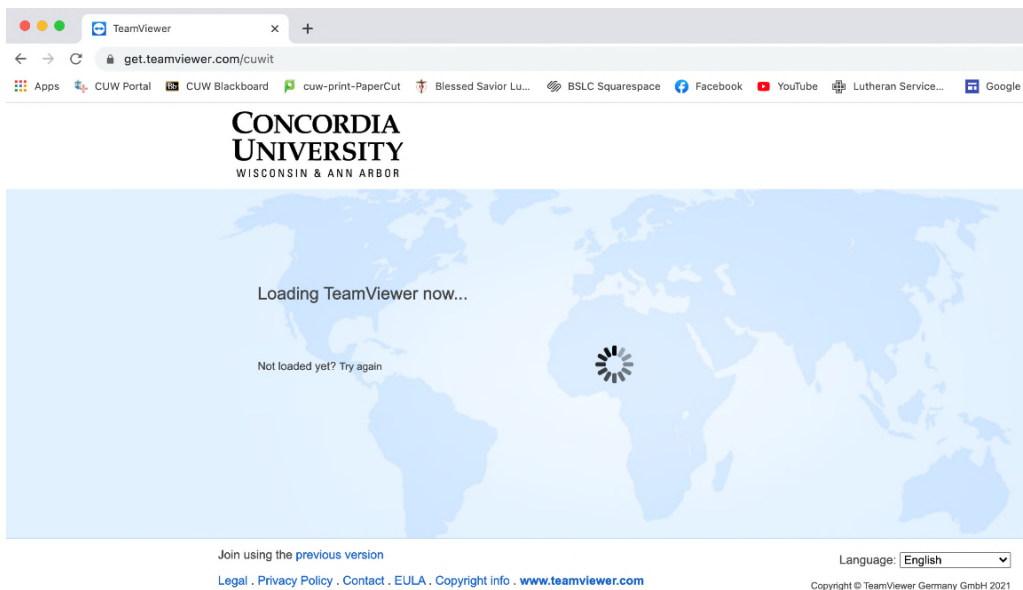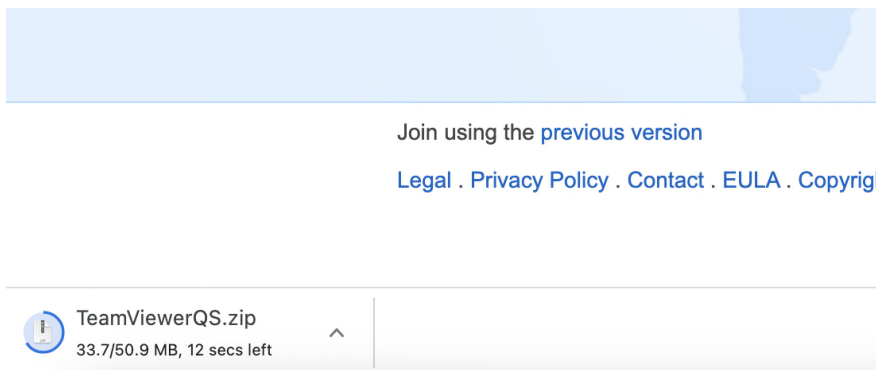# CONCORDIA UNIVERSITY
WISCONSIN & ANN ARBOR

