# 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 <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	80	≔			000 ~	Û	0
Favourites	Name		Size		Kind		Date	Added
AirDrop	ScreenConnect.ClientSetup.pkg	-		20.04	19 Jactall	a aakaaa	Toda	av, 11:(
Recents		Open						
Applications		Open With				>		
Desktop		Move to Bin						
Documents		Get Info						
Downloads		Rename						
		Compress *So	reenCo	nnect.C	lientSetup	.pkg"		

#### 4. Accept the warning by clicking "Open" button



### 5. Select "Continue"



## 6. Select "Install"

• • •	Install ScreenConnect.ClientSetup
	Standard Install on "Macintosh HD"
<ul> <li>Introduction</li> <li>Destination Select</li> <li>Installation Type</li> <li>Installation</li> <li>Summary</li> </ul>	This will take 39.4 MB of space on your computer. Click Install to perform a standard installation of this software on the disk "Macintosh HD".
	Go Back Install

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

	Installer
	Installer is trying to install new software.
	Enter your password to allow this.
	sphere
(	Password
	Install Software
	Cancel

#### 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"

	Privacy & Security
	Privacy & Security is trying to modify your system settings.
	Enter your password to allow this.
	sphere
(	Password
(	Modify Settings
	Cancel

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.