

Remote Access

- [TeamViewer](#)
- [AnyDesk](#)

TeamViewer

Installation Instructions (w/ Windows and MacOS)

TeamViewer (HOST) for Windows

These instructions will walk you through the process of installing TeamViewer for the purposes of helping the IT Department better serve you. Remote users who are not regularly in an office location will be required to install this application or it will be installed prior to receiving your computer.

Install

Follow this link to begin the download of the TeamViewer installer:

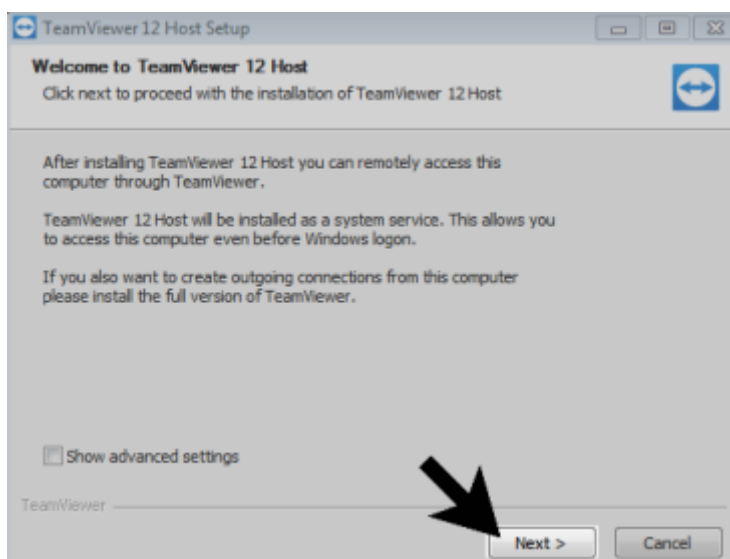
<https://get.teamviewer.com/gracechurch>

Once the download is complete double click the install file:

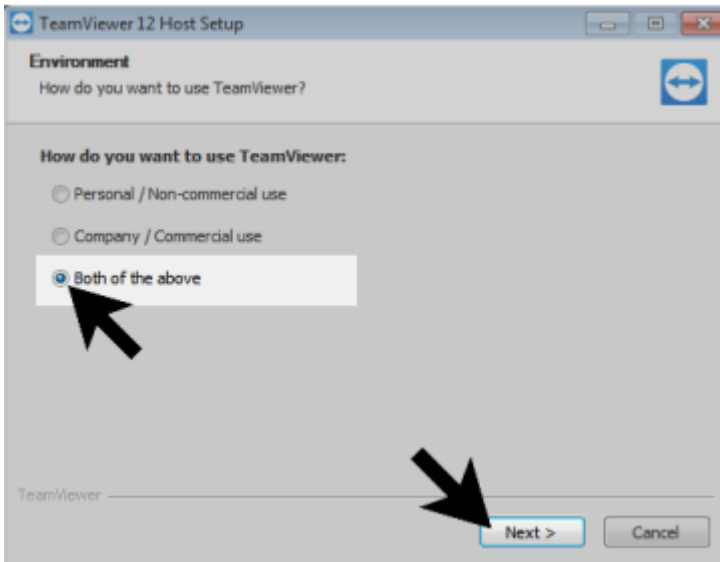
Install TeamViewer_Host_Setup.exe

Follow the below steps as you progress through the installation:

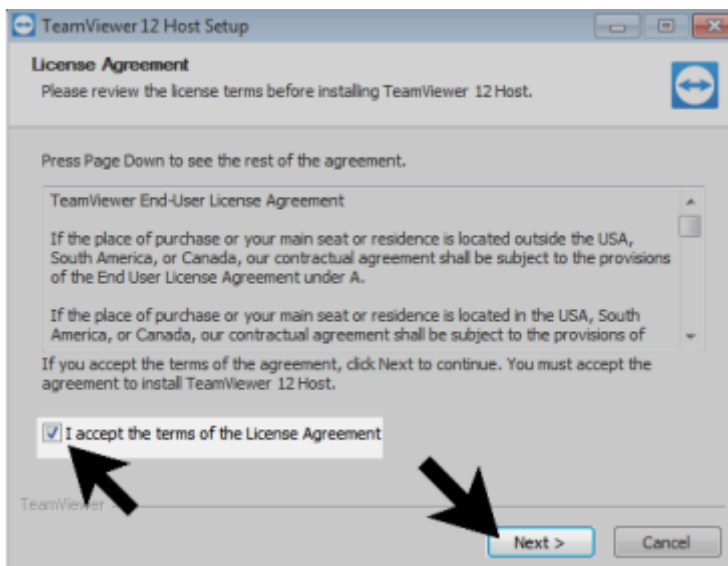
1. CLICK "NEXT"



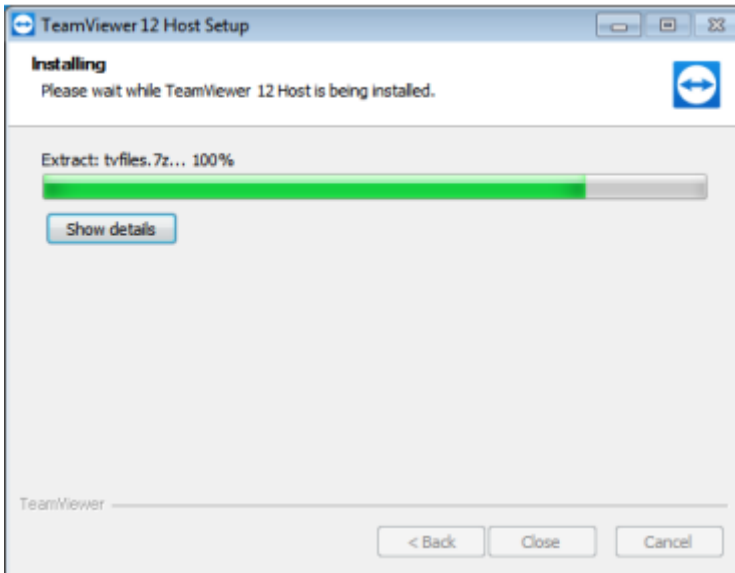
2. SELECT THE "Both of the above" OPTION
CLICK "NEXT"



