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.
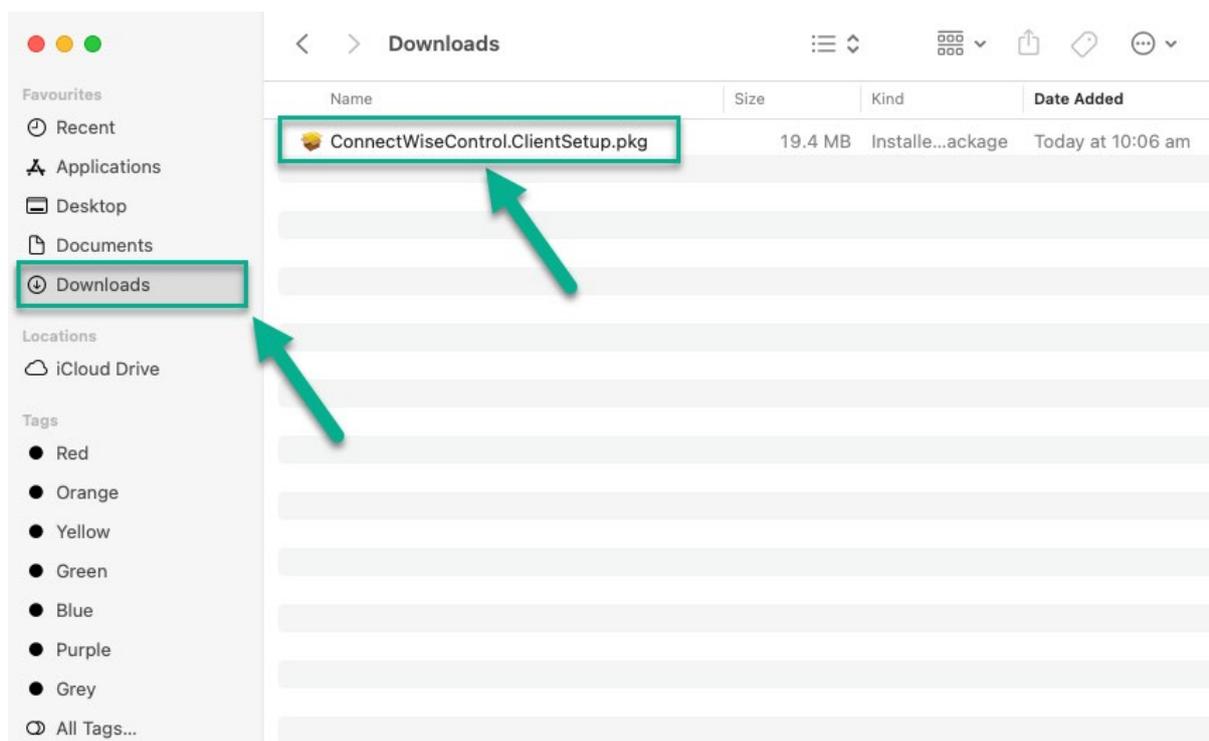
After double clicking, the below prompt will appear. Do not be concerned about this – it's expected. Click on OK to continue.
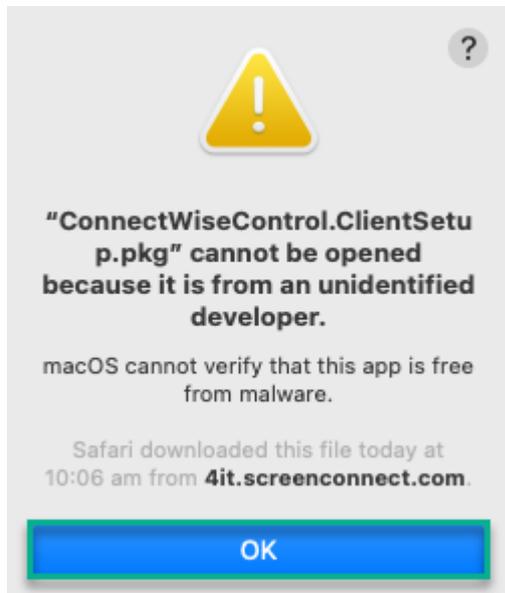
On the top left-hand corner of your screen, click on the Apple icon, then click on System Preferences.