Download & Install TeamViewer on Mac for Remote Access

1. On your internet browser, navigate to the following link:
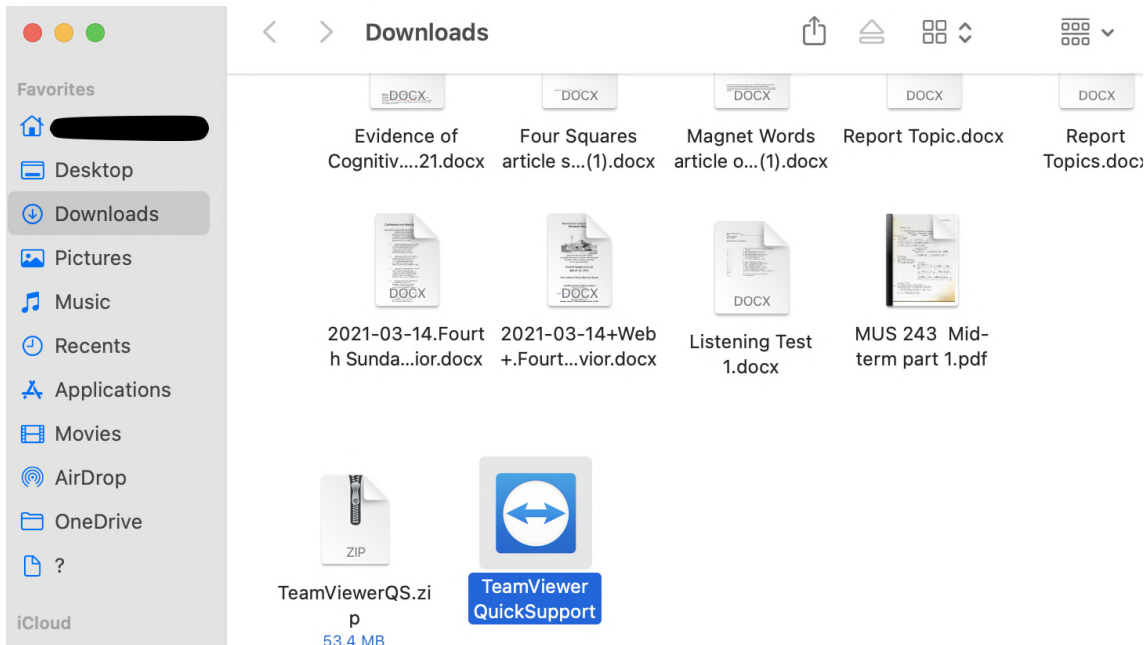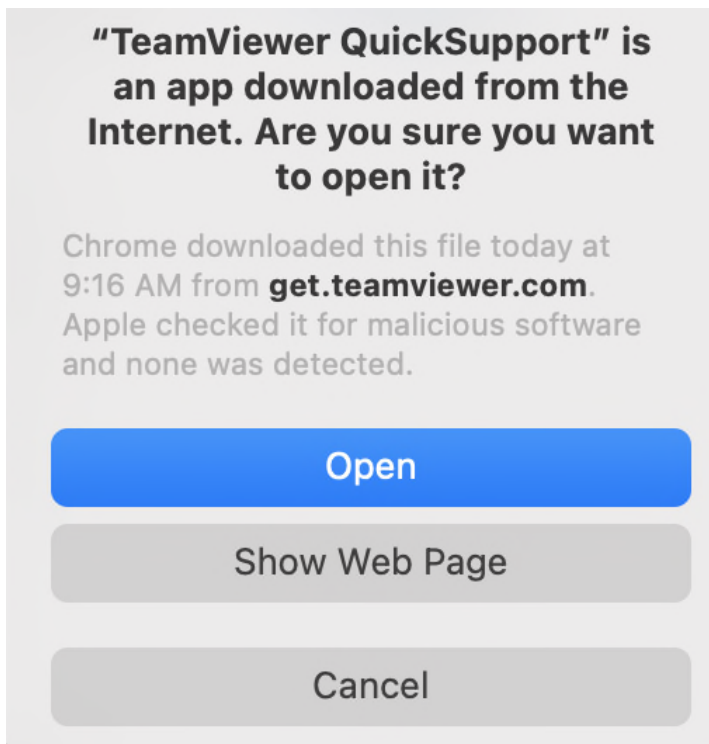Get.teamviewer.com/cuwit

2. After a few moments, TeamViewer will begin downloading on your computer. You will see it show up at the bottom-left of your screen.

