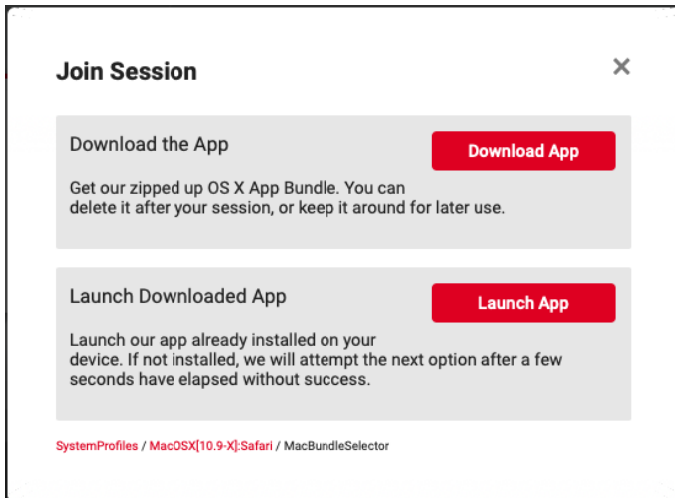
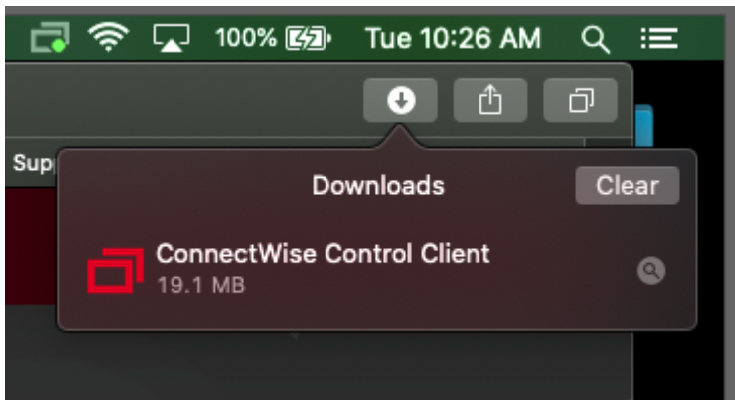


MacOS and ConnectWise screen sharing session instructions

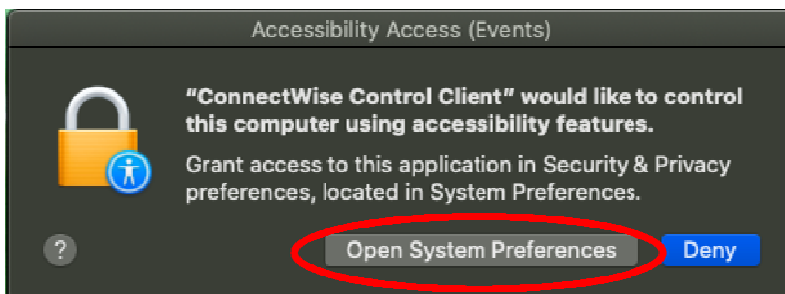
1. On the Callerid.com home page, top right, select either **Screen Share Link 1** or **Screen Share Link 2** as instructed by the CallerID.com support person.
2. This launches a ConnectWise Control web page.
 - Enter the code that the CallerID.com support person gives you and click arrow.
 - Select **Download App**




- Go to Downloads and Double Click **ConnectWise Control Client** to run it.



