Launching a Remote Support session from macOS 10.14 (Mojave) and above
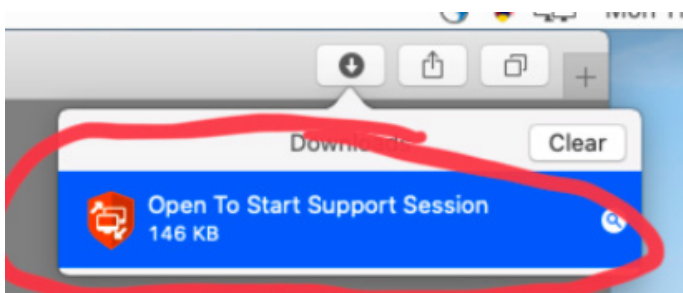
Introduction

Beginning with macOS 10.14 (Mojave), Apple computers have strict security requirements around how applications can interact with the rest of the computer. As a result, Remote Support must be specifically allowed to run so remote support can be provided. This guide will assist you in configuring macOS to allow Remote Support to run.
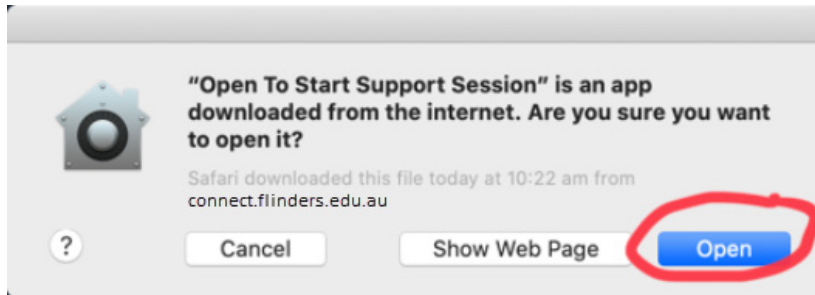
Procedure

1. Start a remote support session via your Okta dashboard as normal.
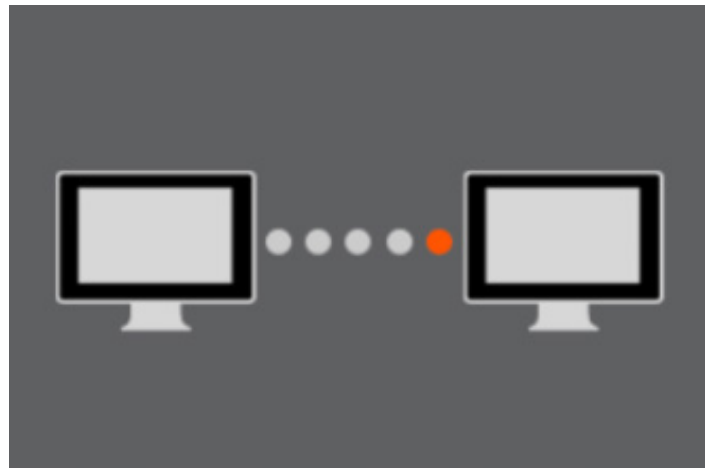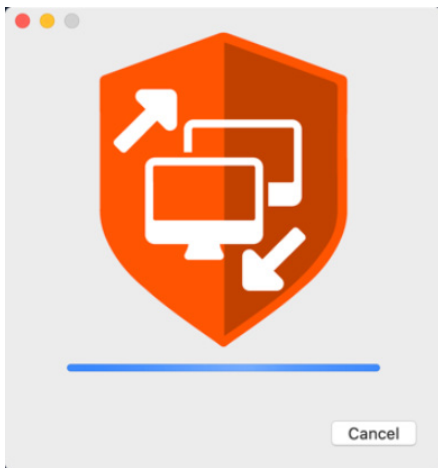

2. When prompted, run the **Open to Start Support Session.**

3. When prompted with "Open to Start Support Session" is an app downloaded from the internet. Are you sure you want to open it? Select **Open.**