3. CHECK THE BOX NEXT TO
“I accept the terms of the License Agreement”
CLICK “NEXT”



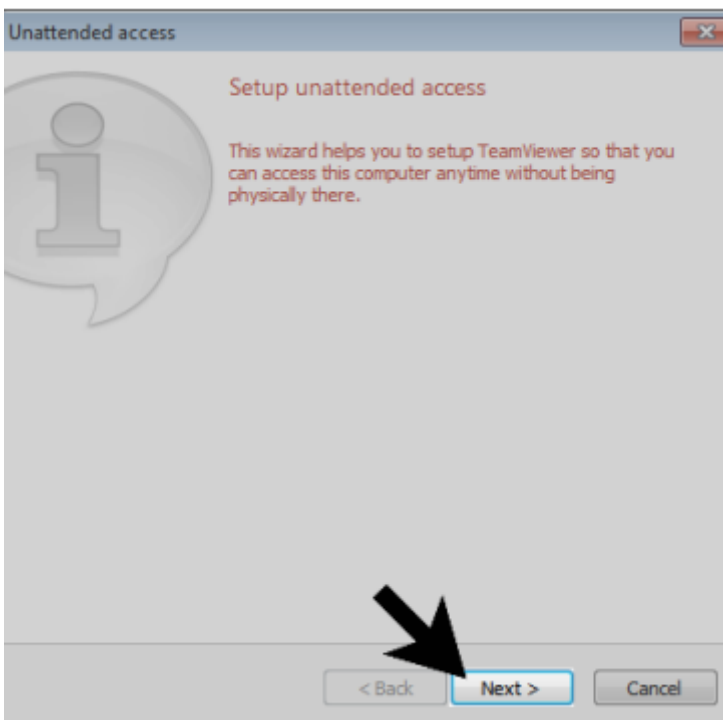
4. THIS WINDOW WILL CLOSE
WHEN INSTALL IS COMPLETE.



5. INSTALLATION IS COMPLETE!

A new window will open to complete the initial setup of TeamViewer.

1. CLICK "NEXT"



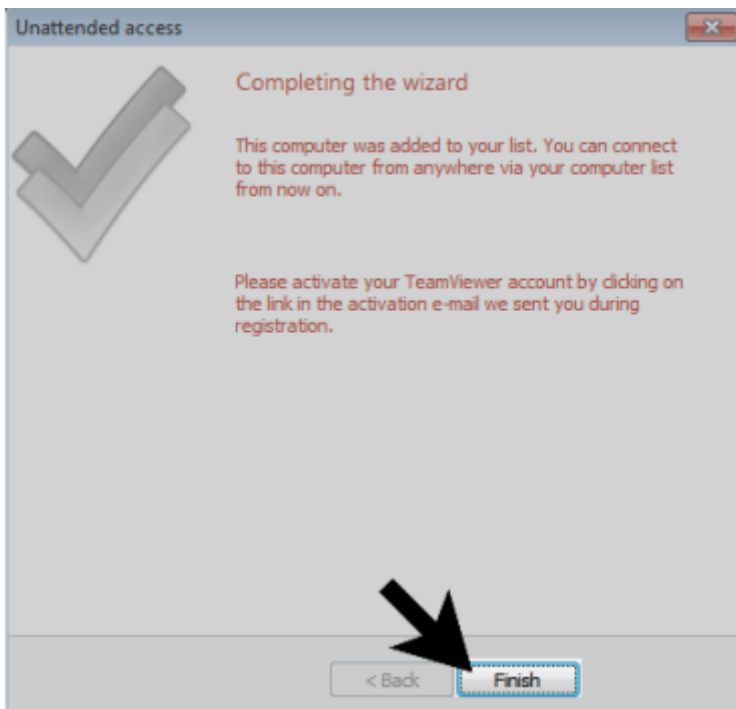
2. ENTER THE PASSWORD:

GraceChurch1

CLICK "NEXT"



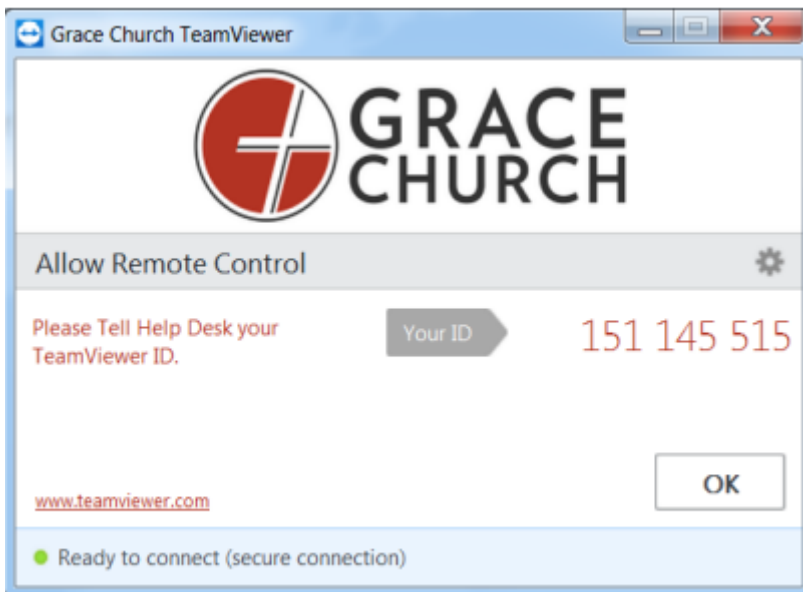
3. CLICK "FINISH"



4. VERIFY THAT THE ACCOUNT INFO MATCHES THE IMAGE
CLICK "OK"



5. PLEASE CONTACT HELP DESK WITH THE TeamViewer ID LISTED ON THIS FINAL SCREEN. CLICK "OK"



Contact Help Desk

Once the install and setup are complete please contact the Help Desk by email at

[Requesting IT Help Gra... | Grace Church KB \(gracechurches.org\)](#). In the email please provide to the Help Desk the TeamViewer ID.

TeamViewer (HOST) for MAC

These instructions will walk you through the process of installing TeamViewer for the purposes of helping the IT Department better serve you. Remote users who are not regularly in an office location will be required to install this application or it will be installed prior to receiving your computer.

Install

Follow this link to begin the download of the TeamViewer installer:

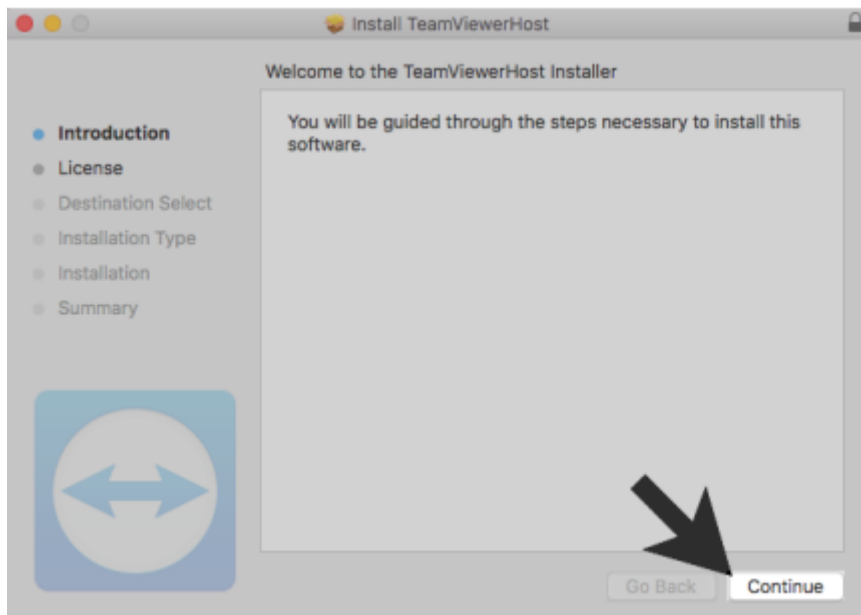
<https://get.teamviewer.com/gracechurch>

Once the download is complete double click the install file:

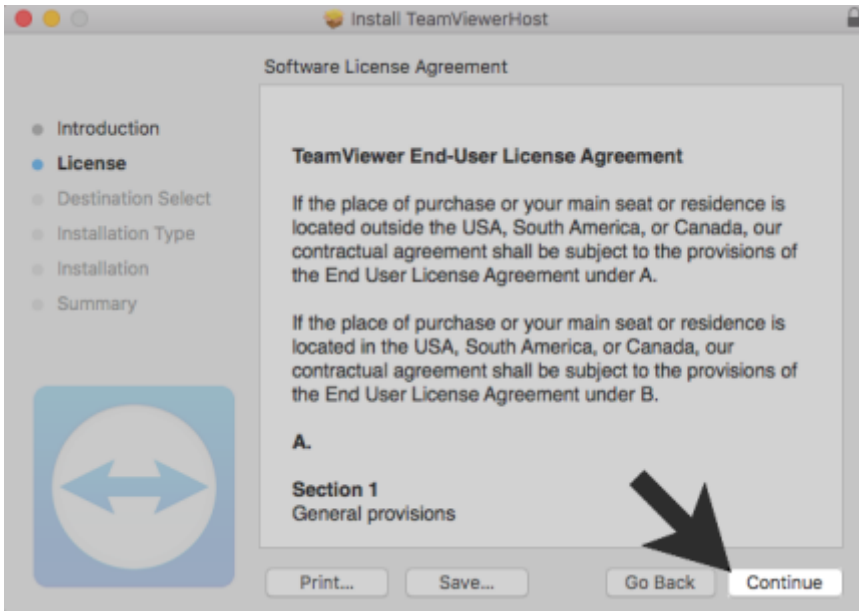
Install TeamViewerHost-idx2bhaw5x.pkg

Follow the below steps as you progress through the installation:

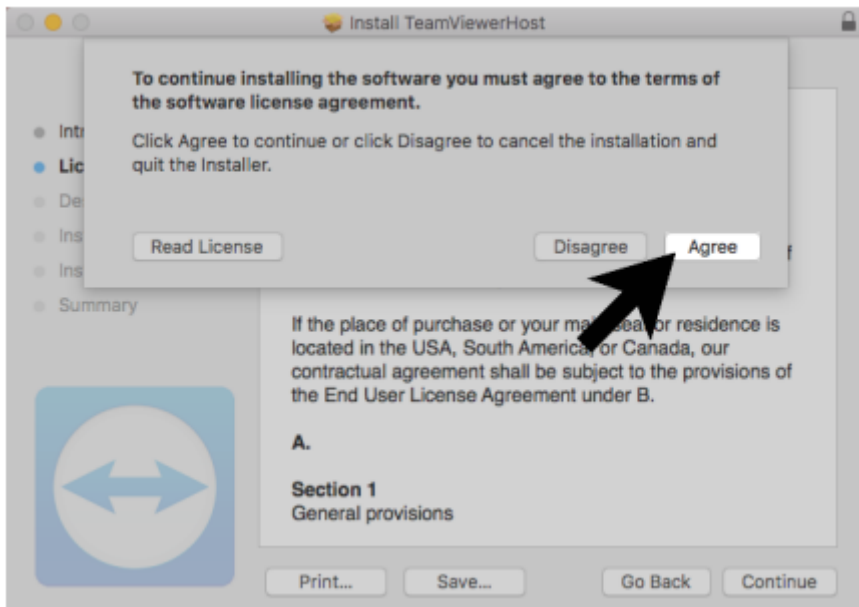
1. CLICK "CONTINUE"



2. CLICK "CONTINUE"



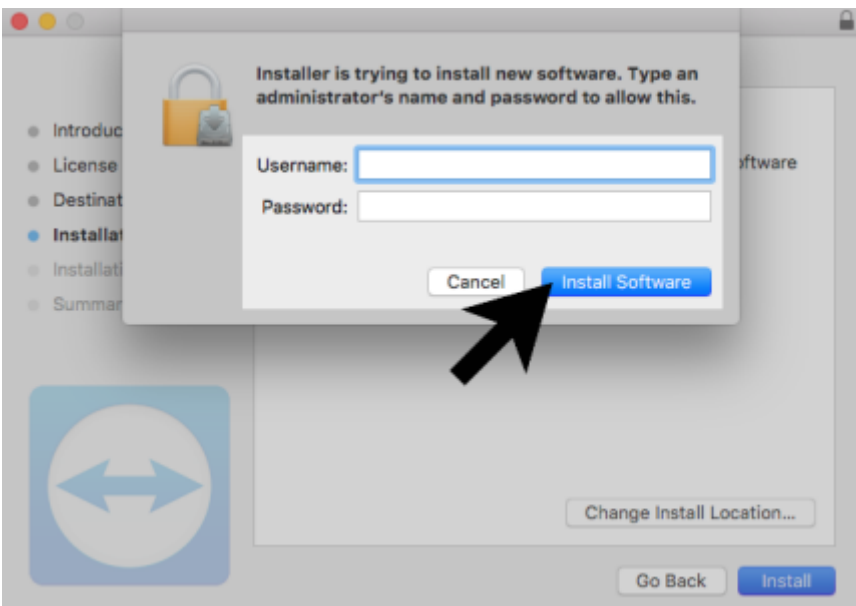
3. CLICK "AGREE"



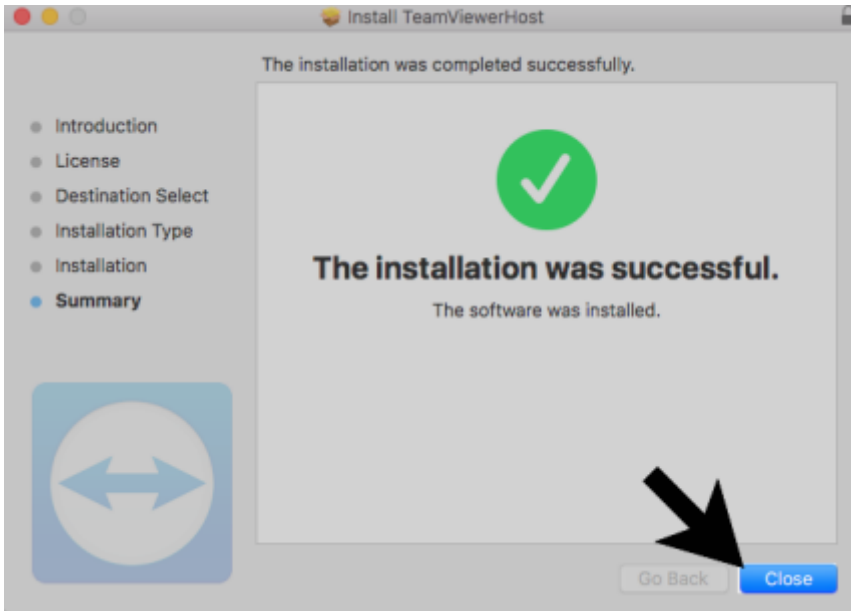
4. CLICK "INSTALL"



5. ENTER YOUR USERNAME AND PASSWORD.
CLICK "INSTALL SOFTWARE"

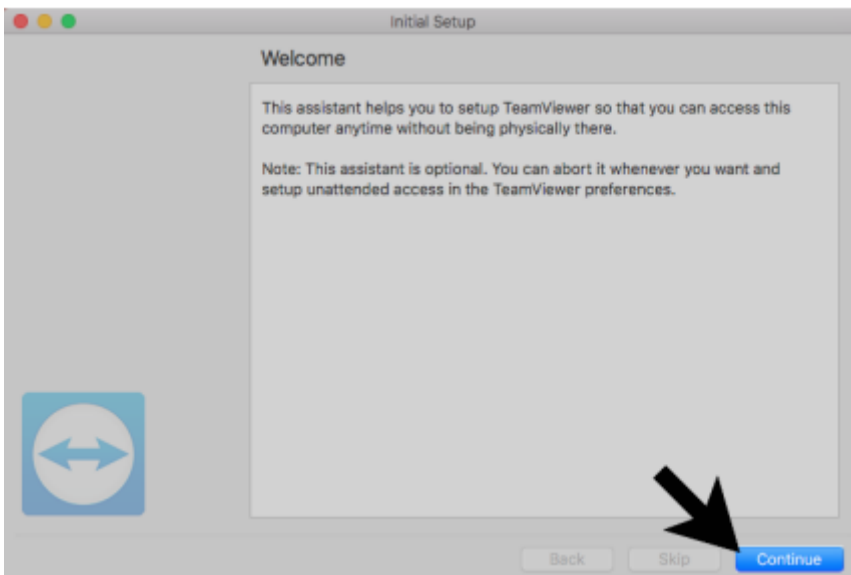


6. INSTALLATION IS COMPLETE!



A new window will open to complete the initial setup of TeamViewer.

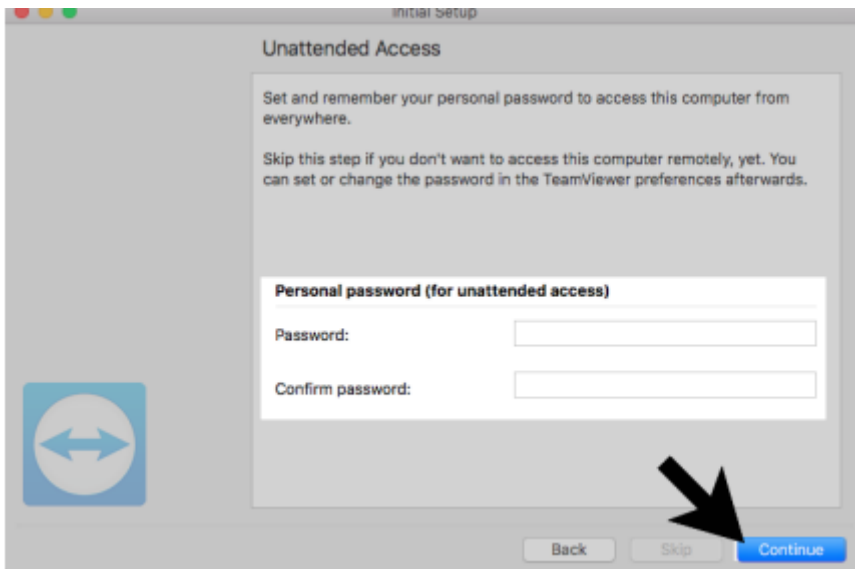
1. CLICK "CONTINUE"



