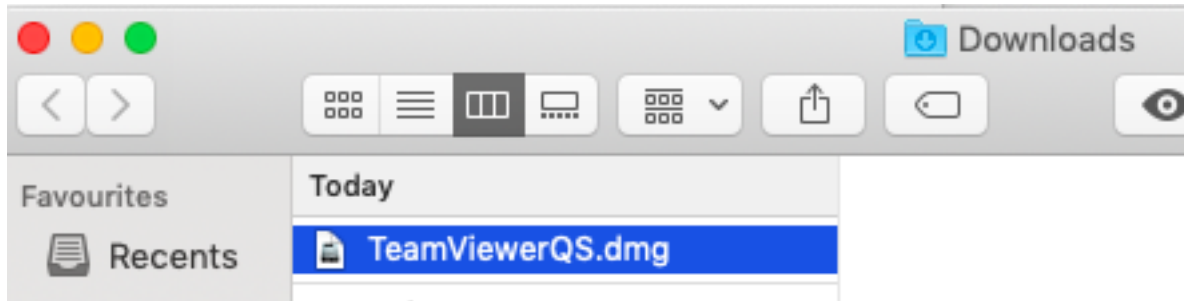


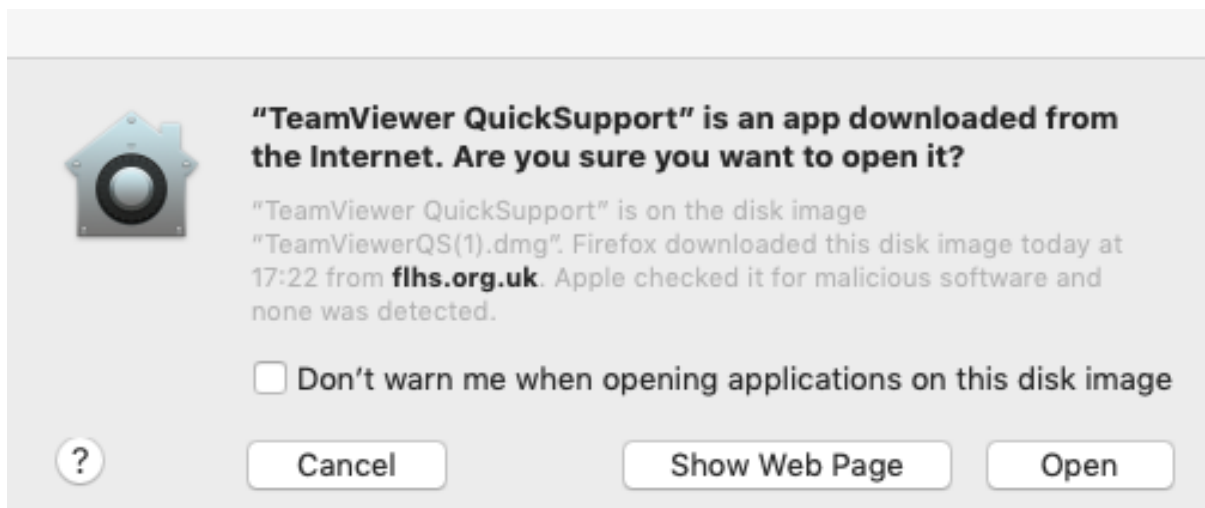
Setting up TeamViewer Quick Support

When you have downloaded the installer for TeamViewer depending upon the setup of your browser, typically the file will be saved in your **Downloads** within **Finder**

