Using TeamViewer on a Mac

Last Modified on Thursday, 02-Mar-2023 15:40:55 GMT

TeamViewer Link

To allow us to connect to your machine please click the link below to start downloading**TeamViewer**.

TeamViewer download link

When you have downloaded and ran Teamviewer and gave your Technical Support representative the ID and password you will receive the following message, please click continue



If you see the message:

"TeamViewer QuickSupport.app" can't be opened because Apple cannot check it for malicious software. This software needs to be updated. Contact the developer for more information.



Click **OK** to clear the message.

- Go to System Preferences > Security & Privacy > General
- In the Allow apps downloaded from section it will say TeamViewer was was blocked from use because it is not from an identified developer.
- Click the **Open Anyway** button to allow TeamViewer to open

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- Another warning will appear with the first message "TeamViewer QuickSupport.app" can't be opened because Apple cannot check it for malicious software. This software needs to be updated. Contact the developer for more information.
- Click **Open**
- A **Review System Access** window will then open

	Review System Access				
Review System Ad	ccess				
TeamViewer requires you functionality. Please revie	r permission to access system capabilities to provide its w the permissions below.				
If you or others need to access this Mac remotely, Screen Recording and Accessibility permissions are required.					
Screen Recording	TeamViewer requires Screen Recording access so remote users can see your screen in Remote Control sessions and Meetings. • Unknown Request Access				
Accessibility reamViewer requires Accessibility access so your mouse and keyboard can be controlled remotely.					
	Denied Request Access				
Full Disk Access	TeamViewer requires Full Disk Access to access files and folders on your Mac for File Transfer.				
	Denied Open Full Disk Access Preferences				
	Close				

- Under **Screen Recording** and **Accessibility** click the **Request Access** button for each (close the dialog window that opens to quit the app)
- You'll then see a button to **Open System Preferences** where you can tick the box for **TeamViewer QuickSupport**
- Close the System Preferences and Review System Access windows
- You will then see the Texthelp Allow Remote Control window with your ID and Password for the session