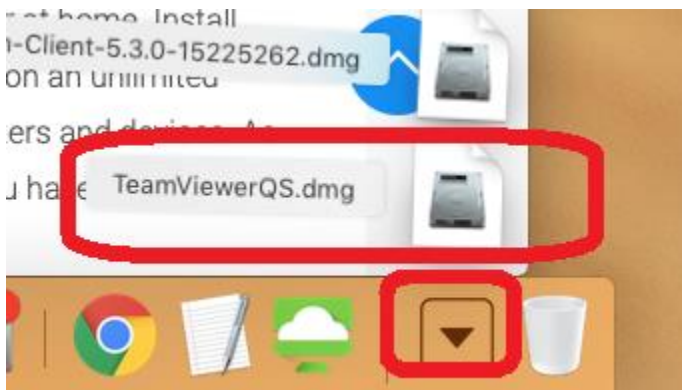


## TeamViewer for Mac OS

**Objective:** To allow the user to, if/when needed, establish a remote support session with a member of the Technology Department in order for them to assist with solving technical difficulties.

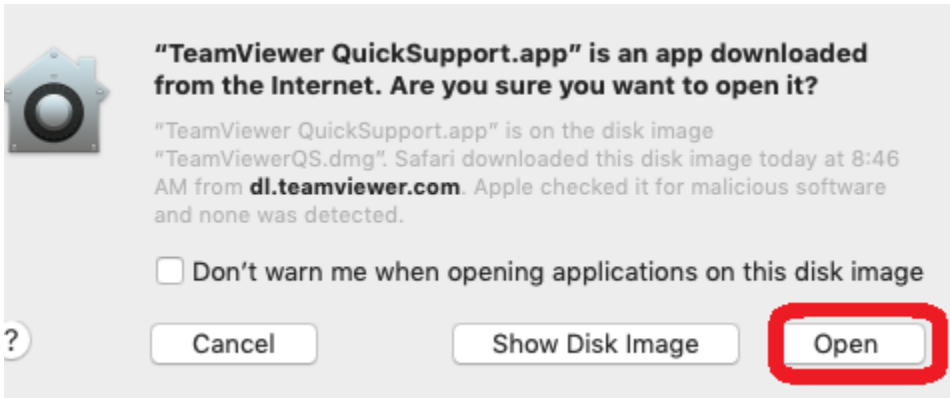
1. Verify you are connected to the Internet
2. Click on the link below. (If the link does not work, you can also Copy and Paste into your web address bar.)  
<https://download.teamviewer.com/download/TeamViewerQS.dmg>  
The above web address will download a file to your downloads folder.
3. Click on the Downloads folder that is in the lower-right next to the Trash can. Then click on the TeamViewerQS.dmg file as in the picture below:



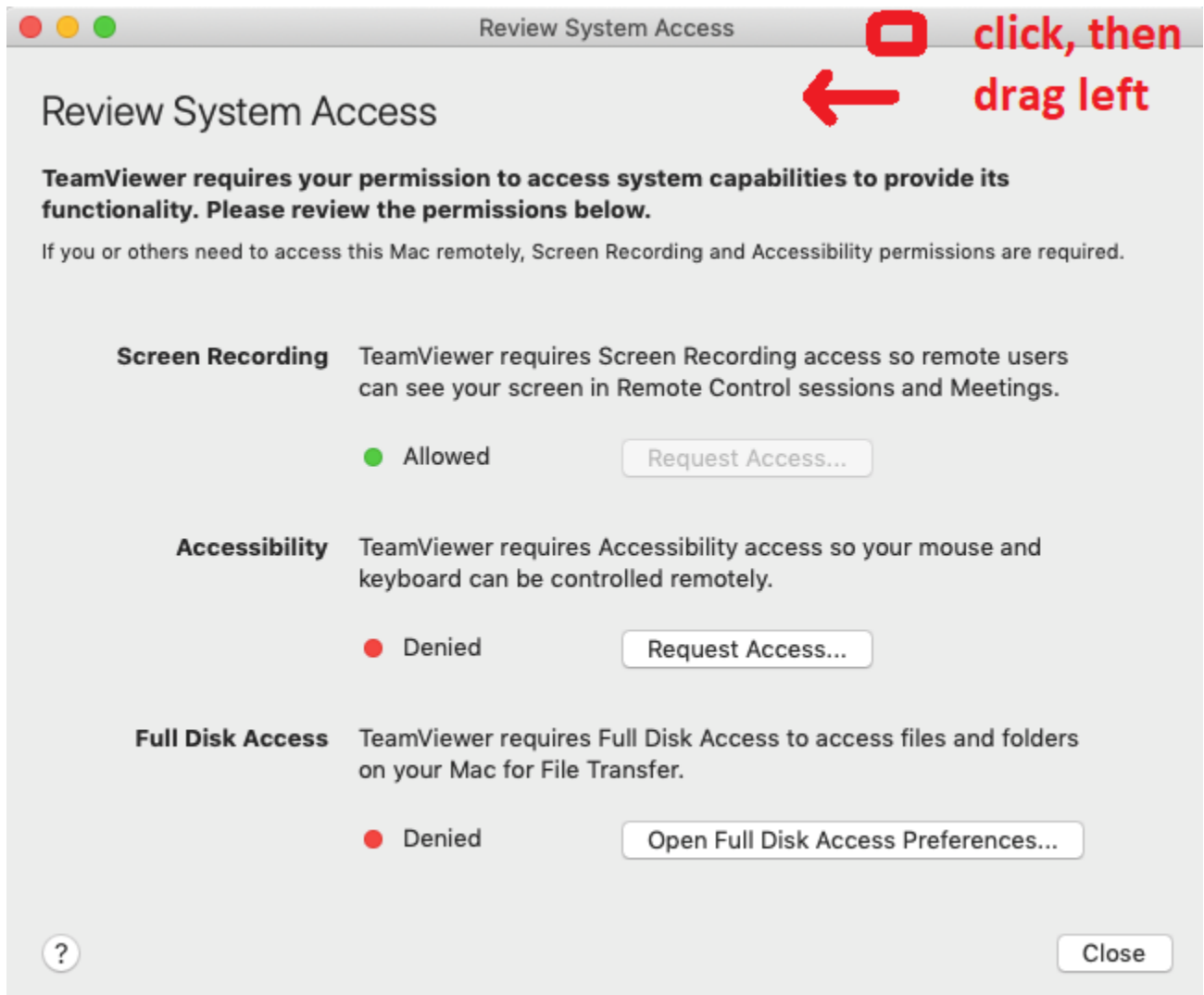
4. That will take a second. Then it will bring up another window. Double-click on the icon like it says to on the screen in this image.



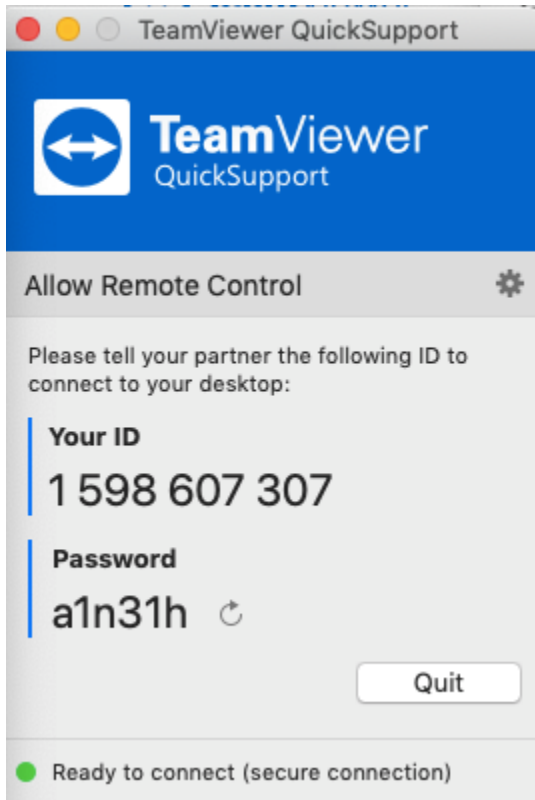
5. Click Open.



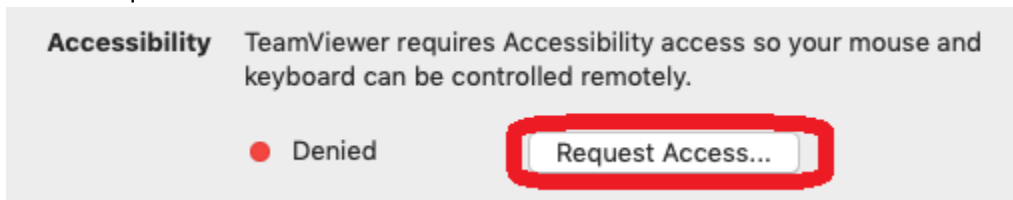
6. At this point the Tech Department staff member will be able to connect and see your screen once you read them the ID code. However, another Window (below), will pop up in front of other windows so you cannot see this code yet. Please click and DRAG (not close) this window off to your left so you can unveil another small window that is running behind it that displays your ID and password.



