How do I let a UNC Charlotte technician remotely access my University-owned Mac?

Tell Me

If a UNC Charlotte Service Desk member asks to remotely access your University-owned Mac, follow these steps to grant them access:

1. Open **Self Service** by clicking on the UNC Charlotte crown icon in your dock or searching **Self Service** in Mac Spotlight.

2. In the Self Service application, scroll down to find **Remote Support** and click **Install** or **Reinstall**.

3. Once the install is finished, the following window will open.

4. Please give the ID and password to the technician you are working with.

⚠️ If this is the first time you've used the TeamViewer application on your Mac, you will need to complete the following steps.
1. If you get a pop up window that says "TeamViewer QuickSupport would like to record this computer's screen." click the **Open System Preferences** button

![Image of screen recording option]

   a. If you do not get this pop up, but the technician cannot see your screen, open **System Preferences** manually

2. If you get the pop up and click the **Open System Preferences** button, it should take you to where you need to go.
   a. If you do not get the pop up, in **System Preferences** click on the **Security & Privacy** tab
   b. Go to the **Privacy** tab
   c. On the left side, scroll down to **Screen Recording** and click it

3. Check the box beside **TeamViewer QuickSupport** and enter your password if prompted

![Image of system preferences]

4. When the box is checked, a new pop up window will come up that says "TeamViewer QuickSupport will not be able to record the contents of your screen until it is quit."

![Image of pop up window]

   a. Click **Quit Now**

5. Relaunch **Remote Support** from **Self Service**

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**Related FAQs**

- Which web conferencing or online chat tool is best for me?
- How can WebEx and Zoom hosts help secure meetings?
- How do I access my H:, S: or J: Drive on my university Mac computer?
- How do I access H, J, or S drives from off campus using a personal Mac computer?
- What should I do on my university Mac after I reset my NinerNET password?