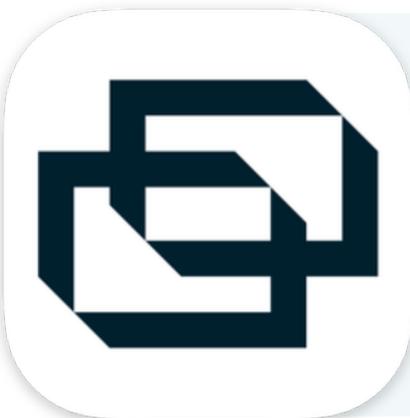# Getting GadellNet Connected to Your Mac for the First Time

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** or call **314-942-7485.**

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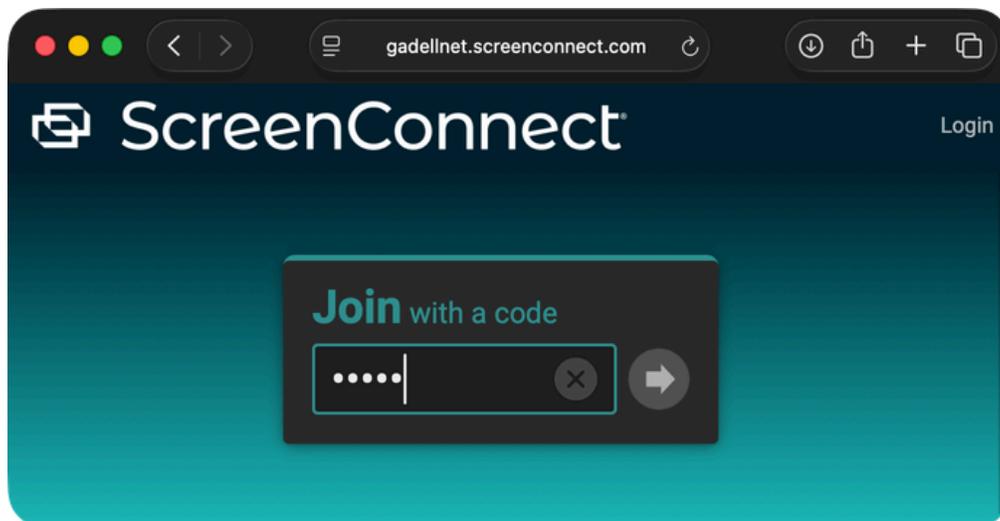
Step 1

On your Mac, open you **web browser**, such as Safari. In the URL bar, enter **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.**

