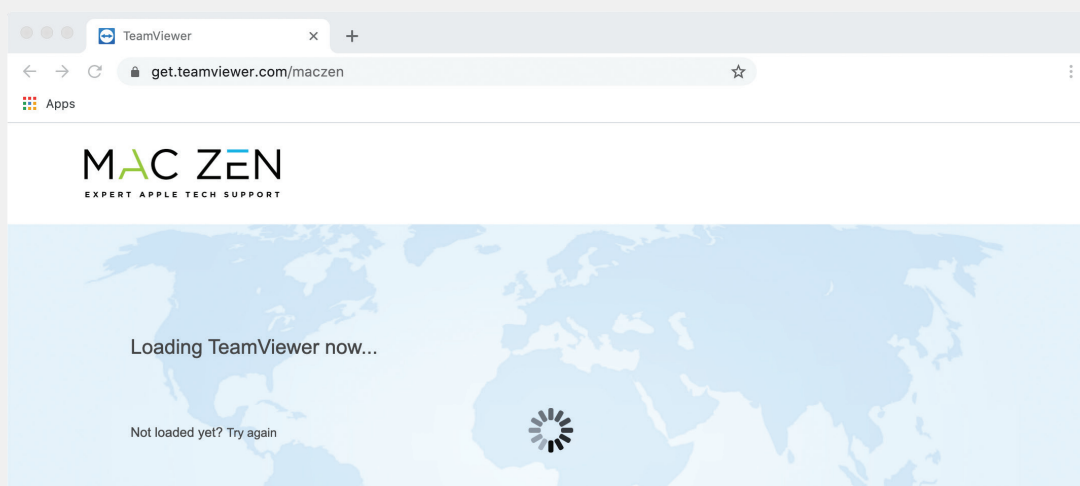


# How to Set Up TeamViewer to prepare for an appointment with MacZen via Google Chrome?

1. Start your **Google Chrome Browser**.



2. Go to **[get.teamviewer.com/maczen](https://get.teamviewer.com/maczen)**

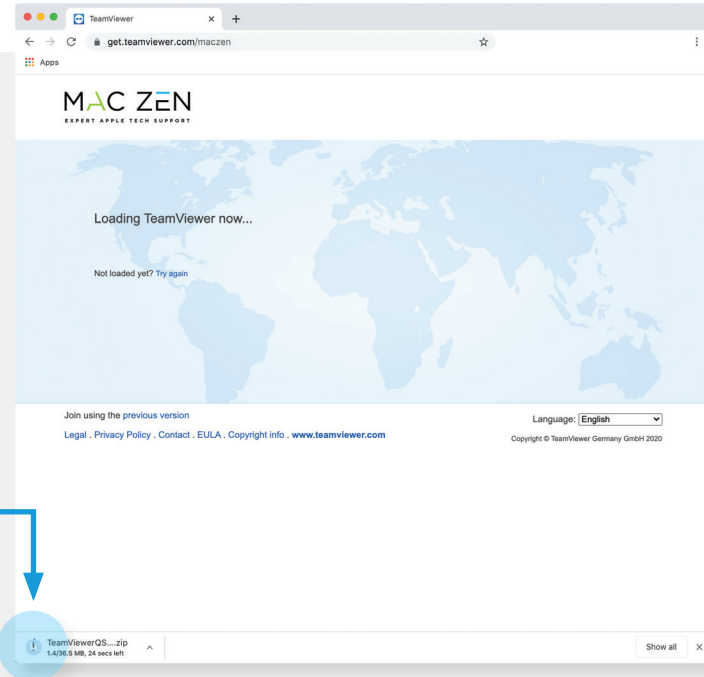


3. The **Quicksupport** application will automatically begin to download. Watch its progress here.

Watch its progress here.