4. The Remote Support screen will display, followed by the 'establishing connection' screen.


5. Once the connection has been established and the support staff join the session, the customer will be prompted to open System Preferences to allow 'Remote Support Customer Client' to record the computer's screen. Select **Open System Preferences.**
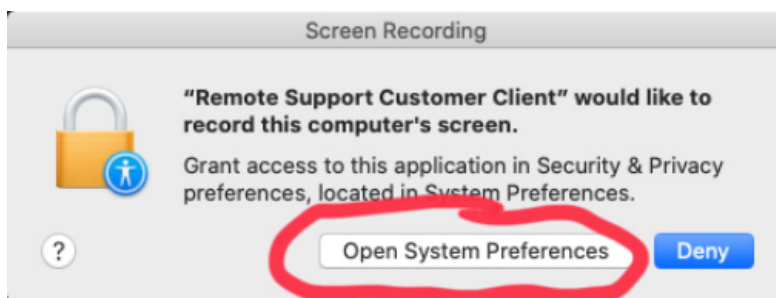
6. When Security & Privacy opens, Remote Support Customer Client will be unchecked. The customer will need to use the padlock in the lower corner to unlock the pane (which will prompt for their username and password)
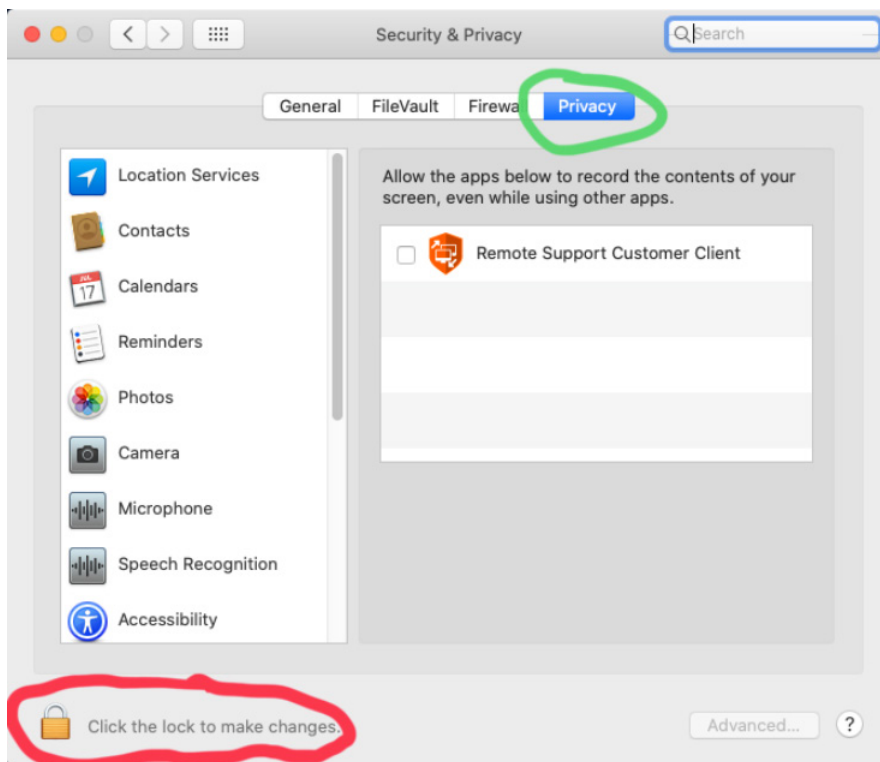
7. Once the pane is unlocked, check the box next to Remote Support Customer Client.
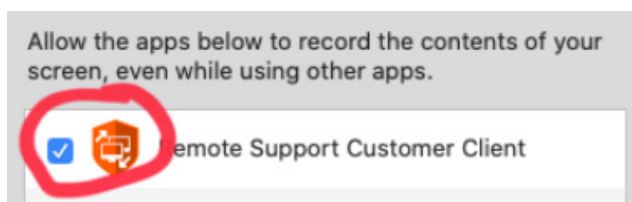
8. The customer will be notified that the 'Remote Support Customer Client' will not be able to record until it is quit. Instruct the customer to select the 'Later' button, the close the 'Security & Privacy' pane.