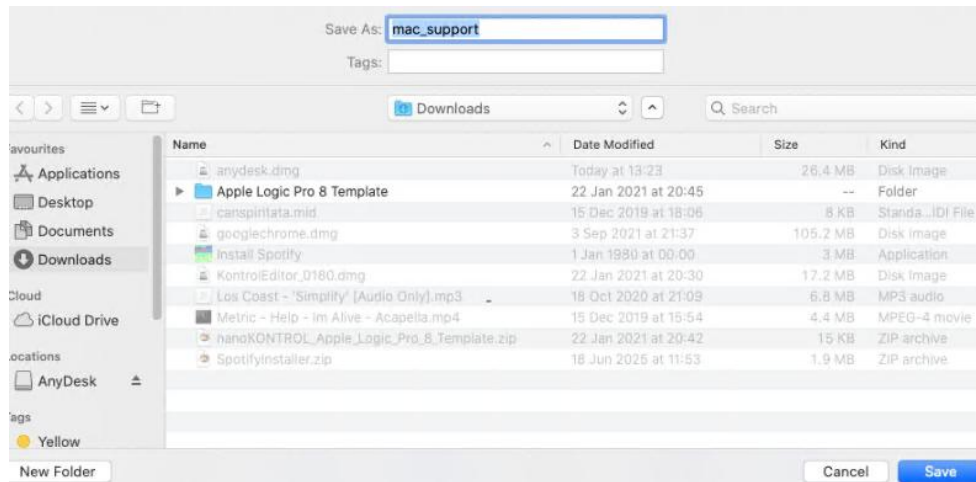
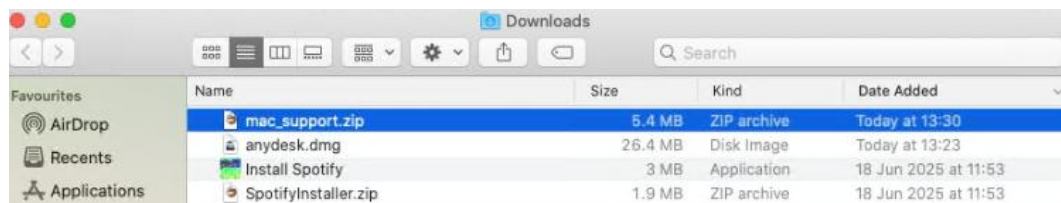


BCC IT Remote Support Agent – MacOS Permissions

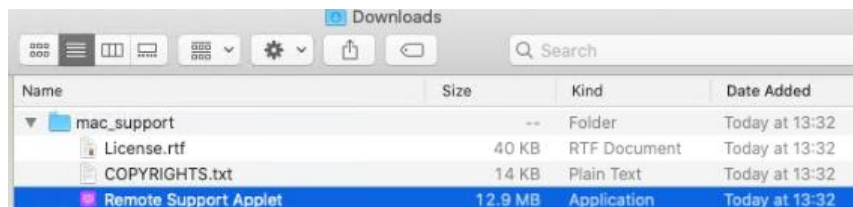
Choose a location to download the Zip file:



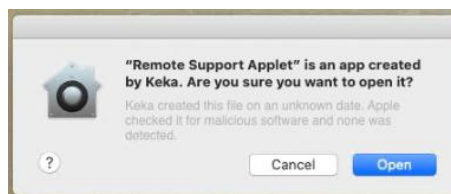
Find the downloaded zip file and double-click to extract it:



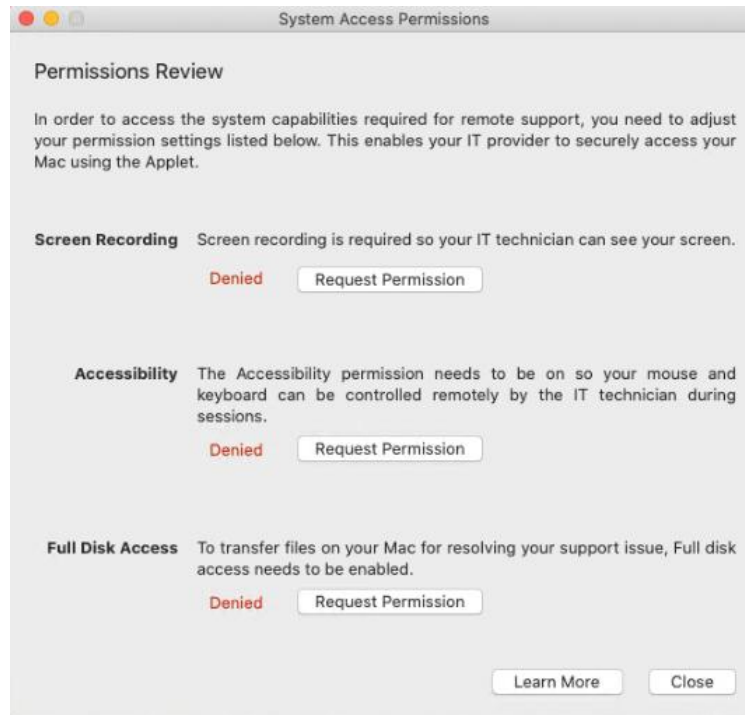
This will create a new folder, which will have the **Remote Support Applet** inside – double click this to run it:



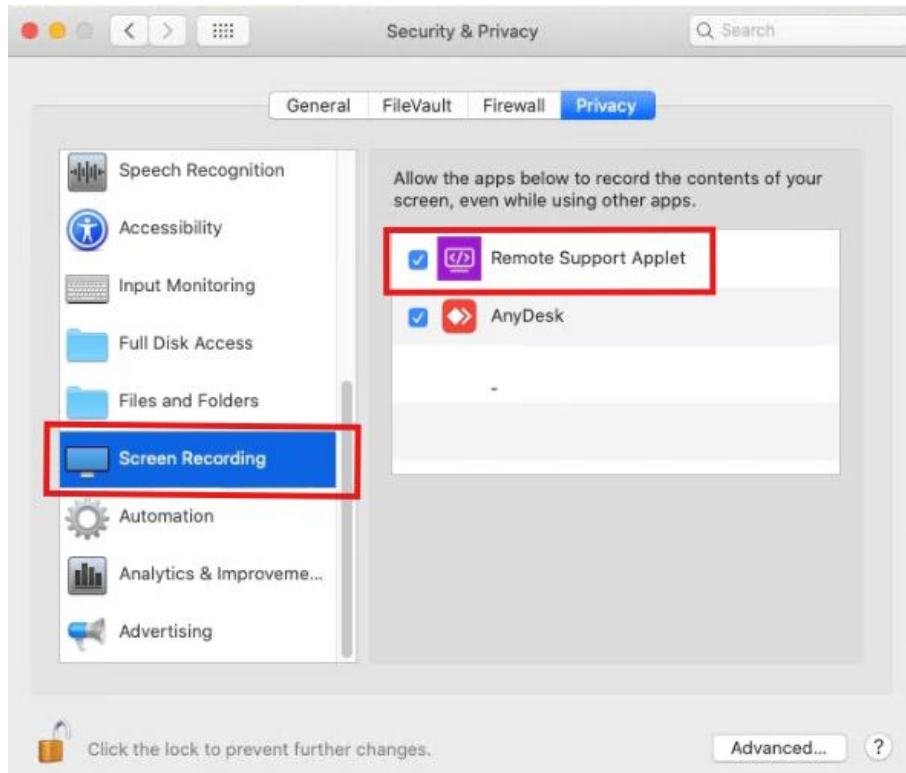
Click **Open** to the below warning window:

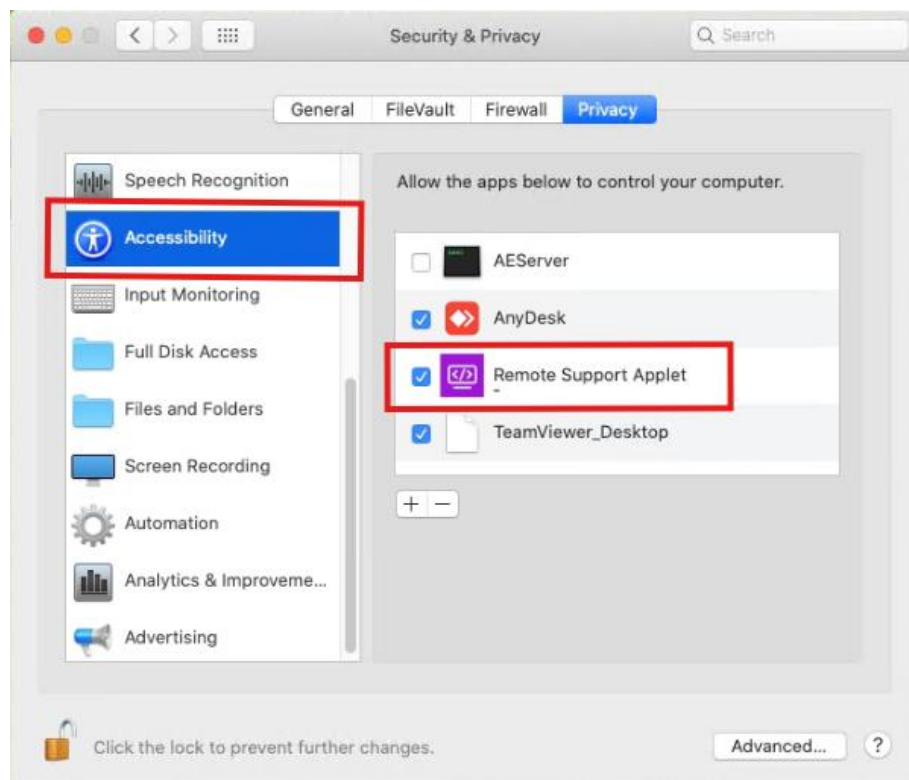
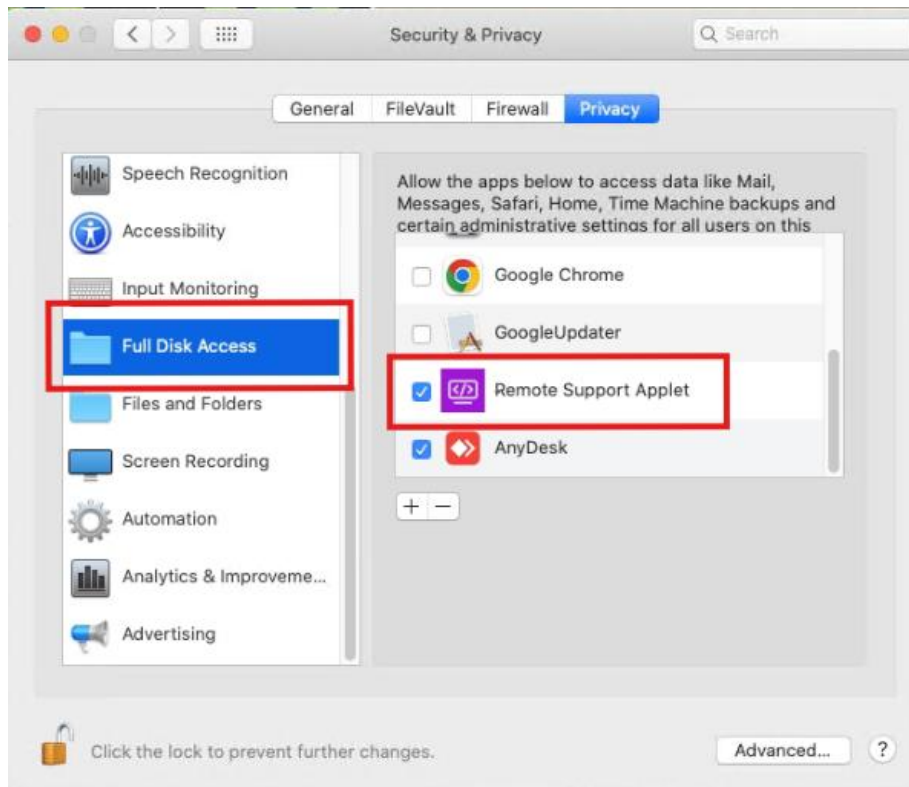


A prompt will appear, asking you to change permissions for the **Remote Support Applet**:

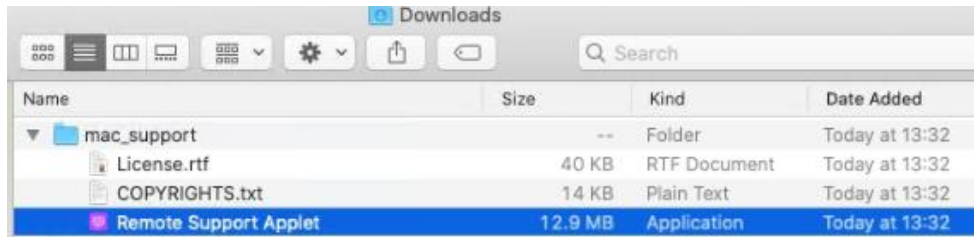


Click **Request Permission** on any of the 3 and this will open the **Settings** panel to change the permissions – tick the tick box next to **Remote Support Applet** for each of the below 3 permissions settings (**Screen Recording, Full Disk Access, and Accessibility**) – NOTE: You may be prompted to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

A screenshot of the N-ABLE software interface. It has a title bar with a pin icon, a minus icon, and a close icon. The main text says: "Please insert the PIN or Calling Card code provided". Below this are two tabs: "PIN Code" (selected) and "Calling Card Code". A text input field contains the number "123456", which is highlighted with a red rectangle. Below the input field is a link: "Fill in additional information to make your identification simpler". At the bottom left is a "Language" dropdown menu set to "English". At the bottom right is a "Send request" button. The N-ABLE logo and version "v.6.00.69" are in the bottom left corner.

The BCC IT technician will then connect to your machine:

A screenshot of the N-ABLE software interface showing a ticket status. It has a title bar with a pin icon, a minus icon, and a close icon. The title is "Ticket 110994382". Below the title is a log of events:

- 15:33:02 Support request sent...
- 15:33:02 Connecting to gateway server...
- 15:33:02 Gateway connection established...
- 15:33:02 Waiting for technician...

At the bottom is a text input field and a "Send" button. The N-ABLE logo and version "v.6.00.69" are in the bottom left corner.