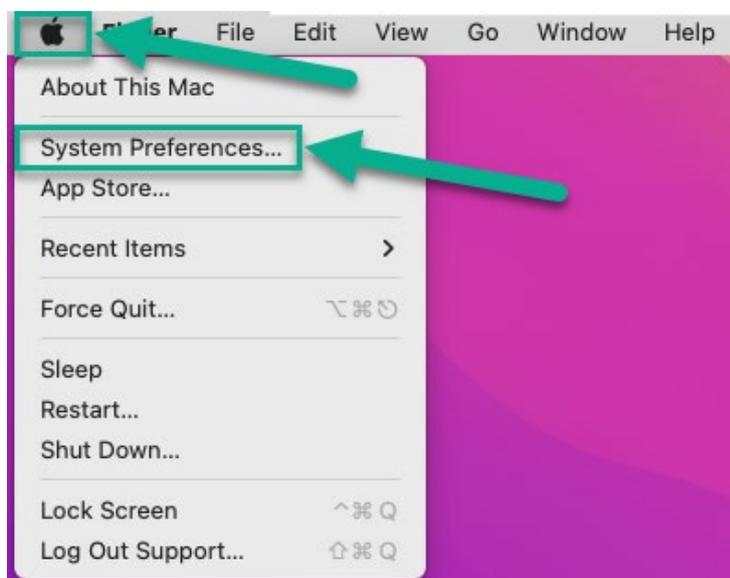
From the System Preferences menu, click on Security and Privacy.
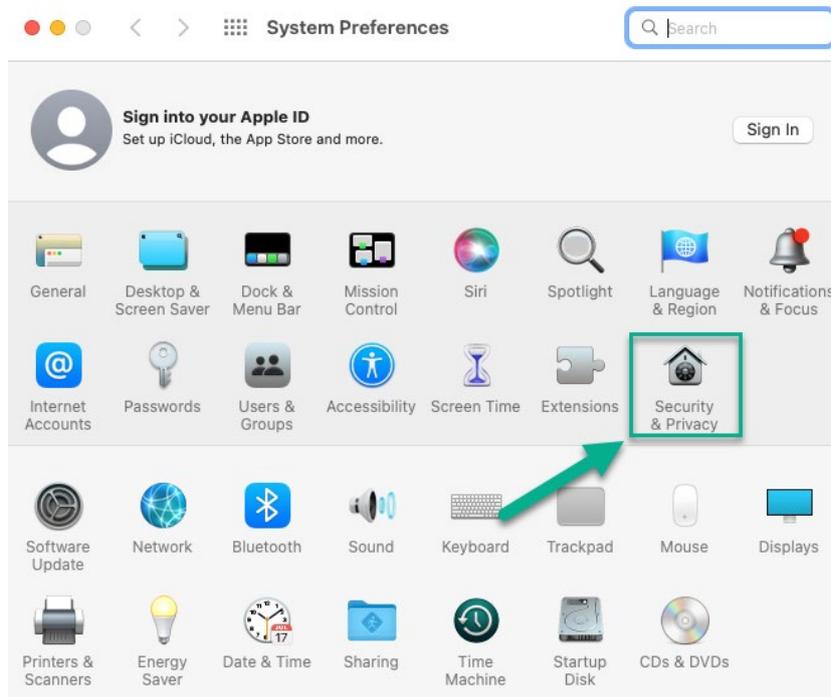
On the General tab, click on Open Anyway.
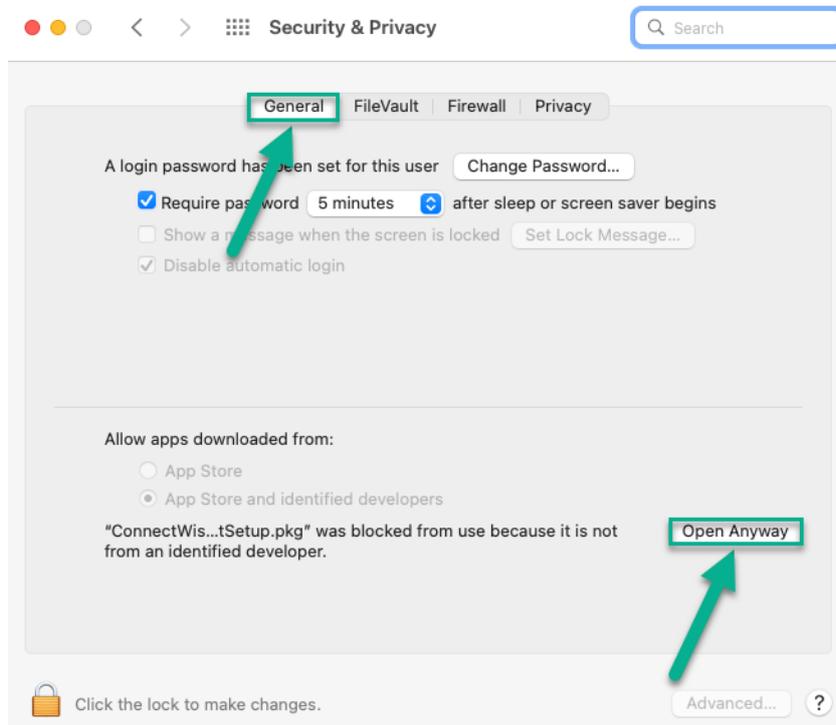
You'll be prompted again with the below. Click Open.
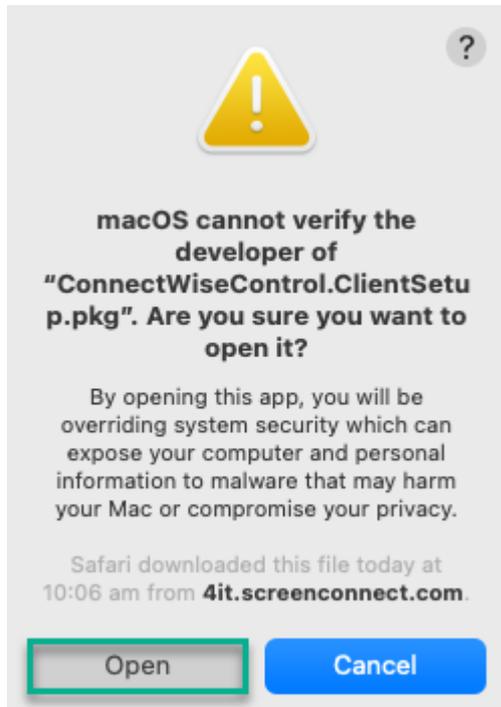
This will launch the installer. Click on Continue.
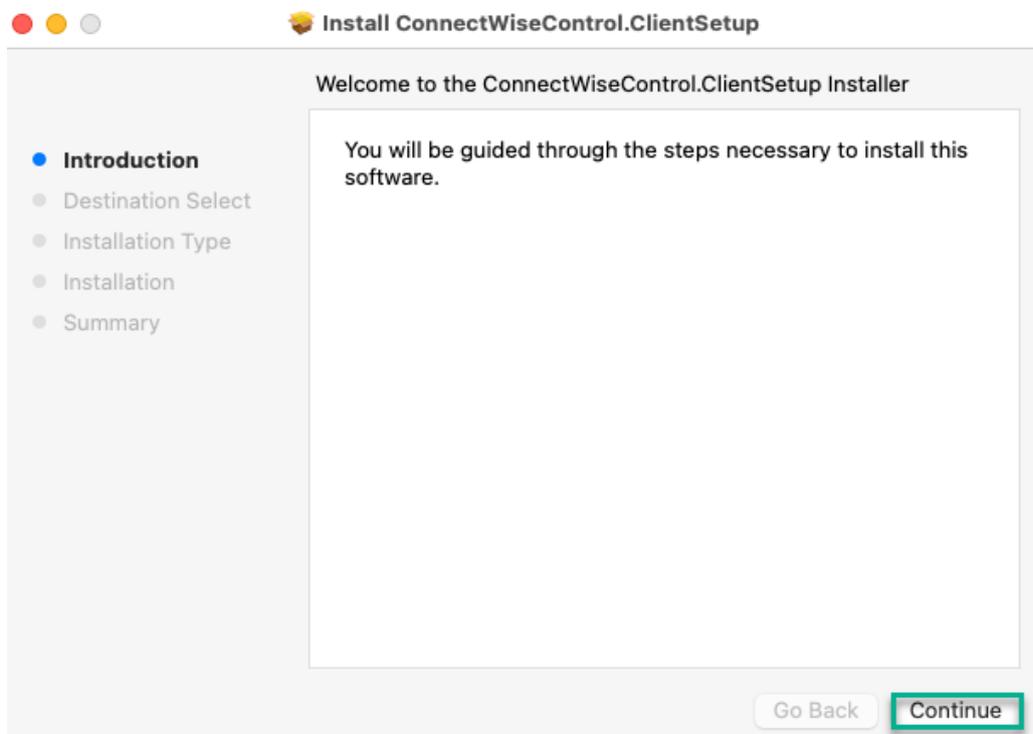
Click Continue again.
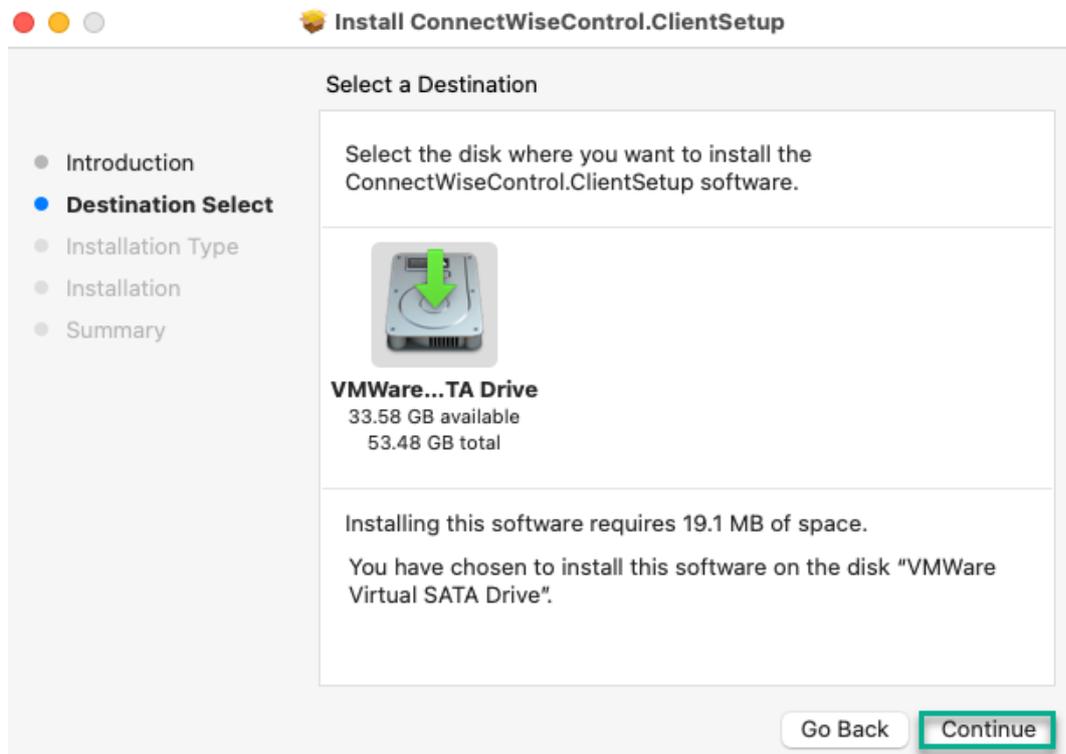
Click on Install.
