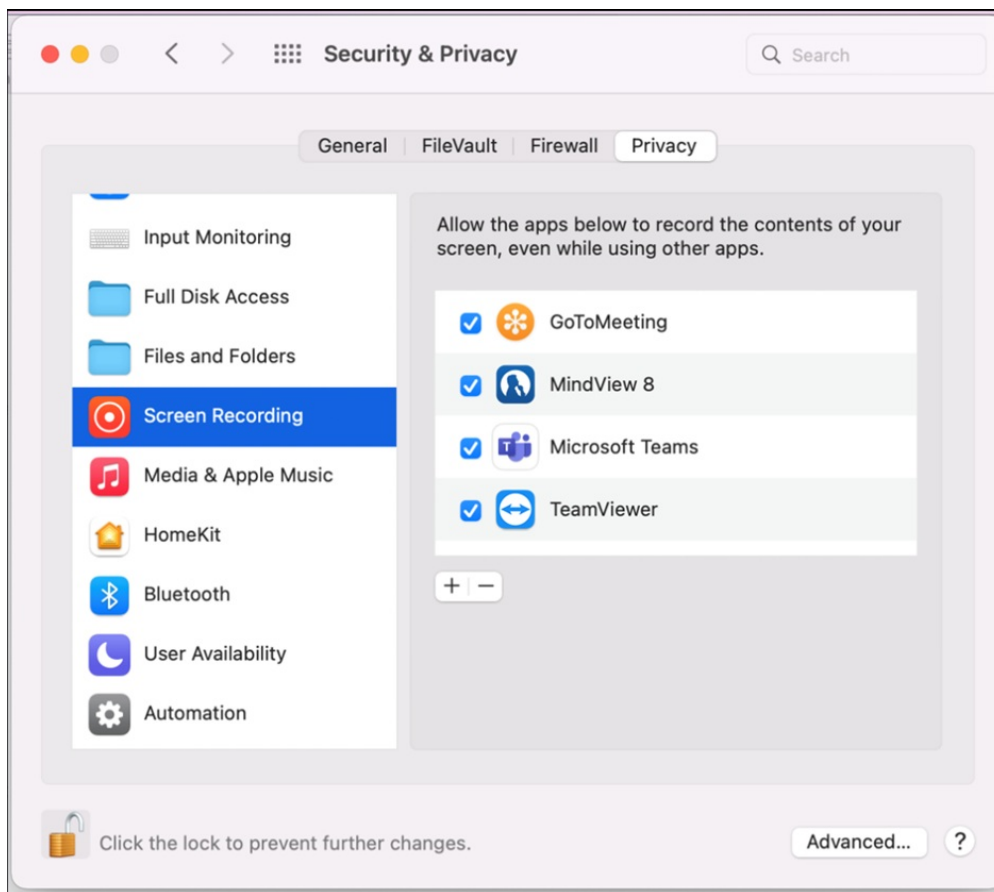# Capture tool in MindView Mac is not working

Last Modified on Friday, 12-Dec-2025 11:56:10 GMT

This usually happens when your Mac needs a quick security adjustment to allow MindView to fully activate.

The fix is fast, and once it's done, you'll **unlock** MindView's full, powerful functionality!

## Here is the exact step-by-step fix:

1. Go to the **Apple Menu** (the apple icon in the top-left corner of your screen).

2. Click on **System Settings** (or **System Preferences** if you're on an older macOS version).

3. Select **Privacy & Security**.

4. In the left-hand menu, scroll down and click on **Screen Recording**.

5. Check the list for **MindView**.

   - **If MindView is listed:** Make sure the switch next to it is turned **ON** (it should look green or blue).

   - **If MindView is NOT listed:** Click the **+** button at the bottom of the window, navigate to your **Applications** folder, and add **MindView**. Then, make sure its switch is turned **ON**.

6. You will likely be prompted to **Quit & Reopen** MindView. Click that option to finalize the change!

That's the key to getting your software up and running without a hitch! This adjustment gives MindView the green light it needs, ensuring a fantastic and smooth user experience.