3. Once finished, click on the file to open it. If it does not open automatically, navigate to your Downloads folder and double-click <u>TeamViewer Quick Support</u>.

4. When the following window appears, select <u>open</u>.

5. Check the box next to <u>I accept the EULA and the DPA</u>. Select <u>Continue</u>.

TeamViewer
QuickSupport

TeamViewer
End-User License Agreement

EULA – Preamble

Terms of Use

PLEASE READ THIS TEAMVIEWER END USER LICENSE AGREEMENT ("EULA") CAREFULLY.
The EULA is a modular contract that governs and defines the terms of the contractual relationship between TeamViewer Germany GmbH, Bahnhofsplatz 2, 73033 Göppingen, Germany ("TeamViewer") and its customers ("Customer").
The EULA consists of the following components:

A. Master Terms

The Master Terms contain the terms and conditions generally applicable for your contractual relationship with TeamViewer. This part of the EULA will apply to you in any case.

B. Software Specific Terms

☐ I accept the EULA and the DPA.

| Print... | Save... | Privacy Policy | Cancel | Continue |

6. On the disclaimer shown below, select <u>Accept</u>.

Disclaimer

Concordia University IT staff will NEVER ask you for your password! Never give your password to anyone over the phone!
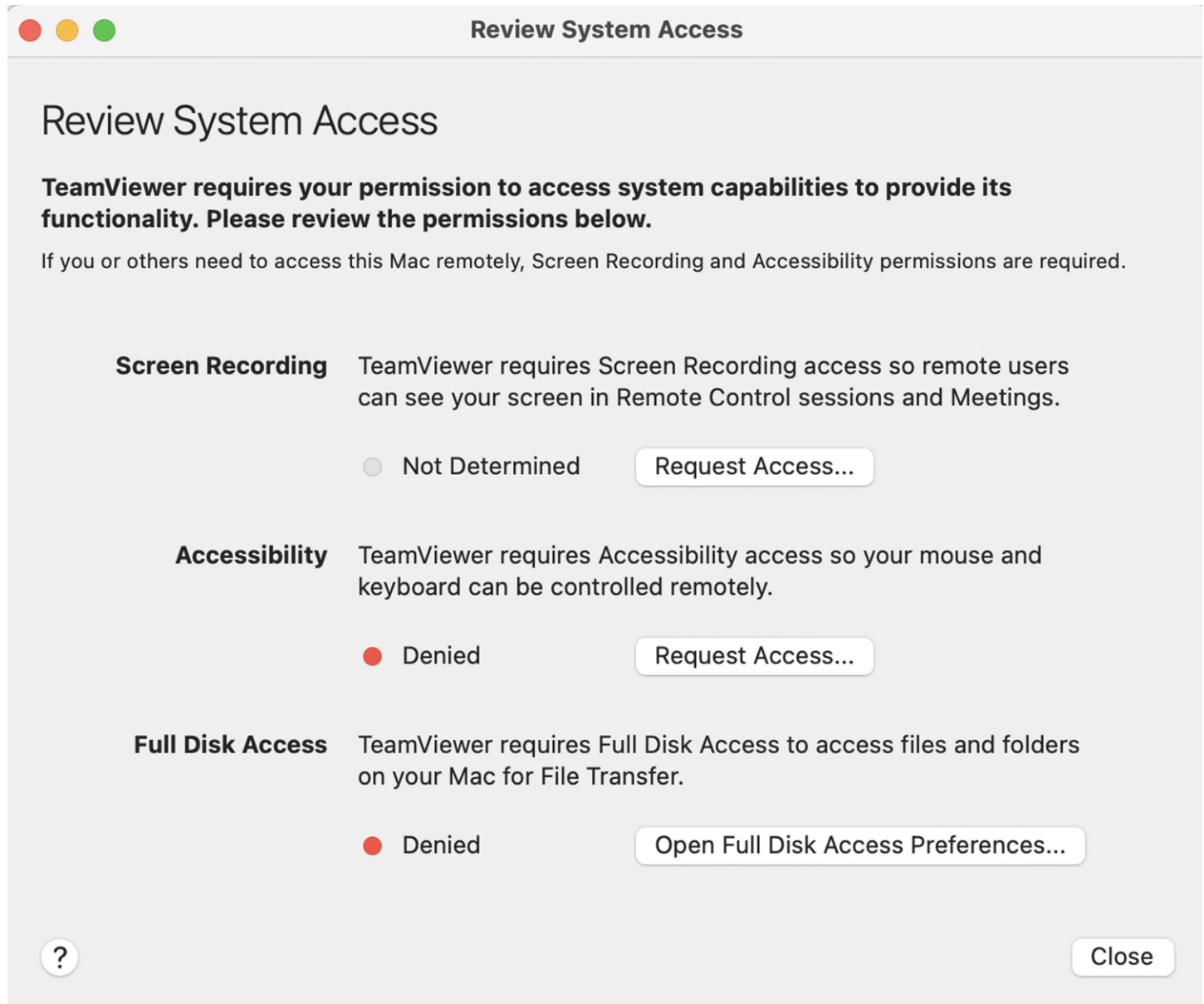
Please note that the above-shown disclaimer has no connection with TeamViewer Germany GmbH. It was individually defined by a TeamViewer user.
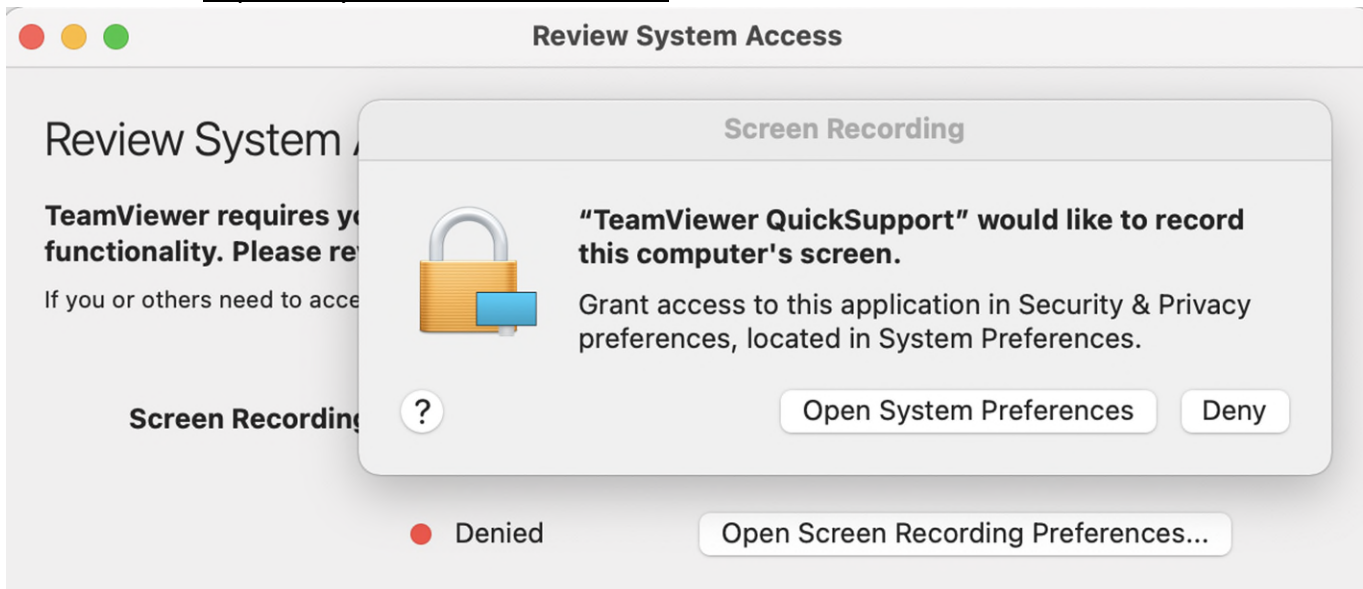
| Decline | Accept |

7. Depending on your Mac's settings, you may have to enable your IT staff the ability to view your screen and control your computer. If the window below appears on your computer, select Request Access on the Screen Recording section.

If a window with an ID number and a password appear, skip to step 12.

Review System Access

Review System Access

TeamViewer requires your permission to access system capabilities to provide its functionality. Please review the permissions below.

If you or others need to access this Mac remotely, Screen 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.

     ⚪ Not Determined   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...

?   Close

8. Click on <u>Open System Preferences</u>.

9. In the <u>Security and Privacy</u> window, select <u>Screen Recording</u>, and select the lock icon at the bottom-left of the screen.
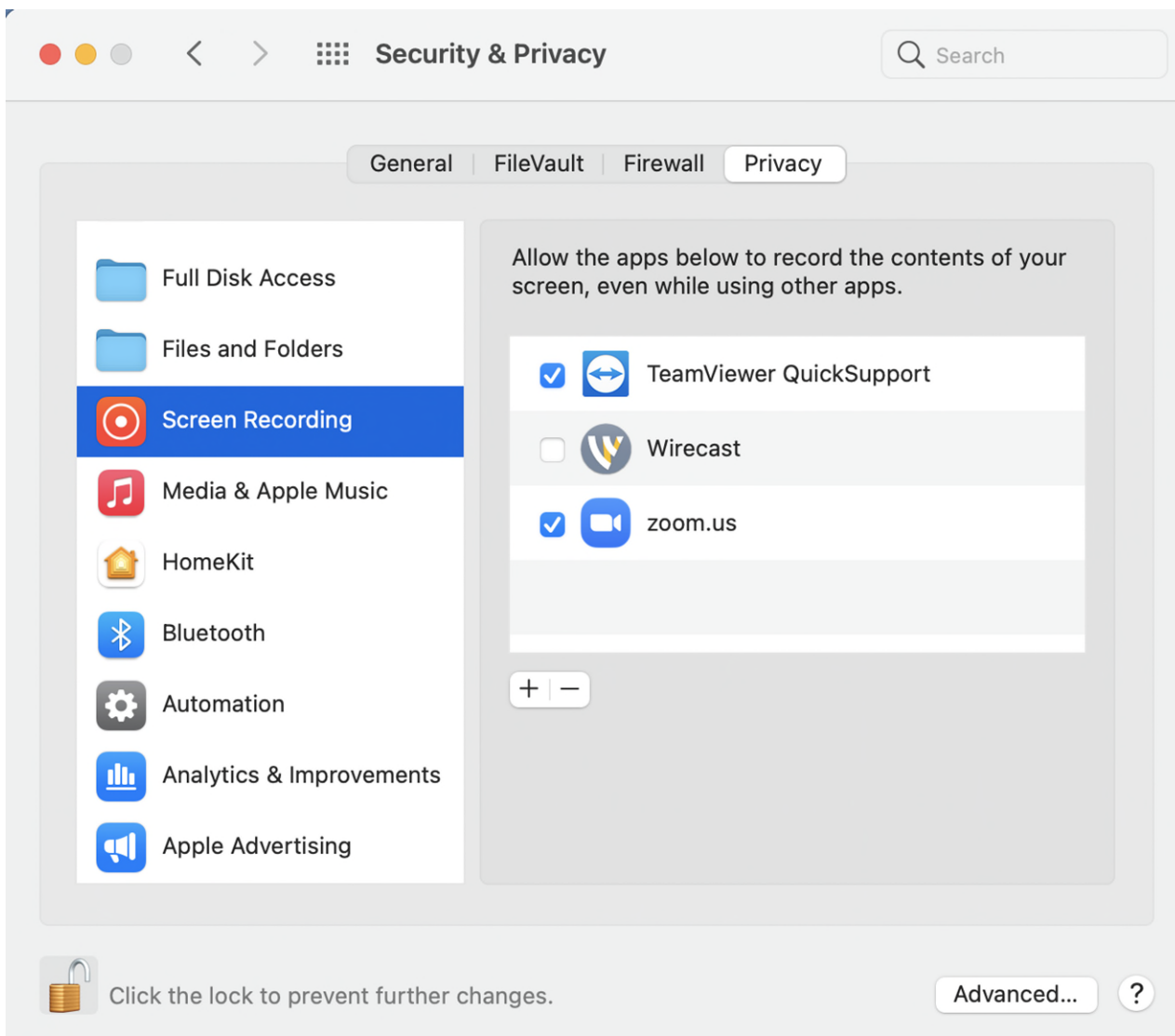
10. Either enter your computer account password or use the touch ID, if you have one. Select the
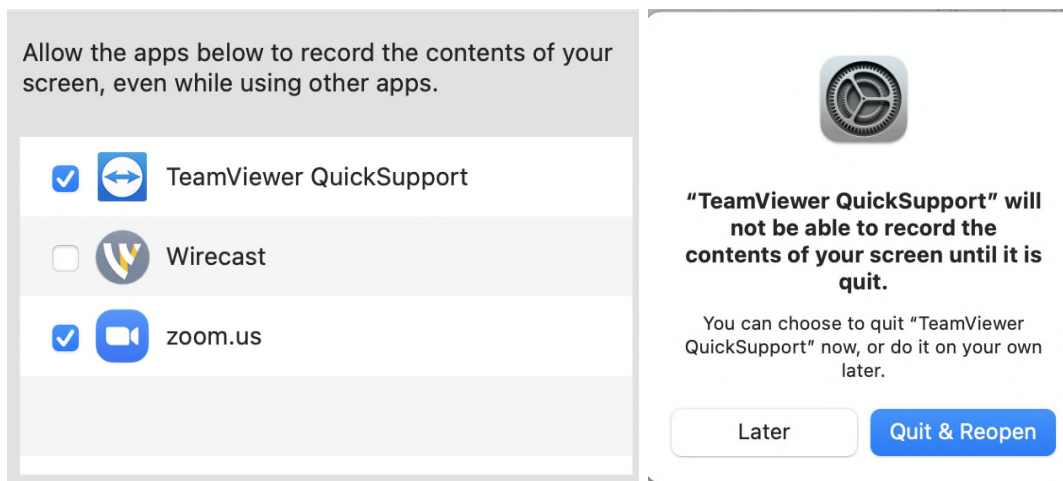
System Preferences is trying to unlock Security & Privacy preferences.

Touch ID or enter your password to allow this.

Use Password...   Cancel

11. In the <u>Security and Privacy</u> window. Select the box next to <u>TeamViewer Quick Support</u>. Repeat steps 9 through 11 for <u>Accessibility</u> and <u>Full Disk Access</u>. Select <u>Quit & Reopen</u> to apply the settings.

Allow the apps below to record the contents of your screen, even while using other apps.

☑ TeamViewer QuickSupport

☐ Wirecast

☑ zoom.us

"TeamViewer QuickSupport" will not be able to record the contents of your screen until it is quit.

You can choose to quit "TeamViewer QuickSupport" now, or do it on your own later.

Later   Quit & Reopen

12. If TeamViewer does not open, you can find it in your <u>Downloads or Documents</u> folder. When open, provide the ID number and password to the IT staff member.

CU QuickSupport

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Allow Remote Control   ✿

Please provide Concordia University IT Support your ID and Password below.

Your ID
926 409 158

Password
6123 ↻

Quit

🟢 Ready to connect (secure connection)