





Project:Teamviewer Support MAC OSXCustomer:All customersCreated by:Michael WegozynDate:17.02.2023Version:v2.0



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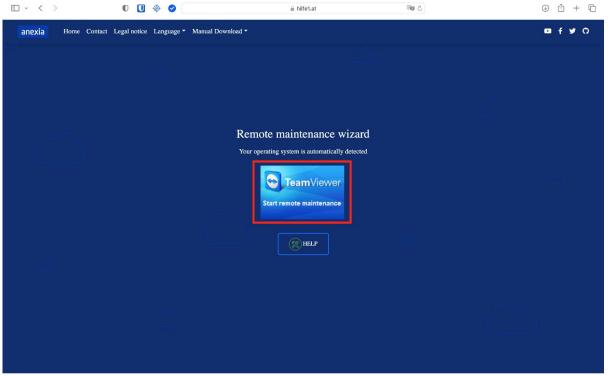
Teamviewer Quick Support



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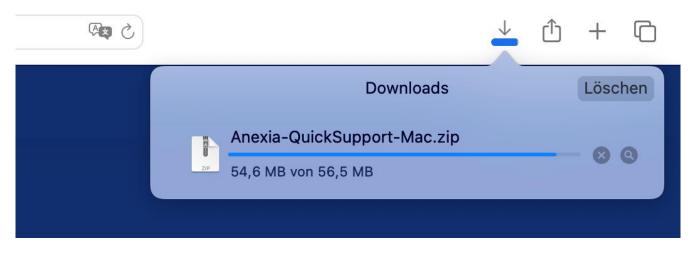
TEAMVIEWER QUICK SUPPORT

First we open the website <u>https://www.hilfe1.at</u> 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".

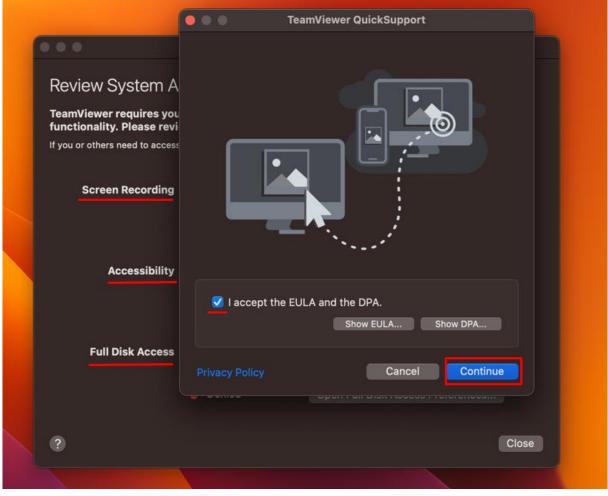
Once the client is downloaded, open the ".zip" file.



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".

	•••	< Screen Recording
ANEXIA QuickSuppo	Q Search	Allow the applications below to record the content of your screen and audio, even while using other applications.
anexi	Sign in with your Apple ID	Contraction TeamViewer QuickSupport
anca	🛜 Wi-Fi	
Allow Remote Control	Bluetooth	
Bitte teilen Sie die folgende ID unse	🛞 Network	
Support-Team mit: E-Mail: support@anexia-it.com Tel.: +43 5 0 556 333	B VPN	
Your ID	Notifications	
1 063 218 869	🔟 Sound	
Password	C Focus	
qtr4n87b ♂	Screen Time	
	🔘 General	
Ready to connect (secure connect)	Appearance	
Ready to connect (secure connect	🕜 Accessibility	
	Control Centre	
	💽 Siri & Spotlight	
	🕛 Privacy & Security	
	🗖 Desktop & Dock	
	📅 Displays	

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

anovi	
Allow Remote Control	*
Bitte teilen Sie die folgende ID unsere Support-Team mit: E-Mail: support@anexia-it.com Tel.: +43 5 0 556 333	m
Your ID 1 063 218 869	
Password qtr4n87b ♂	
	Quit