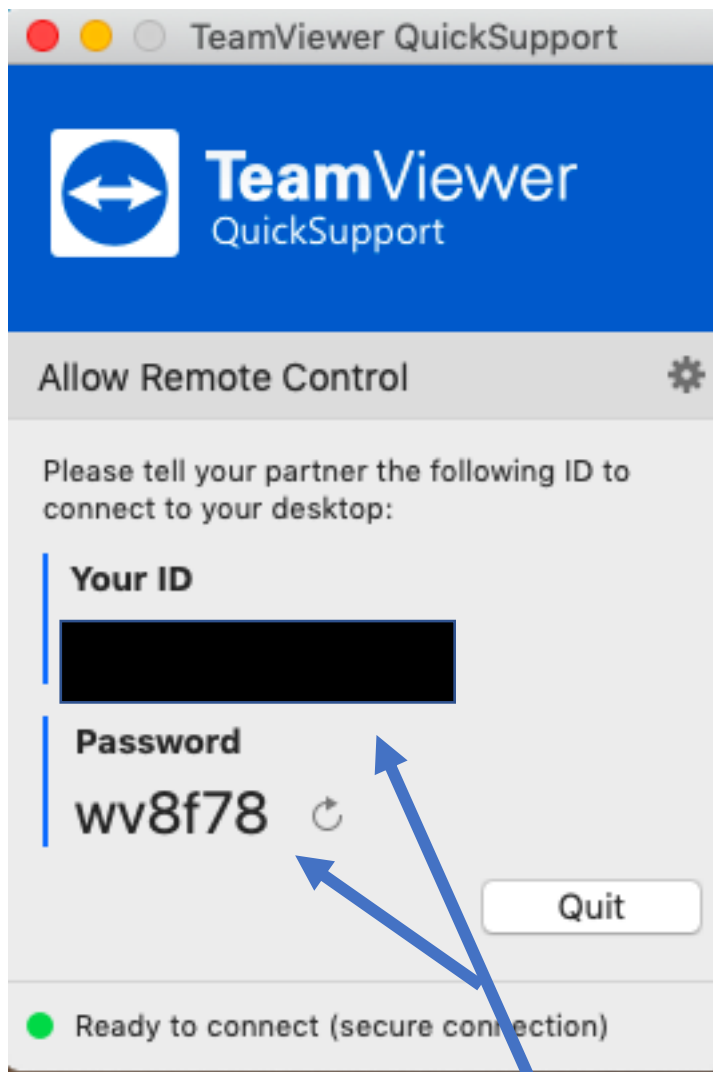


Double click on the file “TeamViewerQS.dmg

You will be prompted with the following message, click on **Open**



You will now be greeted with the following screen:



You are now in a position to give your **“Your ID”** and **“Password”** to the person who has requested to remote your computer (note this will only show when you have an active internet connection) **“Ready to connect (secure connection)”**

Troubleshooting Steps

In order to allow Remote Control of your computer it is important that you double check the following steps have been enabled:

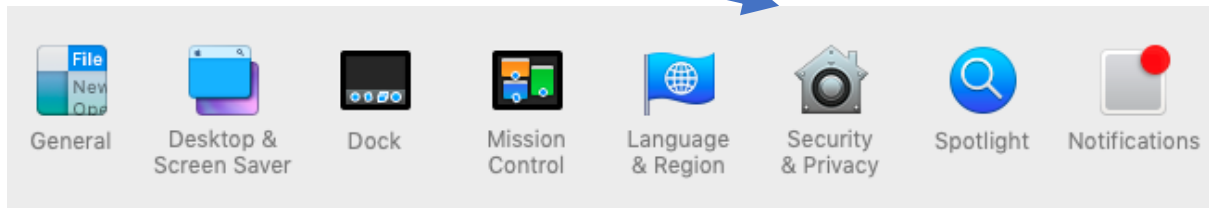
- 1) Click on the **Apple Logo**



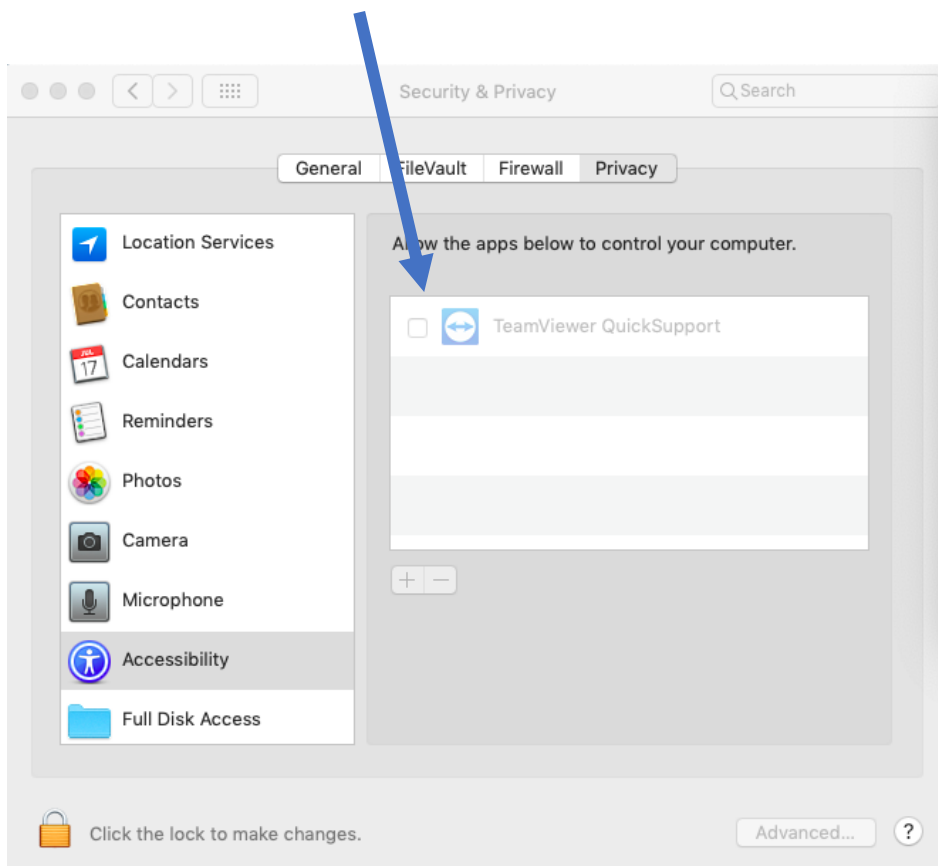
2) Click on **System Preferences**



3) Click on **Security and Privacy**



4) From the list of options you will need to click on **Accessibility**, and click on the **Padlock**, entering your password for your computer. This will enable you to tick the options which are by default “greyed” out



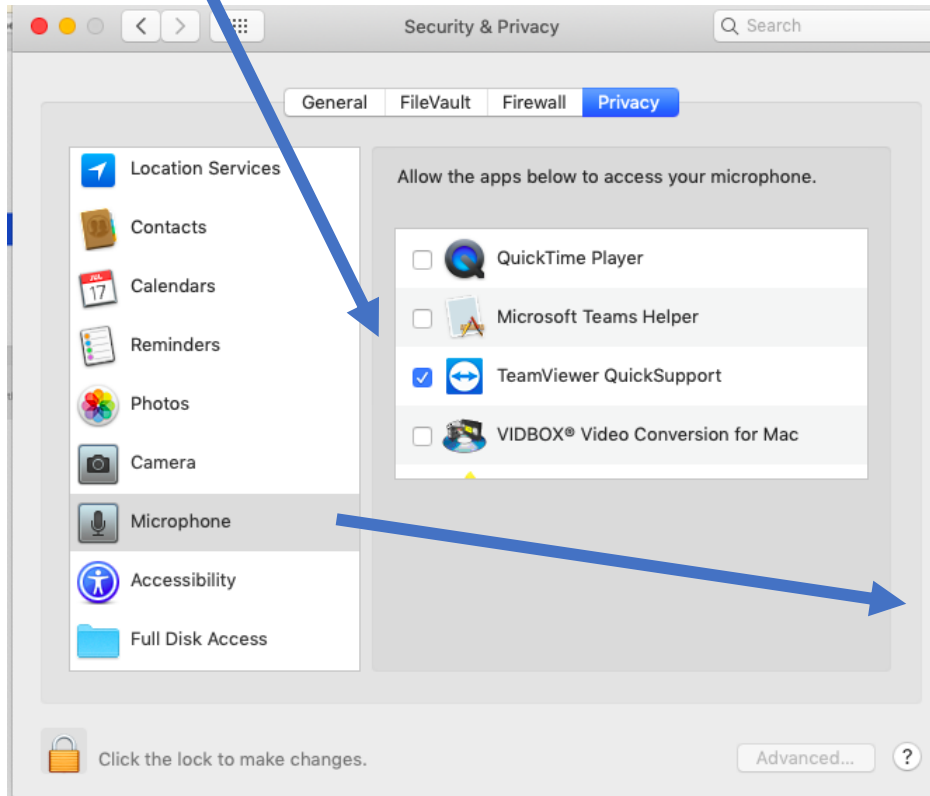
Click on the padlock to allow changes

Once the padlock is unlocked this will enable you to tick “**TeamViewer QuickSupport**”

5) You can also grant access to your **Microphone** and **Camera** should you wish to make use of the chat/audio and video options that TeamViewer has.

To do this repeat the steps above and put a tick in the following boxes:

Microphone:



Select either **Microphone, Camera** from the left hand menu

Camera:

