

# Getting GadellNet Connected to Your Mac for the First Time

We're here to help! Use this guide while working with one of our engineers.

This guide will help you **initiate a remote session** with a GadellNet engineer, including enabling **required privacy settings** for the tool to work.



**ScreenConnect** is a remote screen control app that GadellNet uses when your computer is not yet in our normal toolsets. During the **remote session**, the engineer will be able to **see and control your screen** to assist with troubleshooting.

If you need technical assistance, please reach out to [help@gadellnet.com](mailto:help@gadellnet.com) or call **314-942-7485**.

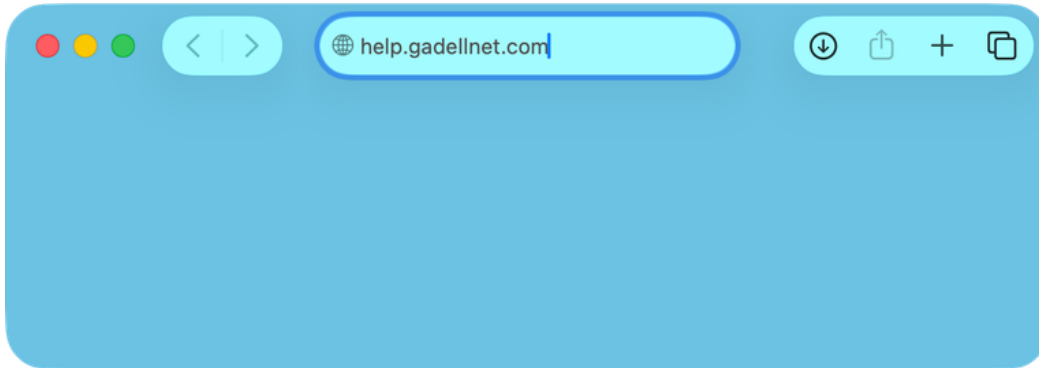


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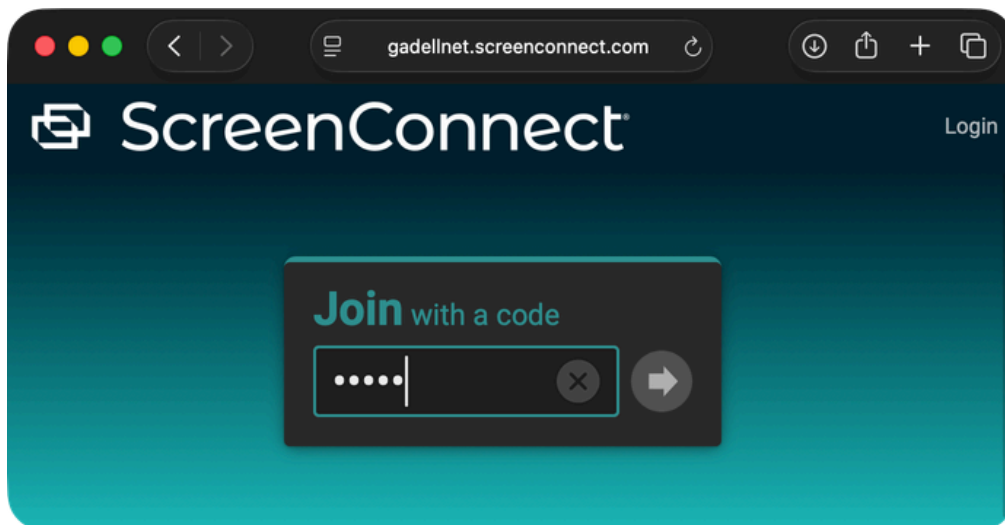
## Step 1

On your Mac, open your **web browser**, such as Safari. In the URL bar, enter **[help.gadellnet.com](https://help.gadellnet.com)**. Then press **return**.



## Step 2

In the center box, **enter the 5-digit code** the GadellNet engineer provides you, then **click the right arrow**.



