

Setting up ScreenConnect on MacOS



DOWNLOADING THE INSTALLER

In most cases, you'll be provided with a link to the installer file by a 4iT representative. This is the simplest way to download the installer, as clicking the link will immediately start download the installer file.

However, if you don't have access to email on the computer, we will guide you over the phone on how to download and install the software. This is still a relatively simple process, that requires minimal technical knowledge; if you can use a web browser (such as Safari or Google Chrome), then you'll be able to download the installer.

INSTALLING SCREENCONNECT

After downloading the installer, open Finder and navigate to the Downloads folder. Double-click on the "ConnectWiseControl.ClientSetup.pkg" file.

•••	< > Downloads	≔≎		₫ ⊘ ⊙ •
Favourites	Name	Size	Kind	Date Added
 Recent 	ConnectWiseControl.ClientSetup.pkg	19.4 MB	Installeackage	Today at 10:06 am
Applications		-		
Desktop	K			
Documents				
Downloads				
Locations				
△ iCloud Drive				
Tags				
• Red				
Orange				
Yellow				
• Green				
Blue				
Purple				
• Grey				
O All Tags				



After double clicking, the below prompt will appear. Do not be concerned about this – it's expected. Click on OK to continue.



On the top left-hand corner of your screen, click on the Apple icon, then click on System Preferences.





•••	< >	iiii Syste	m Preferen	ces		Q Search	
9	Sign into yo Set up iCloud	our Apple ID , the App Store	and more.				Sign In
General	Desktop & Screen Saver	Dock & Menu Bar	Mission Control	Siri	Q Spotlight	Language & Region	Notifications & Focus
(Q) Internet Accounts	Passwords	Users & Groups	Accessibility	Screen Time	Extensions	Security & Privacy	
Software Update	Network	Bluetooth	Sound	Keyboard	Trackpad	Mouse	Displays
Printers & Scanners	Energy Saver	Date & Time	Sharing	Time Machine	Startup Disk	CDs & DVDs	

From the System Preferences menu, click on Security and Privacy.

On the General tab, click on Open Anyway.

• • • < > IIII Security & Privacy
General FileVault Firewall Privacy A login password has been set for this user Change Password Require past word 5 minutes after sleep or screen saver begins Show a pressage when the screen is locked Set Lock Message Disable automatic login
Allow apps downloaded from:
O App Store
App Store and identified developers
"ConnectWistSetup.pkg" was blocked from use because it is not from an identified developer.
Click the lock to make changes.



You'll be prompted again with the below. Click Open.



This will launch the installer. Click on Continue.

	💝 Install ConnectWiseControl.ClientSetup	
	Welcome to the ConnectWiseControl.ClientSetup Installer	
Introduction	You will be guided through the steps necessary to install this	
Destination Select	software.	
Installation Type		
Installation		
Summary		
	Go Back Continue	



Click Continue again.

Install ConnectWiseControl.ClientSetup		
 Introduction Destination Select Installation Type Installation Summary 	Select a Destination Select the disk where you want to install the ConnectWiseControl.ClientSetup software.	
	33.58 GB available 53.48 GB total Installing this software requires 19.1 MB of space. You have chosen to install this software on the disk "VMWare Virtual SATA Drive". Go Back Continue	

Click on Install.

	Standard Install on "VMWare Virtual SATA Drive"	
Introduction	This will take 19.1 MB of space on your computer.	
Destination Select	Click Install to perform a standard installation of this software	
Installation Type	on the disk "VMWare Virtual SATA Drive".	
Installation		
Summary		
	Change Install Location	



After clicking Install, you'll be prompted for your MacOS password. Enter your password and click Install Software.

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

The program will now start installing. Once this is complete (and if successful) you'll see the below summary; click on Close to exit the setup window.





CONFIGURING PERMISSIONS

NB: After the installation has complete, several screens may pop up requesting to change the permissions for ScreenConnect. Please close these Windows and follow the below steps.

On the top left-hand corner of your screen, click on the Apple icon, then click on System Preferences.



From the System Preferences menu, click on Security and Privacy.





Click on the Privacy tab, then click the padlock and enter your username and password when prompted.

● ● ◎ 〈 〉 IIII Security	& Privacy
General	FileVault Firewall Privacy
Location Services	Enable Location Services
Contacts	Allow the apps and services below to determine your location.
17 Calendars	System Services Details
Reminders	
🌸 Photos	
Camera	
Microphone	Indicates an app that has used your location within the last 24 hours
Speech Recognition	
Accessibility	About Location Services & Privacy
Click the lock to make changes.	Advanced ?

For both accessibility and Screen Recording permissions, tick the box next to the 4iT logo.

● ○ < > IIII Security & Privacy	Q Search
General FileVault Firewall Privac	zy
Allow the apps below to con	ntrol your computer.
⑦ Accessibility ☑ 很正 connectwiseco	d65cf10a84c535
Input Monitoring	
Full Disk Access	
Files and Folders	
Screen Recording	
Media & Apple Music	
HomeKit	
8 Bluetooth	
Click the lock to prevent further changes.	Advanced



Restart your computer for the changes to take effect, and ScreenConnect will be successfully installed with the permissions required.