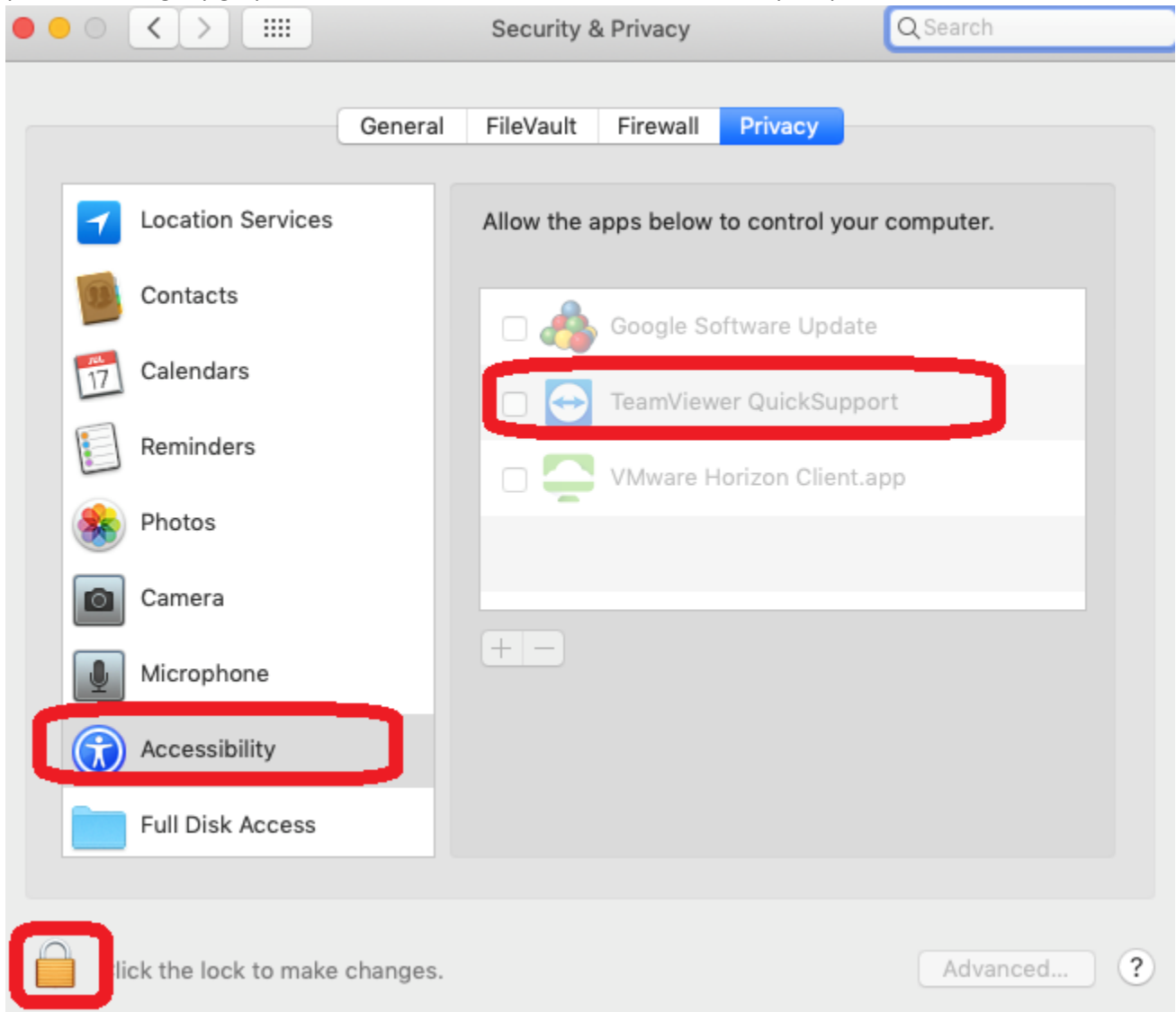
7. Please read your ID number to the Tech staff member. (It will be different from what you see below but in this same type of window.) Wait until they ask you for the password and then give them the password also.