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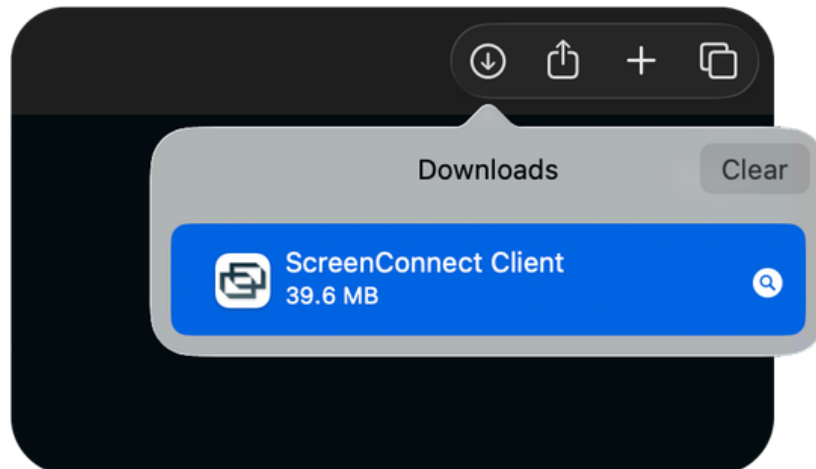
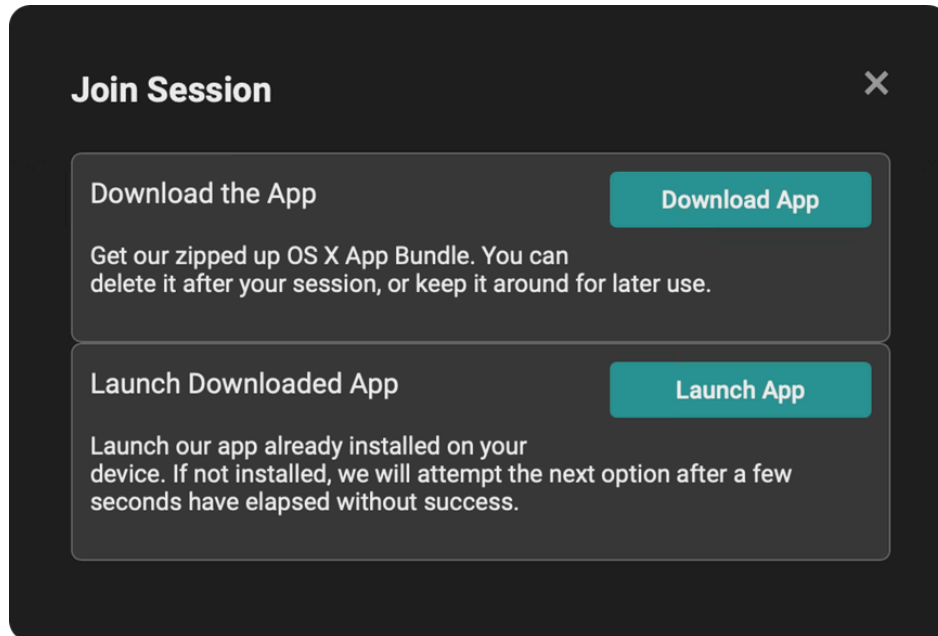


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### Step 3

Click **Download App**. Then, from your browser's Downloads area, **open the ScreenConnect app**. Your browser may look different if you're using Chrome or Edge.



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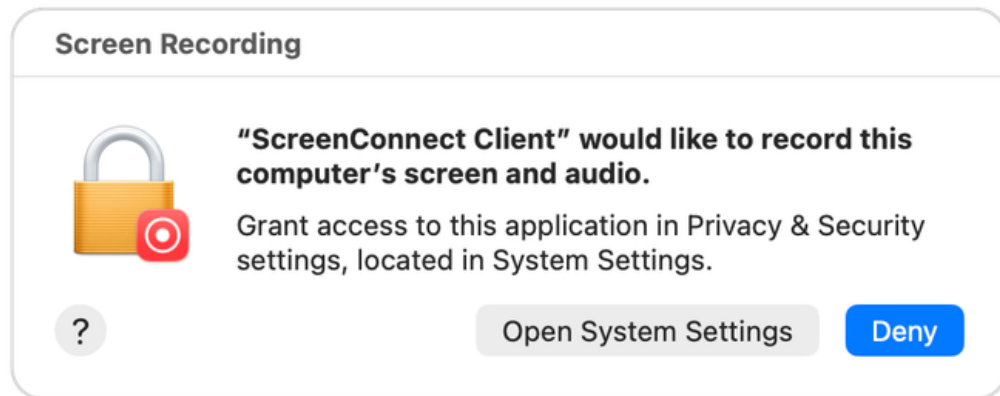
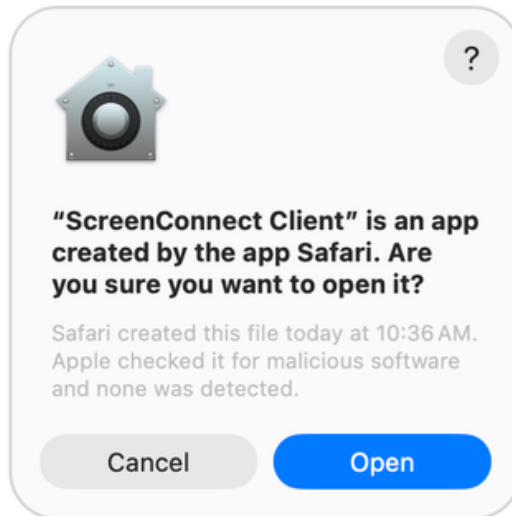


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## Step 4

If you get the security prompt below, click **Open**. Then click **Open System Settings**.