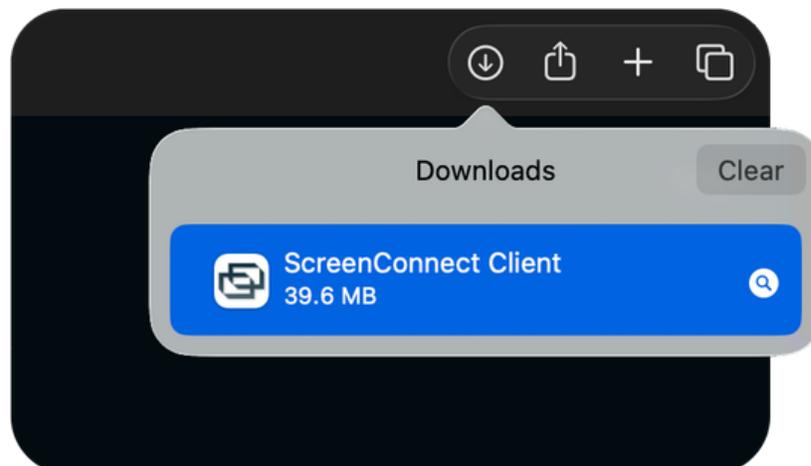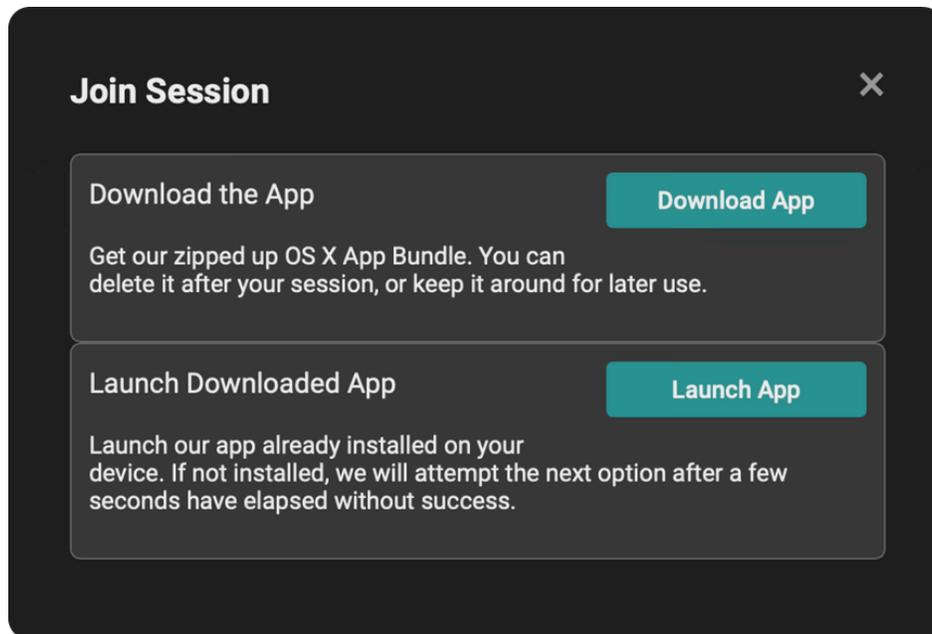If you need technical assistance, please reach out to **help@gadellnet.com** or call **314-942-7485.**

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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.

Join Session ✕

Download the App

Download App

Get our zipped up OS X App Bundle. You can delete it after your session, or keep it around for later use.

Launch Downloaded App

Launch App

Launch our app already installed on your device. If not installed, we will attempt the next option after a few seconds have elapsed without success.

Downloads   Clear

ScreenConnect Client
39.6 MB

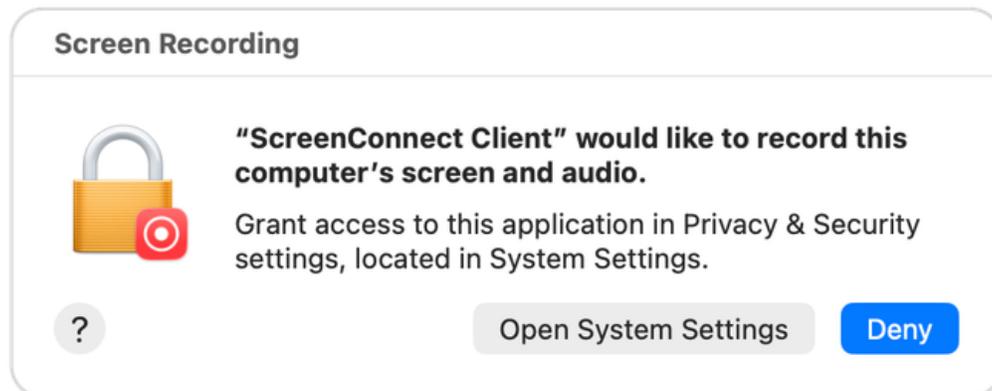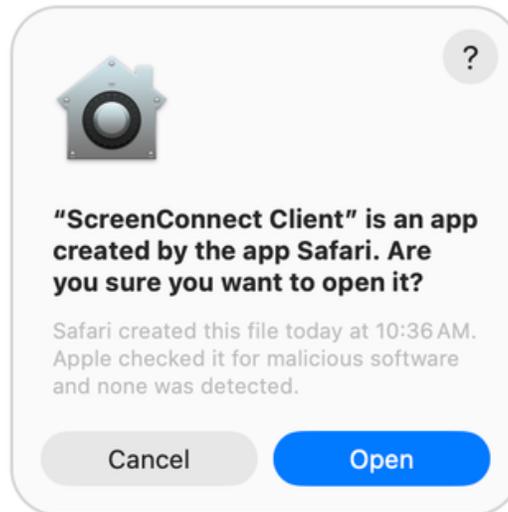If you need technical assistance, please reach out to **help@gadellnet.com** or call **314-942-7485.**

