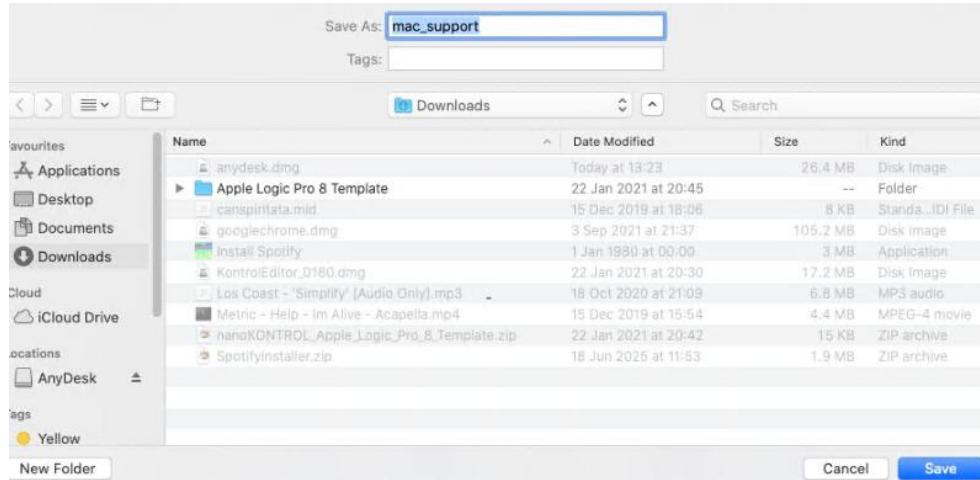
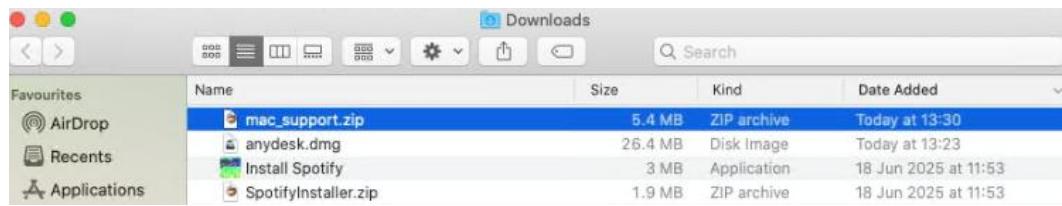


## BCC IT Remote Support Agent – MacOS Permissions

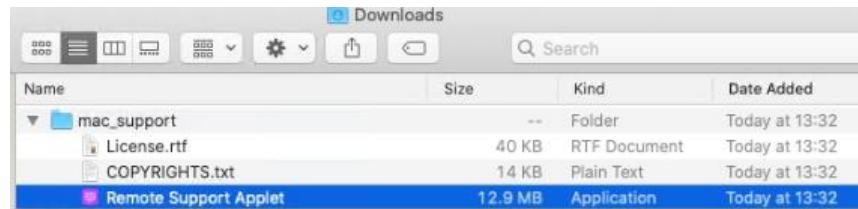
Choose a location to download the Zip file:



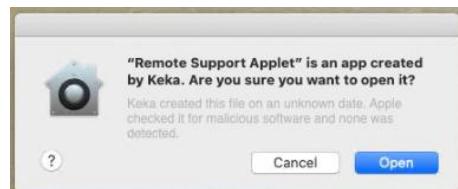
Find the downloaded zip file and double-click to extract it:



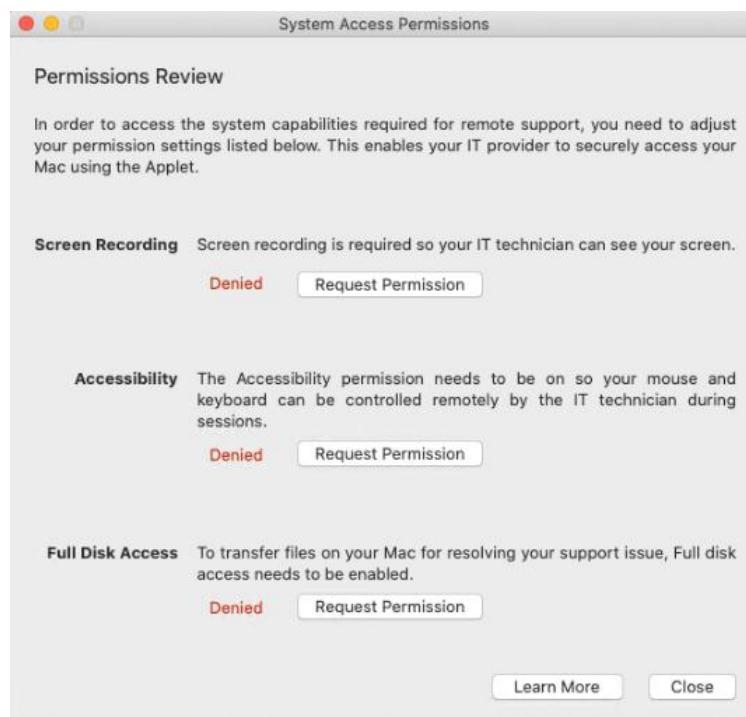
This will create a new folder, which will have the **Remote Support Applet** inside – double click this to run it:



Click **Open** to the below warning window:

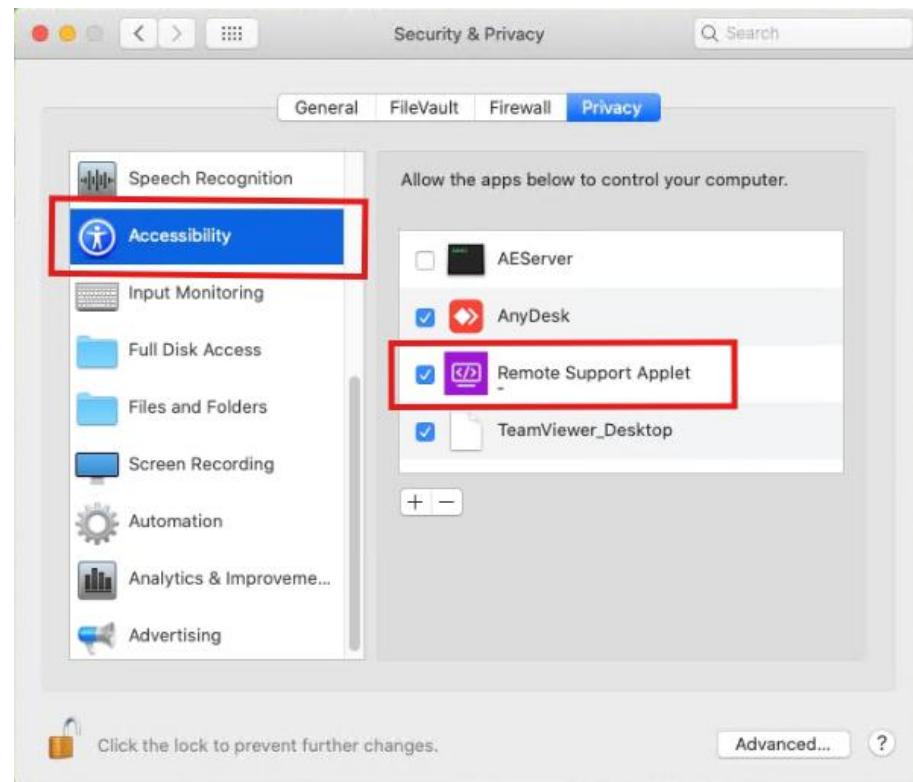
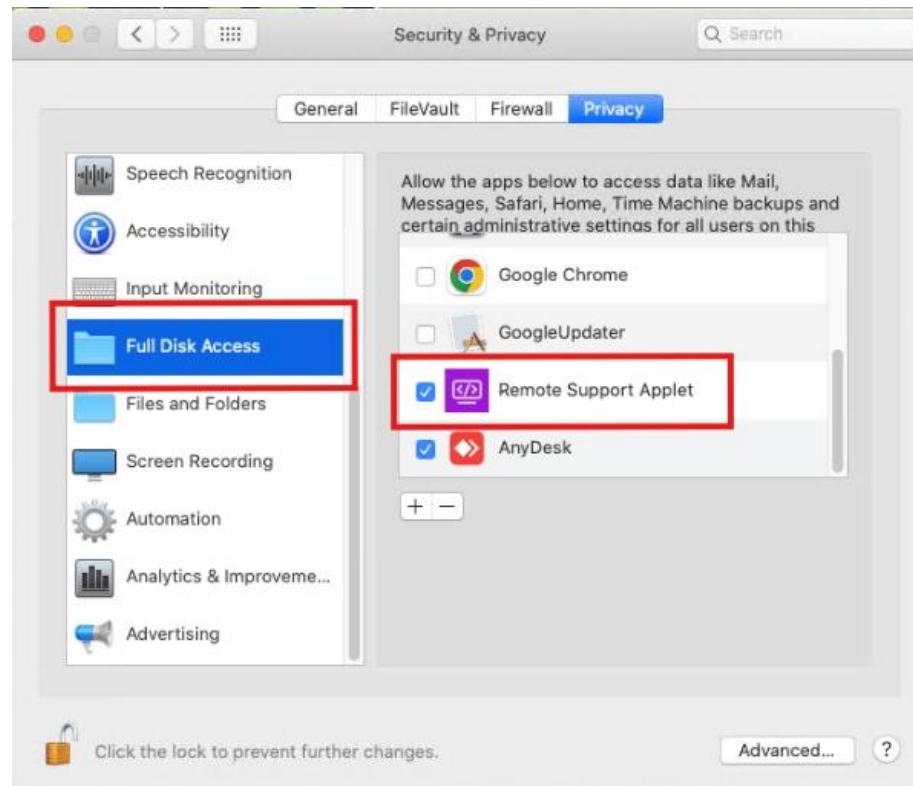