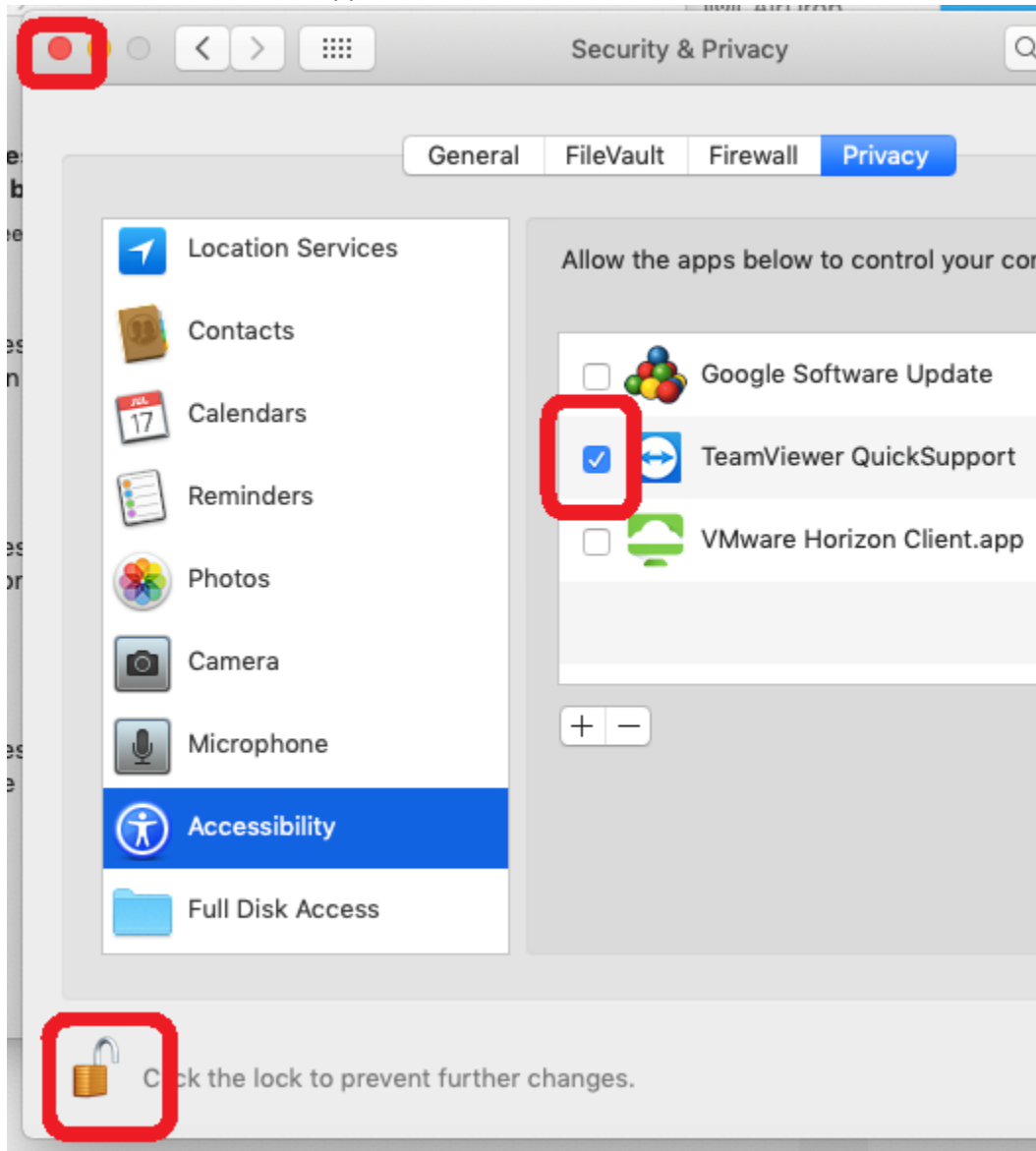
8. At that point, we can SEE your screen to help talk you through the last steps, however, we cannot yet control it. So, to give us control, look at the window that you dragged to the left in Step 6. Where it says Accessibility, click on the Request Access... button.



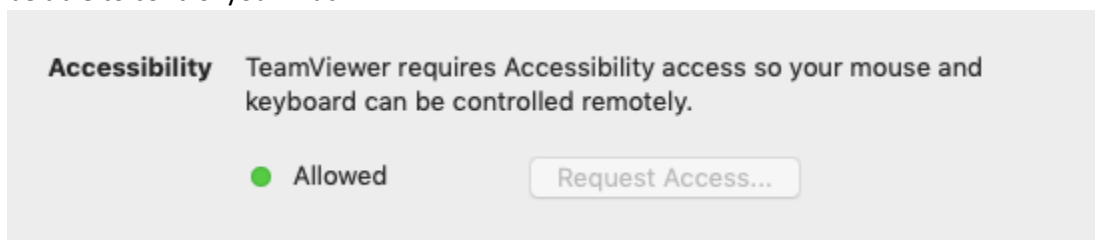
9. That will bring up the Security & Privacy window. It should already be highlighted on Accessibility on the left and you will see slightly grayed out "Teamviewer". Click the Lock and enter your password.



10. Check the box next to TeamViewer QuickSupport. Then click the Lock to save the changes. Close this window with the red button in the upper left.



11. The Accessibility section should now look like the below, and, the Tech Department staff member should now be able to control your Mac.



If you need to open a new session of this again at another time, all you should need to do is run through steps 2-7 again. If you still have the package downloaded you don't need to re-download it from Step 2, although, doing so is not a problem either.