How to Enable Remote Support on Mac

Download and open FDM-Support.

Review System Access should appear (or click Help and select Check system access in the top

menubar).

In the Screen Recording section, click Request Access...

eamViewer requires you unctionality, Please revie	r permission to acces aw the permissions b	s system capabilities to provide its elow.	
you or others need to access	this Mac remotely, Scree	n 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	TeamViewer 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	

Click Open System Preferences.



Click the checkbox next to TeamViewer QuickSupport.

	Security & Privacy Q Search
General	FileVault Firewall Privacy
Speech Recognition Accessibility Input Monitoring	Allow the apps below to record the contents of your screen, even while using other apps.
Full Disk Access	
Screen Recording	
Analytics & Improvements	
Click the lock to make changes.	Advanced ?

Click Quit Now.



Re-open FDM-Support.

In the Accessibility section (see page 1), click Request Access...

Click Open System Preferences.

In the bottom left corner, Click the lock to make changes.



Enter your password and click **Unlock**.

System Preferences is trying to unlock Security & Privacy preferences. Touch ID or enter your password to allow this.		
User Name:		
Password:		
Cancel Unlock		

Click the checkbox next to TeamViewer QuickSupport.

Click Full Disk Access in the left column.

Click the checkbox next to TeamViewer QuickSupport.



Click Quit Now.



Close the Security & Privacy window.

Re-open FDM-Support.

Review System Access should show Allowed for each section.

TeamViewer requires you functionality. Please revi	r permission to acces ew the permissions b	es system capabilities to provide its elow.	
If you or others need to access	this Mac remotely, Screen	n 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.		
	Allowed	Open Screen Recording Preferences	
Accessibility	TeamViewer requires Accessibility access so your mouse and keyboard can be controlled remotely.		
	Allowed	Request Access	
Full Disk Access	TeamViewer requires Full Disk Access to access files and folders on your Mac for File Transfer.		
	Allowed	Open Full Disk Access Preferences	

Click Close.

The *FDM-Support* window should display **Your ID** and **Password** to connect.