A prompt will appear, asking you to change permissions for the **Remote Support Applet**:

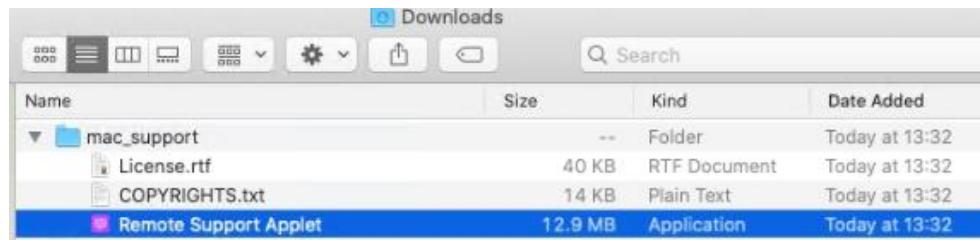


Click **Request Permission** on any of the 3 and this will open the **Settings** panel to change the permissions – tick the tick box next to **Remote Support Applet** for each of the below 3 permissions settings (**Screen Recording, Full Disk Access, and Accessibility**) – NOTE: You may be prompted to close the Remote Support Applet while you make the permission changes – click yes to this:





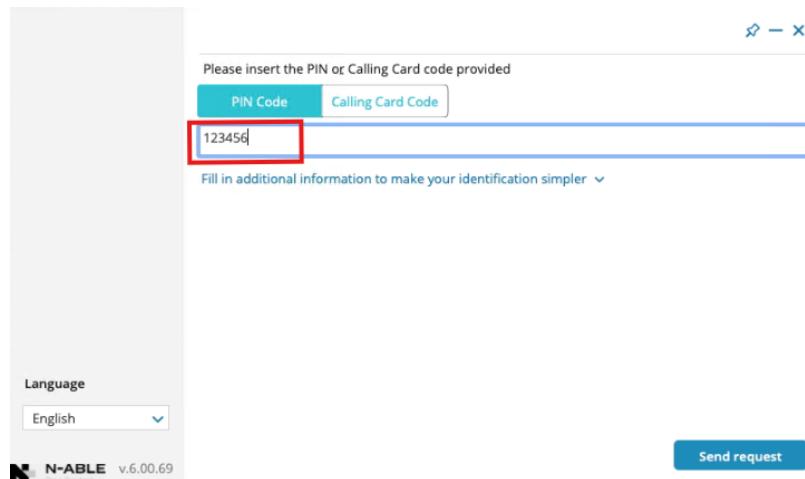
Once all 3 permissions have been set, re-double-click the **Remote Support Applet** from the download location:



Click **Open** to the below warning window:



The below window will appear asking for a pin code – enter **123456** and click **Send Request**:



The BCC IT technician will then connect to your machine:

