

# anexia



## Support

**Project:** Teamviewer Support MAC OSX  
**Customer:** All customers  
**Created by:** Michael Wegozyn  
**Date:** 17.02.2023  
**Version:** v2.0



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**TABLE OF CONTENT**  
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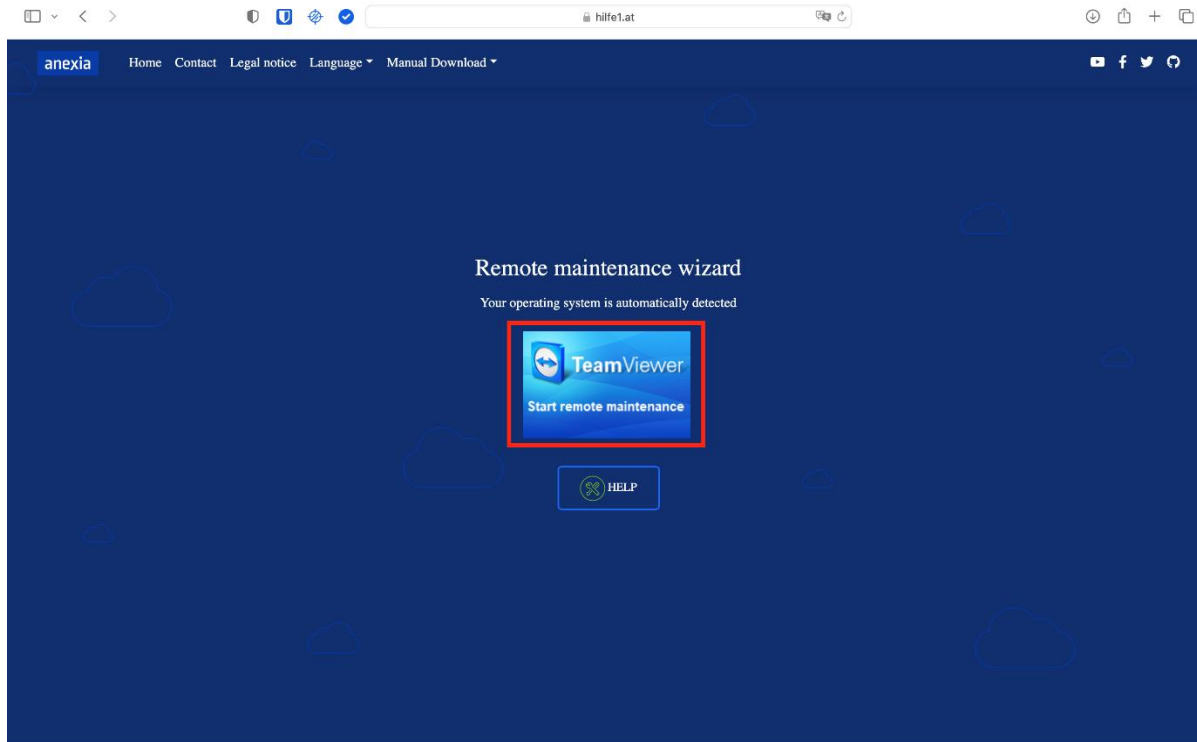
**Teamviewer Quick Support**

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**3**

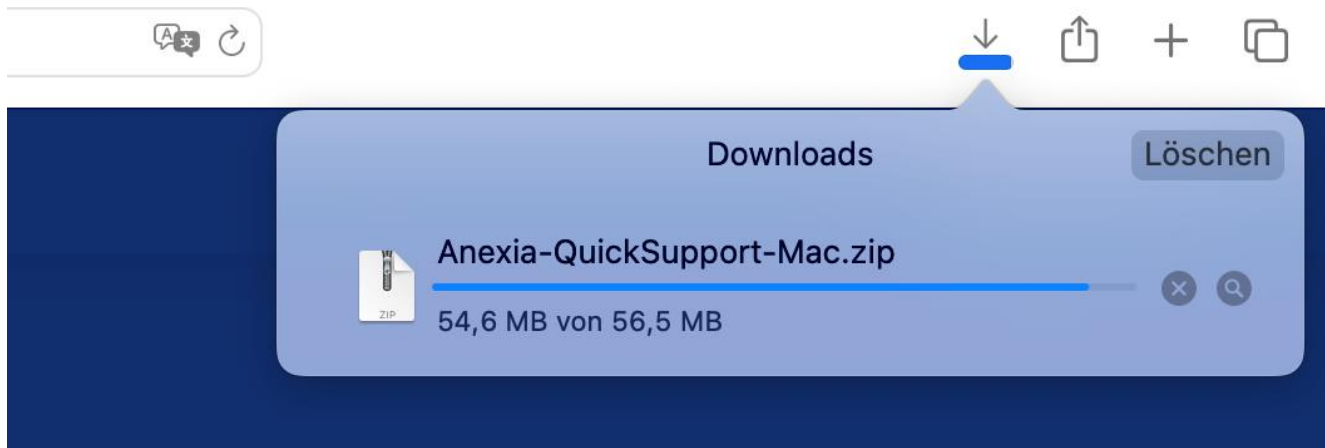
# TEAMVIEWER QUICK SUPPORT

First we open the website <https://www.hilfe1.at> and download here the remote maintenance app for MAC OSX.