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Step 4

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

> "ScreenConnect Client" is an app created by the app Safari. Are you sure you want to open it?
>
> Safari created this file today at 10:36 AM. Apple checked it for malicious software and none was detected.
>
> Cancel   Open

Screen Recording

"ScreenConnect Client" would like to record this computer's screen and audio.

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

Open System Settings   Deny

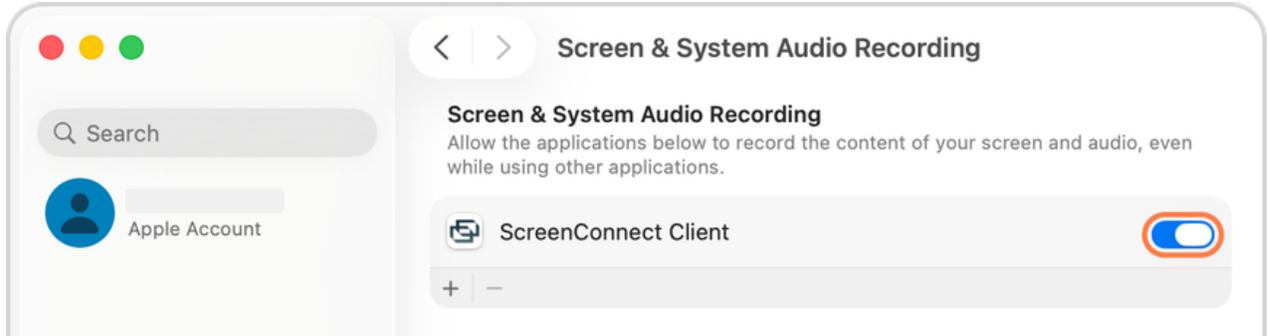If you need technical assistance, please reach out to **help@gadellnet.com** or call **314-942-7485.**
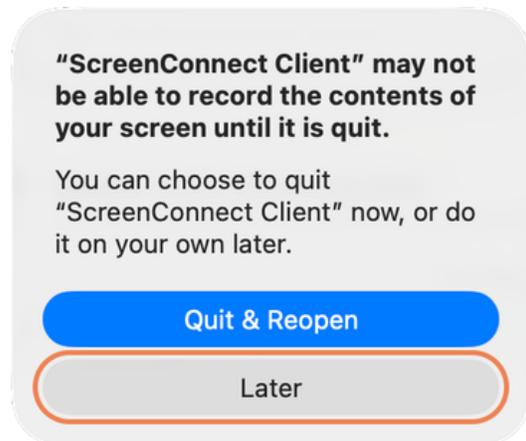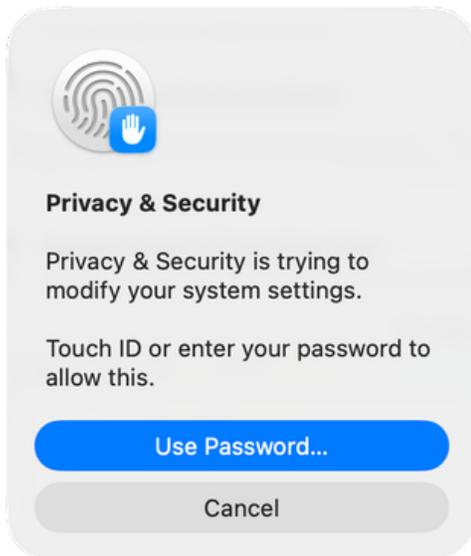
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Step 5

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.**

If you need technical assistance, please reach out to **help@gadellnet.com** or call **314-942-7485.**

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

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 the duration of the remote session. Your wallpaper will return once the GadellNet has ended the remote session.

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