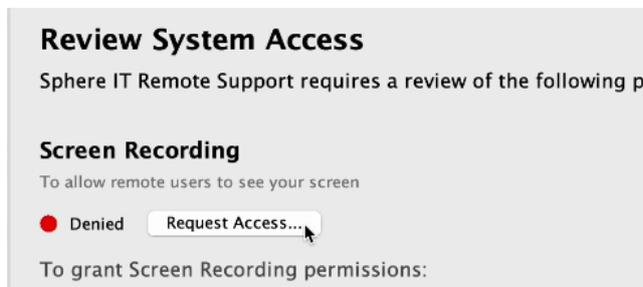
7. Enter the Mac's Admin password and click the **“Install Software”** button



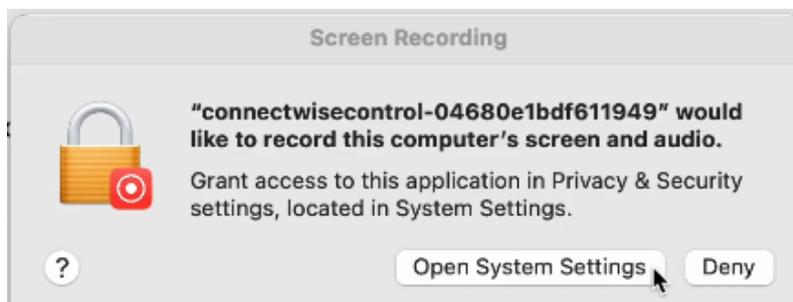
8. Select **“Allow”** when prompted



9. Select the **“Request Access”** button under **“Screen Recording”**



10. Click **“Open System Settings”** button.



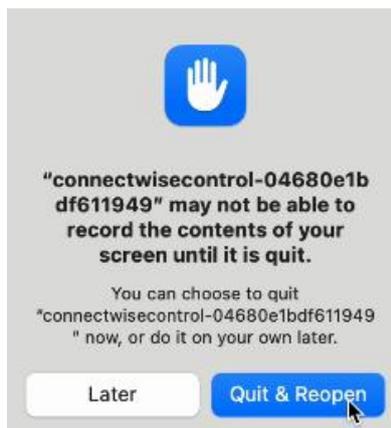
11. Switch to enable the ConnectWise control app under Screen Recording in Privacy & Security



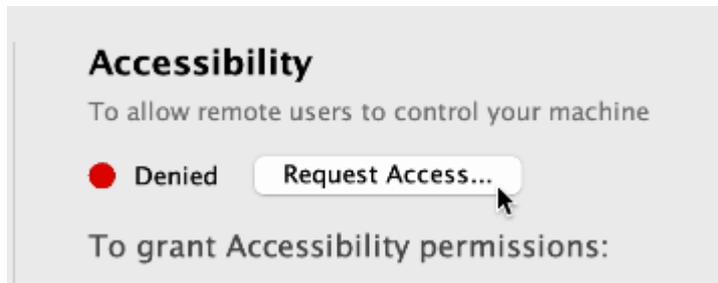
12. Enter the Mac admin password and select “Modify Settings”



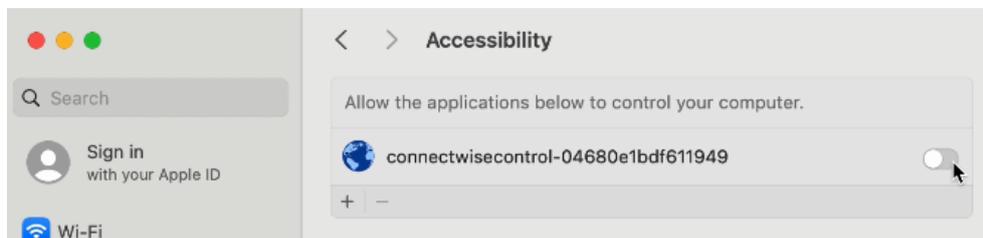
13. Press “Quit and Reopen” button



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.