3. If screen below appears: select **Open System Preferences**

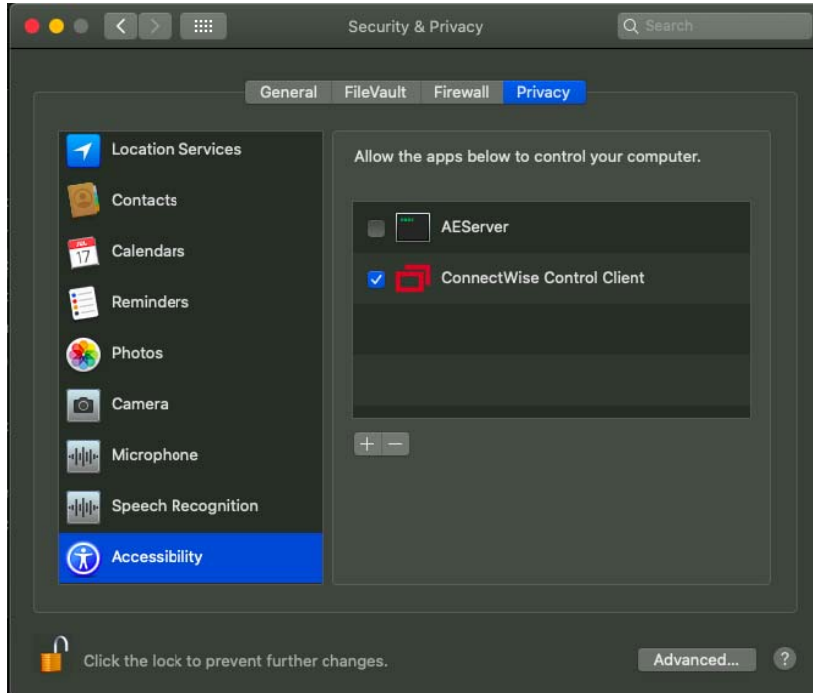


4. In the Systems Preferences / Security & Privacy Window,

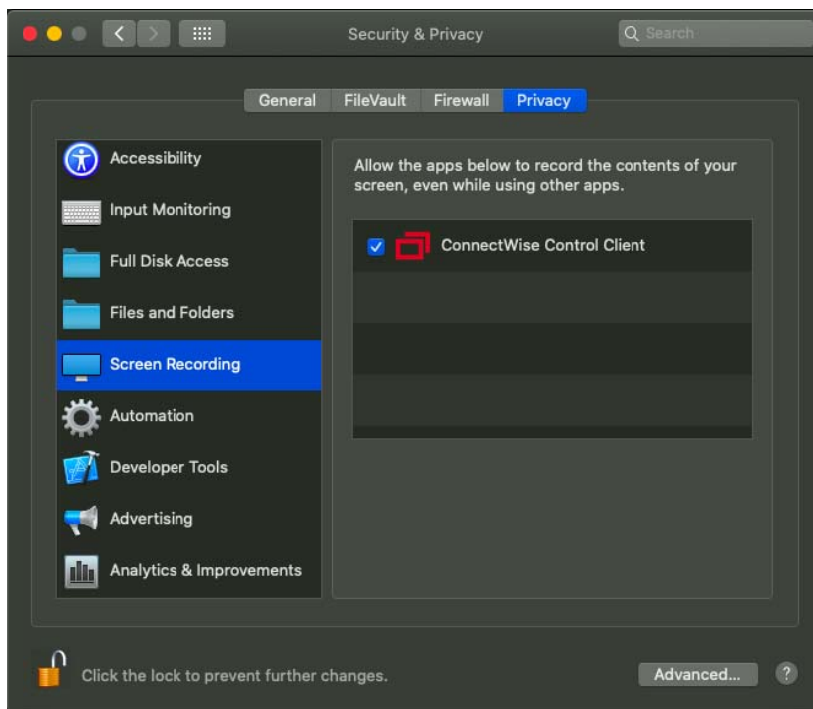
- Click the **Lock Icon**  at the bottom of the window
- Enter the password for the computer and **Unlock**.

5. On the left pane:

- Select **Accessibility** and check the box for “ConnectWise Control Client”



- Select **Screen Recording** check the box for “ConnectWise Control Client”



- Select **Later** to allow remote access



"ConnectWise Control Client" will not be able to record the contents of your screen until it is quit.

You can choose to quit "ConnectWise Control Client" now, or do it on your own later.

Later

Quit Now