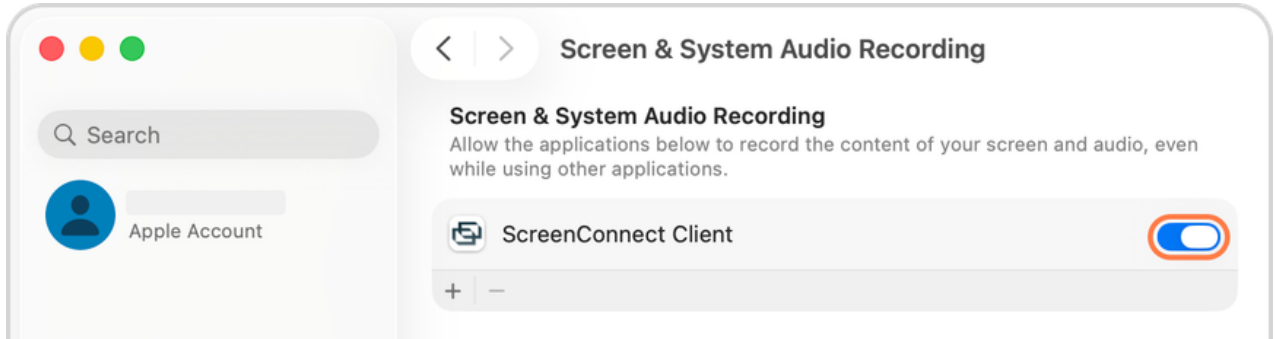
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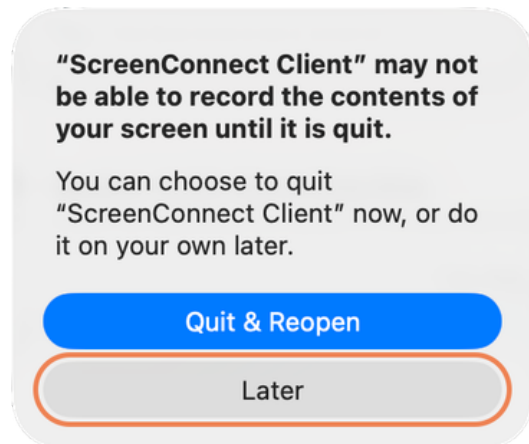
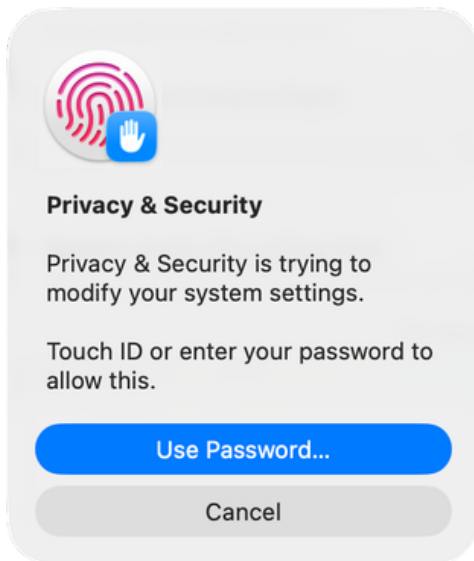
## Step 5

**System Settings** will open to the Screen & System Audio Recording section. **Toggle on ScreenConnect Client.**



## Step 6

**Authenticate** with **Touch ID** or **enter your computer's password**. Then click **Later**.



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## Step 6

The GadellNet engineer will initiate remote input. Click **Open System Settings**.

### Accessibility Access (Events)



**"ScreenConnect Client" would like to control this computer using accessibility features.**

Grant access to this application in Privacy & Security settings, located in System Settings.



Open System Settings

Deny



## Step 7

**System Settings** will open to the Accessibility section. **Toggle on ScreenConnect Client**. Then **authenticate** with **Touch ID** or **your password** like you did above.



### Privacy & Security

Privacy & Security is trying to modify your system settings.

Touch ID or enter your password to allow this.

Use Password...

Cancel



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# Congratulations!

Your GadellNet engineer can now view and control your Mac's screen to assist you further during the remote session.



Note: During the remote session with your GadellNet engineer, your desktop background may turn black. Please note this is only for the duration of the remote session. Your wallpaper will return once the GadellNet has ended the remote session.



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