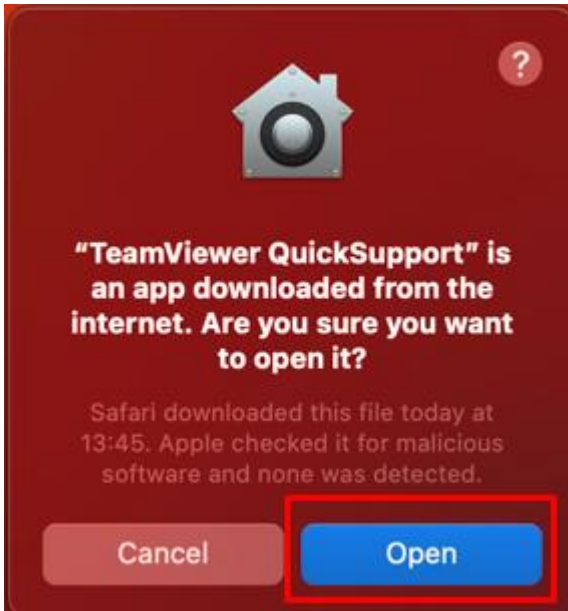


It could happen that we have to allow the download, we confirm here with "Allow".

Once the client is downloaded, open the ".zip" file.



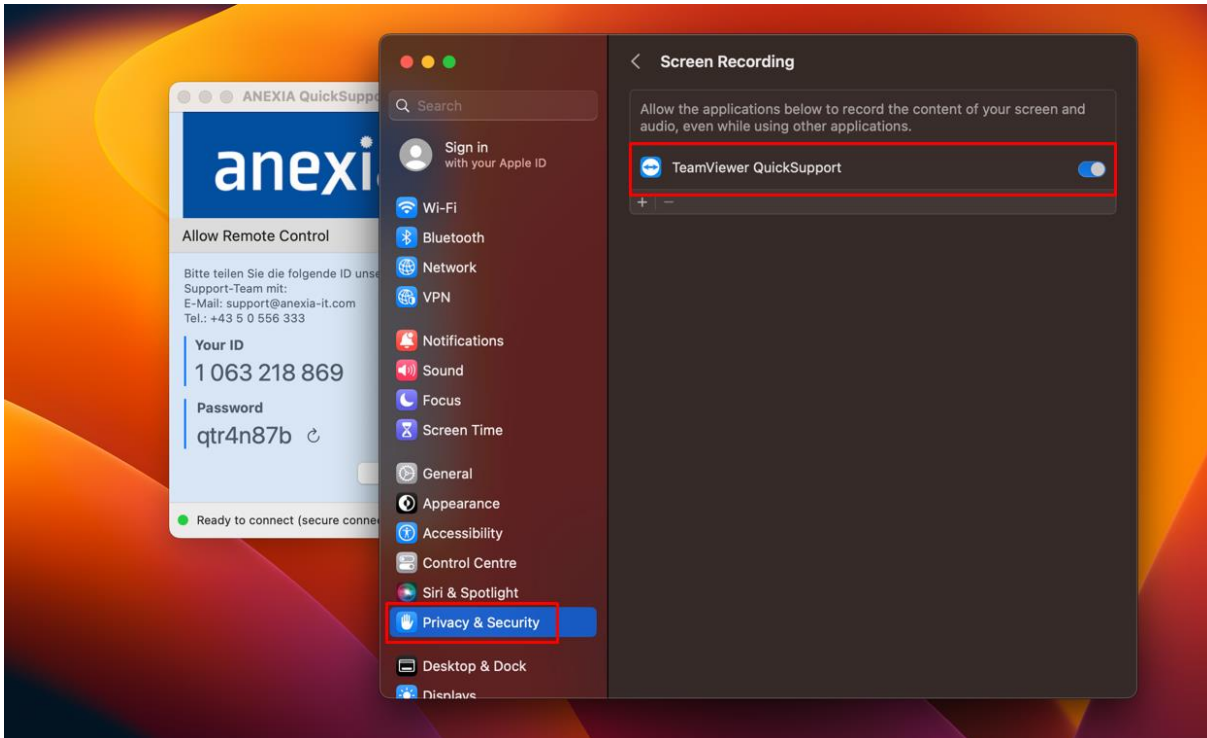
We need to confirm here again that we want to open it.



Here we now need to allow TeamViewer access to "Screen Recording", "Accessibility" and "Full Disk Access".



We need to set the slider here to "On".



After that, you can give the access data to the support employee so that he can start the remote maintenance.