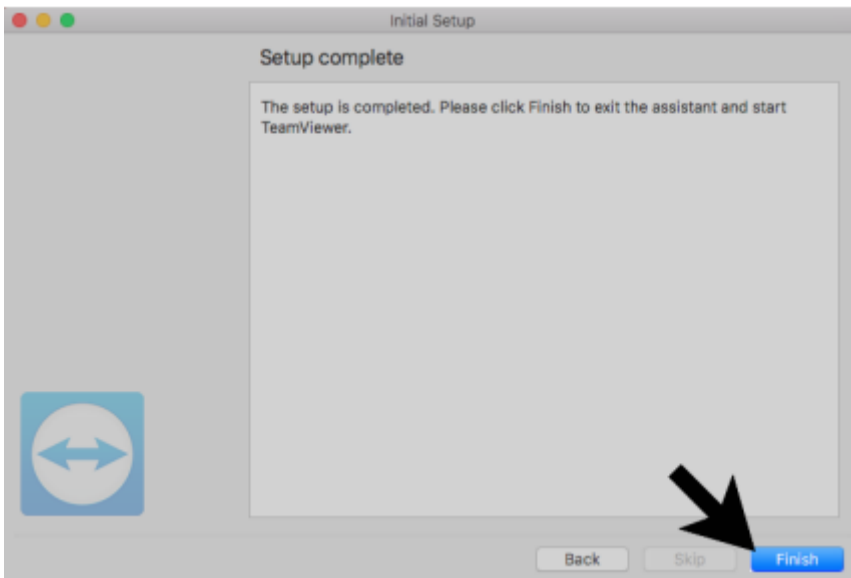
2. ENTER THE PASSWORD:

GraceChurch1

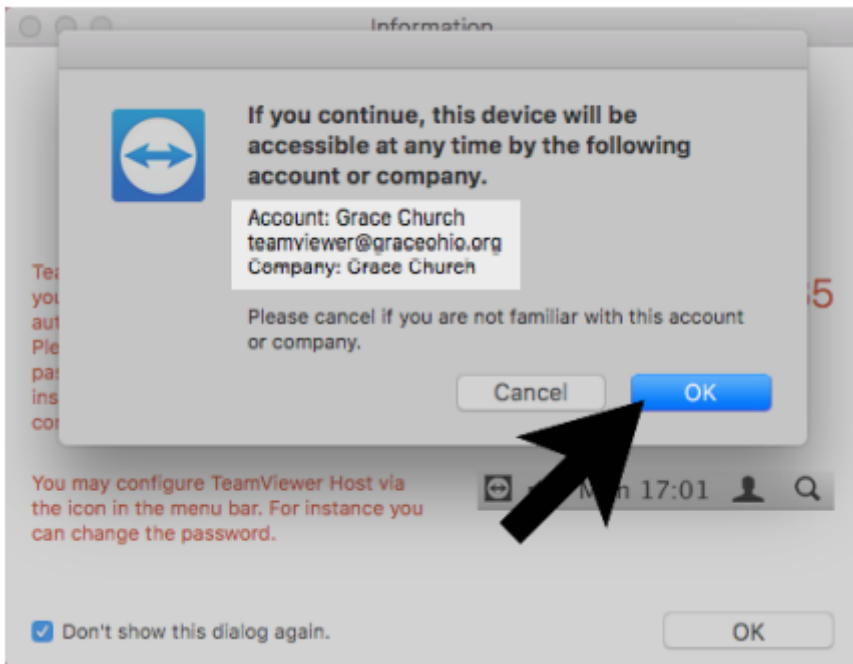
CLICK "CONTINUE"



3. CLICK "FINISH"



4. VERIFY THAT THE ACCOUNT
INFO MATCHES THE IMAGE
CLICK "OK"



5. PLEASE CONTACT HELP DESK

WITH THE TeamViewer ID LISTED ON THIS FINAL SCREEN.

VERIFY THE "Don't show this dialog again." CHECKBOX IS CHECKED.

CLICK "OK"



Contact Help Desk

Once the install and setup are complete please contact the Help Desk by email at

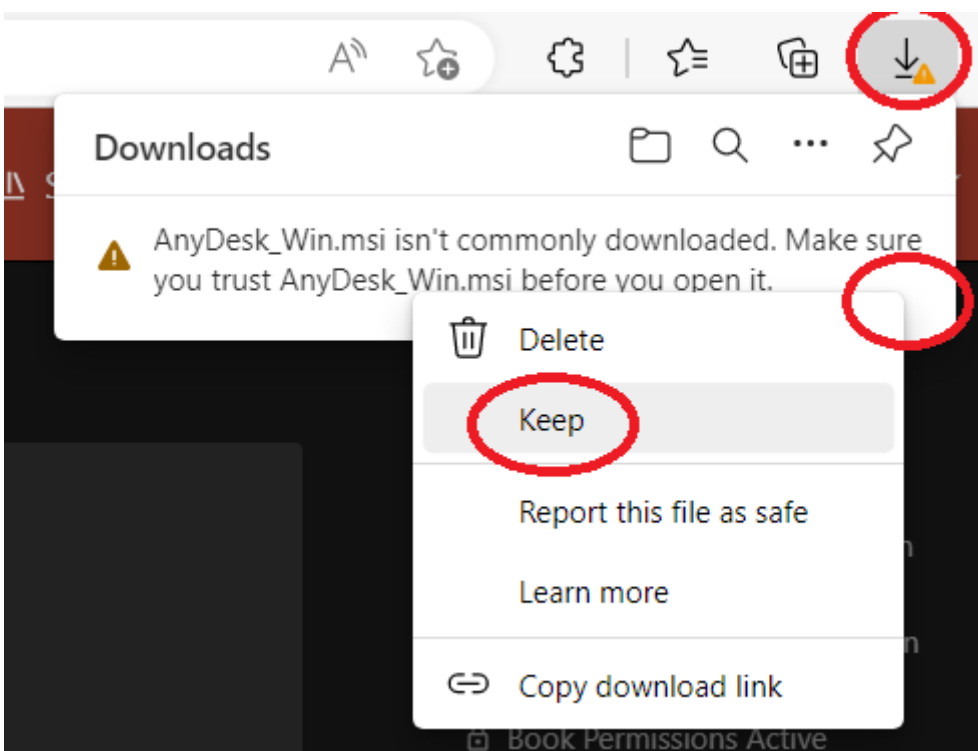
[Requesting IT Help Gra... | Grace Church KB \(gracechurches.org\)](#). In the email please provide to the Help Desk the TeamViewer ID.

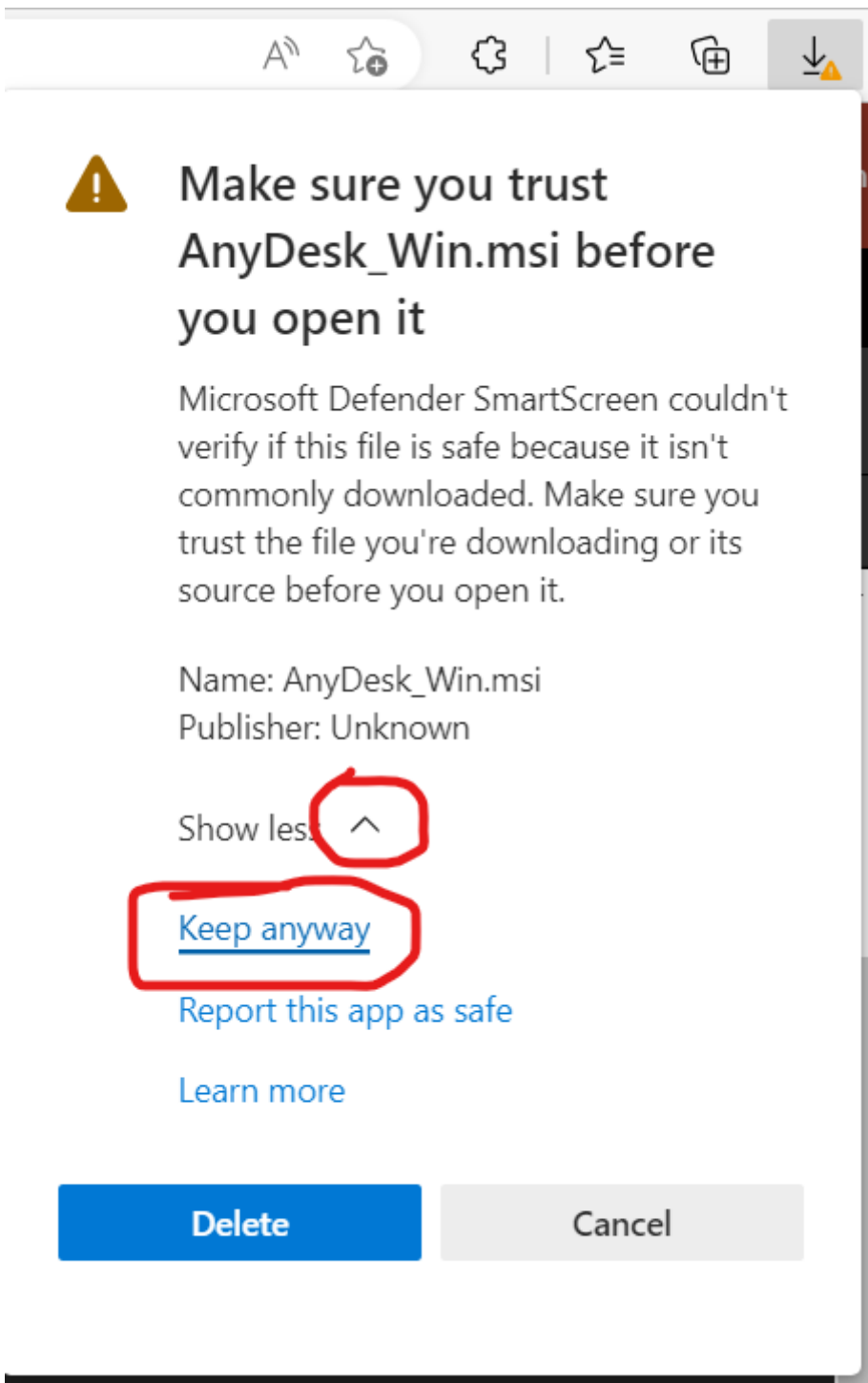
AnyDesk

Windows Download	macOS Download
<p>Download AnyDesk for Windows 10/11 https://my.anydesk.com/v2/api/v2/custom-clients/downloads/public/CUYV2NR5G7ZM/AnyDesk_Win.msi</p>	<p>Download AnyDesk for macOS https://my.anydesk.com/v2/api/v2/custom-clients/downloads/public/VCZSHSRWHSTG/anydesk_macos_client.dmg</p>

AnyDesk is a remote access/desktop tool that helps the IT teams take a look at your screen and take control of your computer for remote help. We may be switching to this over TeamViewer soon.

For downloading on Windows, if you use an "Edge" browser it may detect the download as dangerous. You can just mark it as safe as follows:

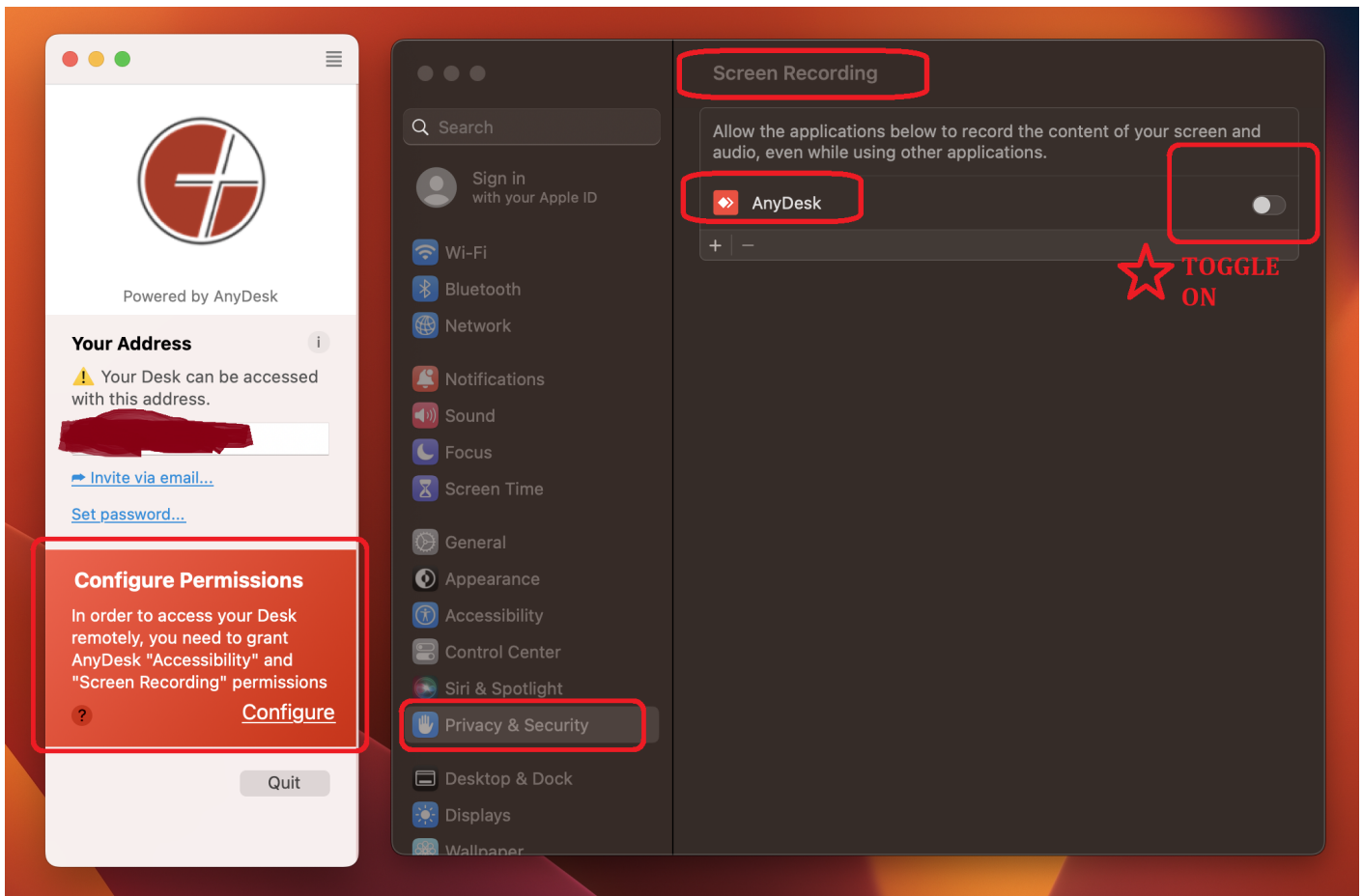




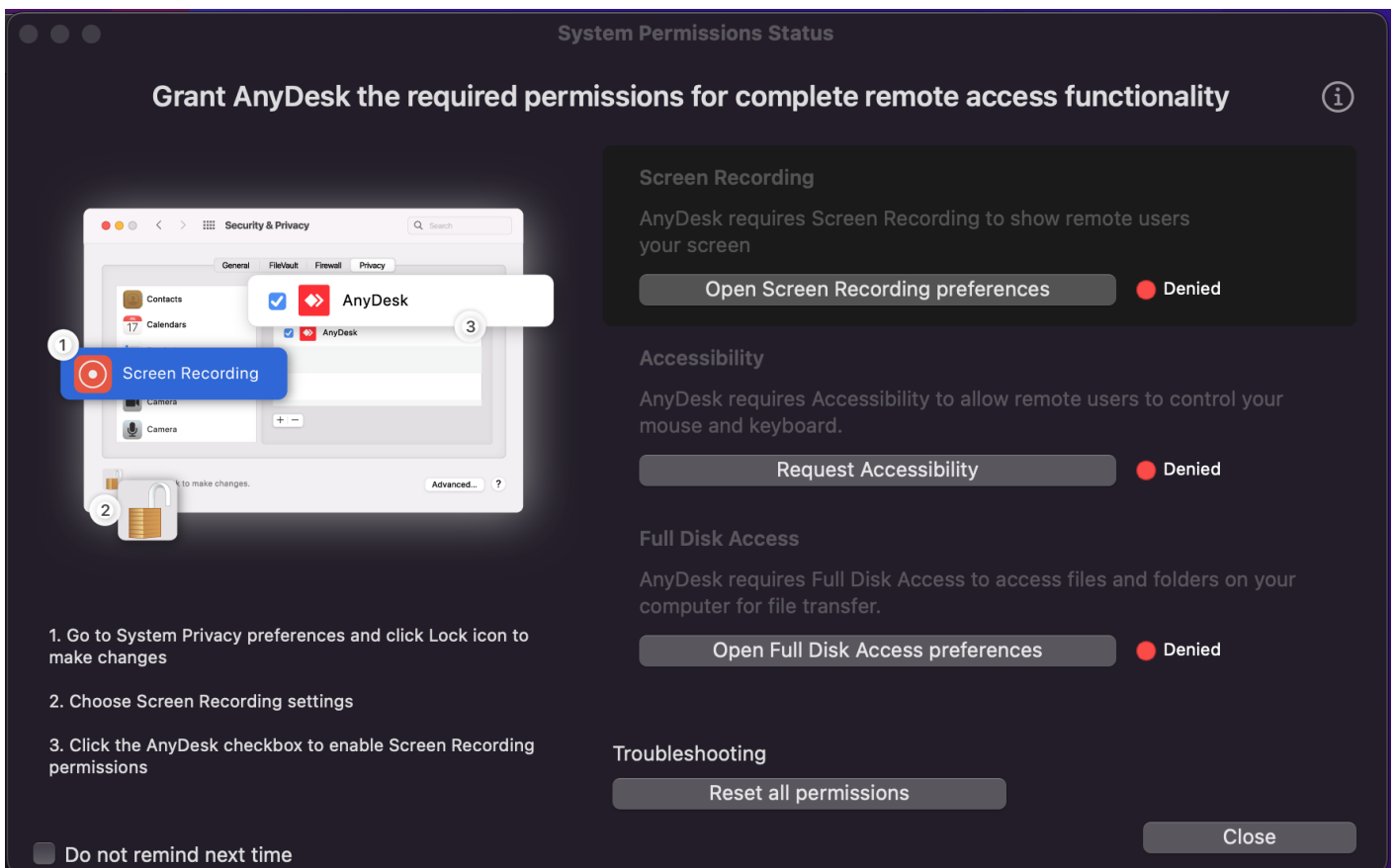
macOS Configuration

On macOS, you will need to enable a view system privacy and security settings in order to let the Grace IT team to remote control your computer. You will want to enable "Screen Recording" and "Accessibility" privileges for AnyDesk. You can do this by either going to the Settings app, and navigating to "Privacy & Security" Settings, and then go to both Accessibility and Screen Recording to toggle on AnyDesk setting in each setting and then restart AnyDesk. Or, you can do this by clicking on the prompt in AnyDesk to "Configure Permissions" shown below, or another one with 3 buttons that prompt you to open the preferences directly also shown below. This should first take

you to the Screen Recording page and you will be able to enable AnyDesk (see below)



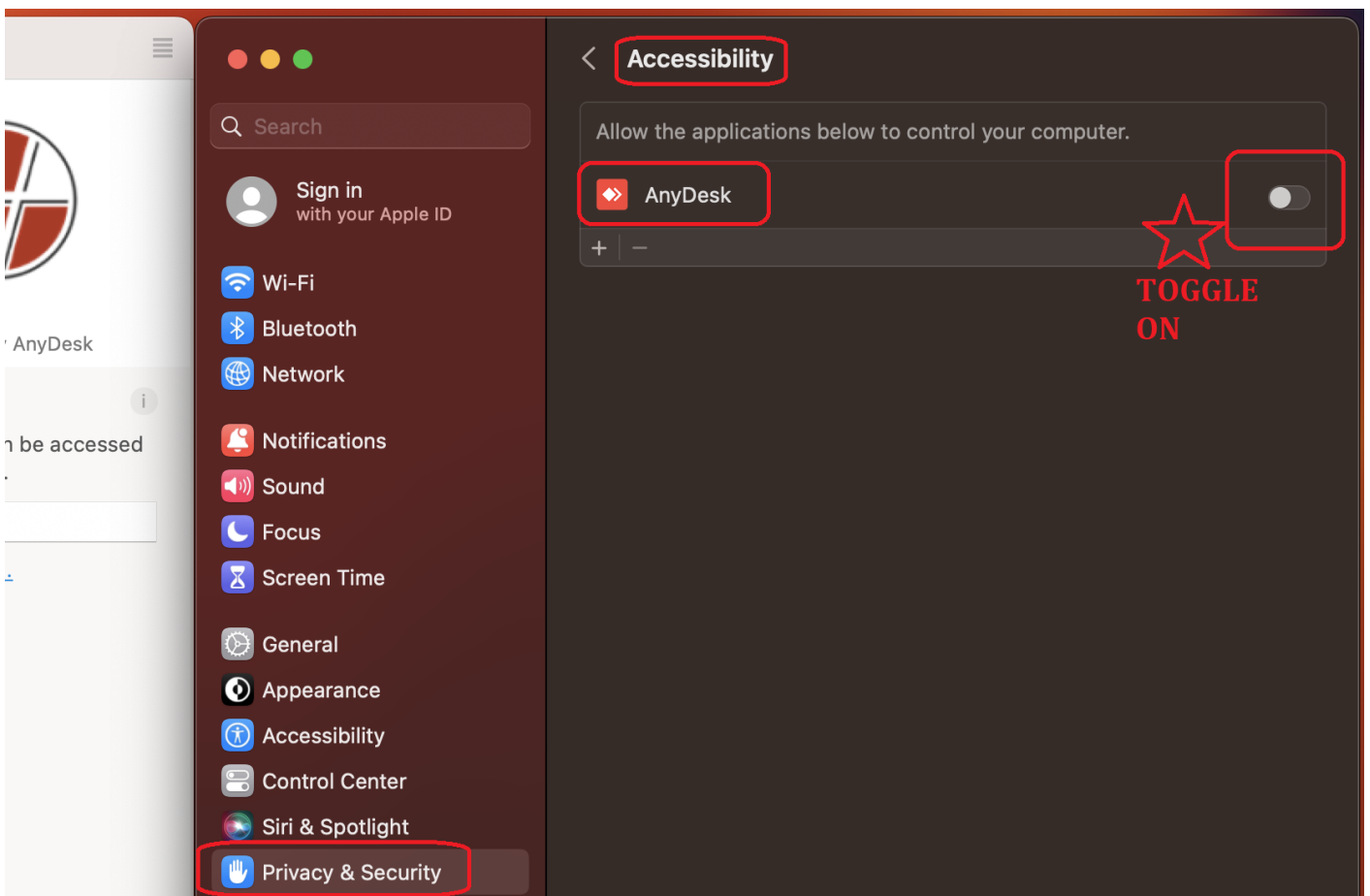
(You might also see this prompt with the three buttons)



After toggling on the permission, reload AnyDesk and then click on the "Configure Permissions" prompt again. You will get a prompt like the one below to open up System Settings: click that button



And that takes you to the Accessibility page where you can enable the final permission for AnyDesk.



You can restart AnyDesk or restart your Computer. Once the install and setup are complete please contact the Help Desk by email at [Requesting IT Help Gra... | Grace Church KB \(gracechurches.org\)](mailto:Requesting IT Help Gra... | Grace Church KB (gracechurches.org)). In the email please provide to the Help Desk the AnyDesk address, and then be ready to accept the remote in request from Grace IT.