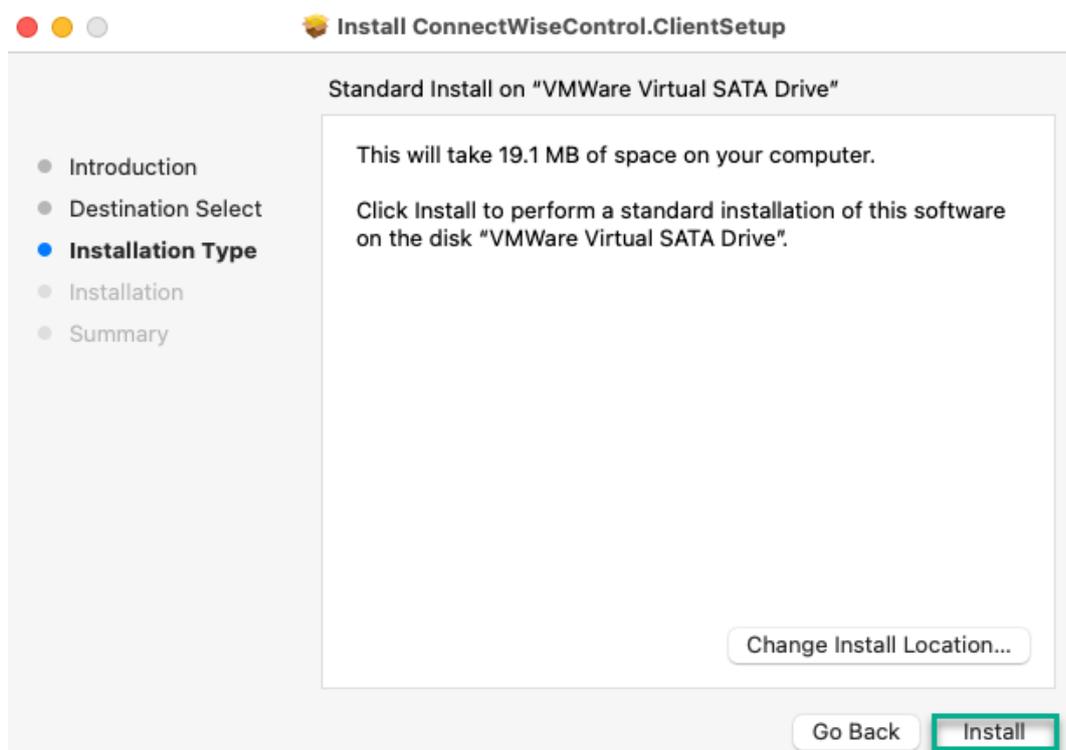
After clicking Install, you'll be prompted for your MacOS password. Enter your password and click Install Software.

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.
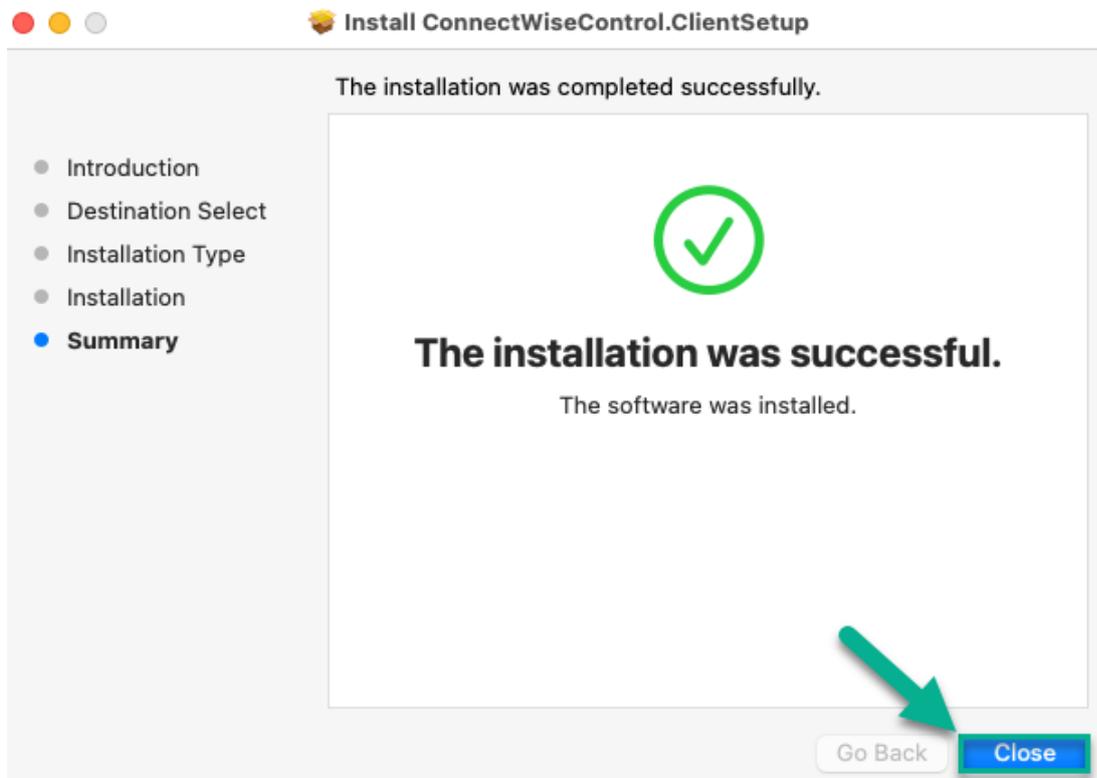
CONFIGURING PERMISSIONS

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.
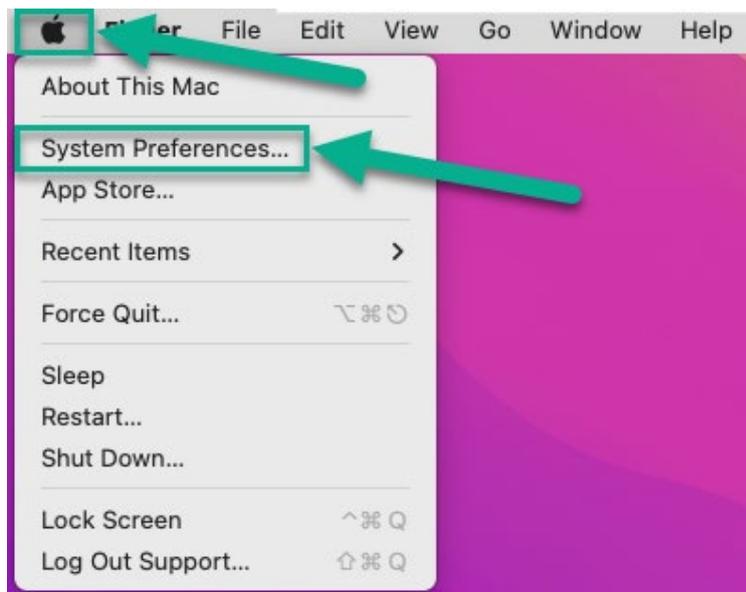
From the System Preferences menu, click on Security and Privacy.
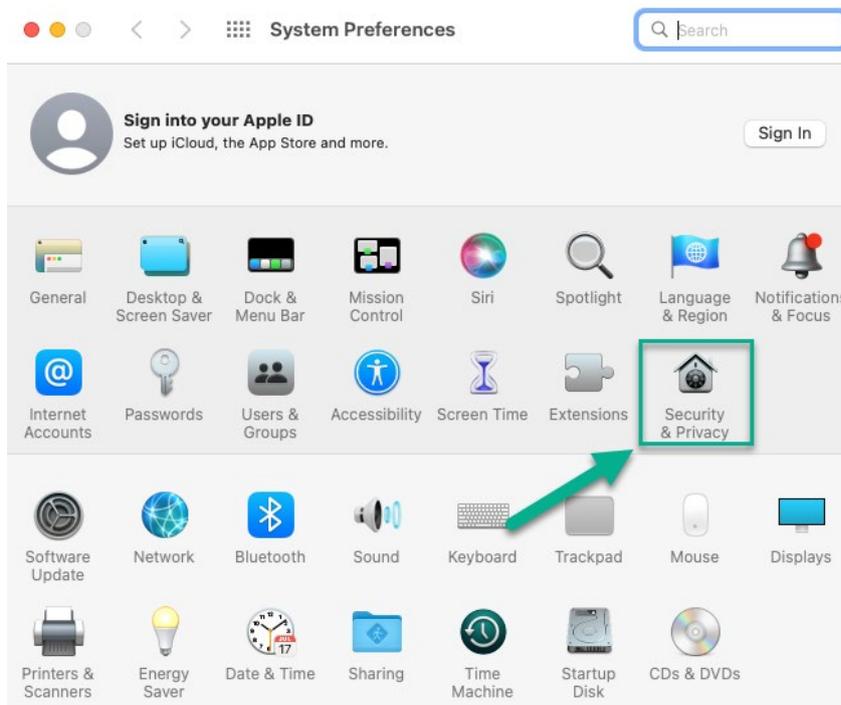
Click on the Privacy tab, then click the padlock and enter your username and password when prompted.
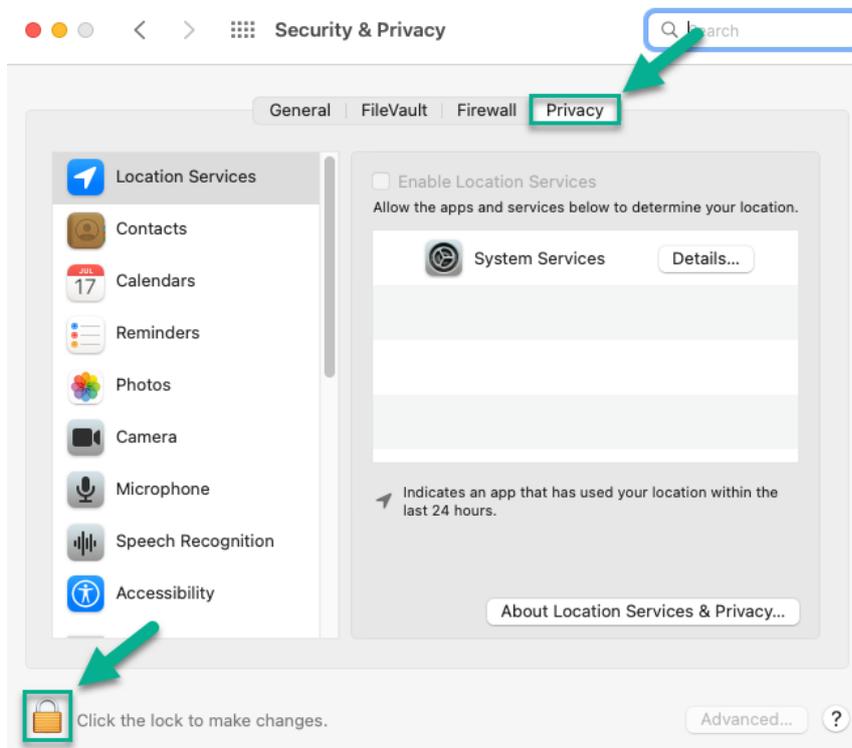
For both accessibility and Screen Recording permissions, tick the box next to the 4iT logo.
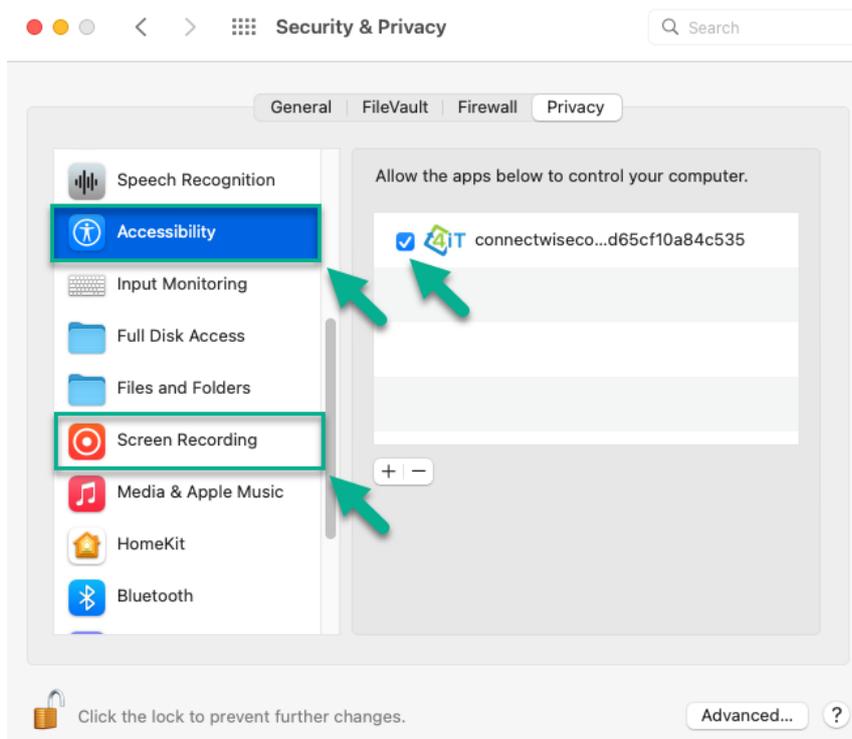
Restart your computer for the changes to take effect, and ScreenConnect will be successfully installed with the permissions required.