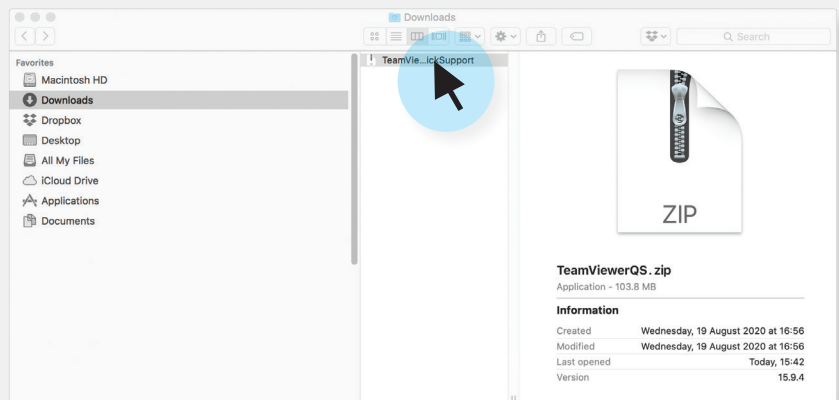


Or in your Dock

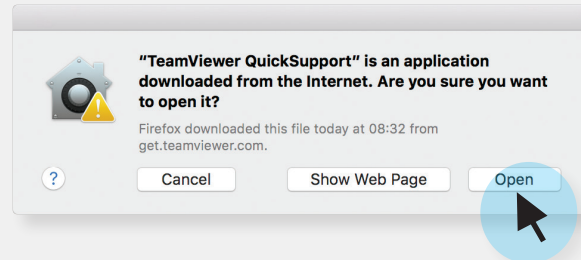


4. Once your download is complete, the file will be in your **Downloads Folder**.

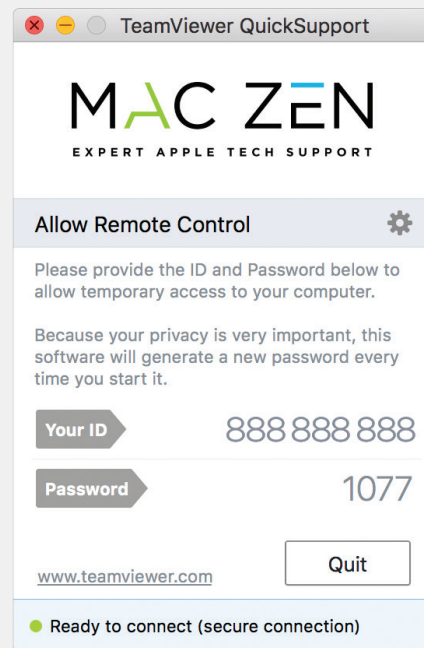
5. Double click on **TeamViewerQS.zip** to unzip the file. Then double click on the app file **TeamViewerQS.app**



6. You are now shown this window asking if you want to open the application. **Click open.**



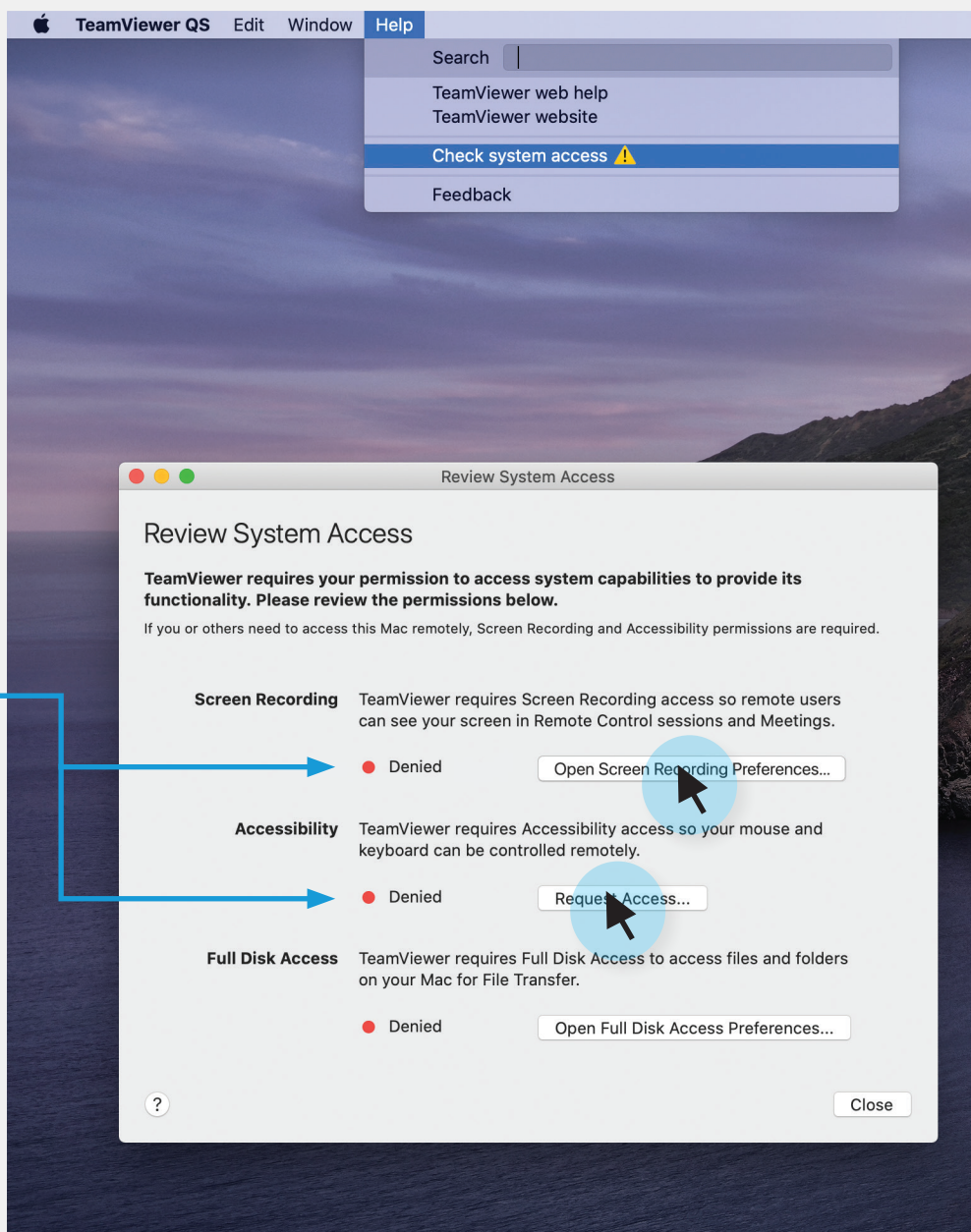
7. **TeamViewer QuickSupport** will open up and show your ID number and a Password - generated every time it runs.



8. You may be asked to approve some system access and security preferences. And these are ok to do as well.

The window will pop up and ask you for permission, or you can find it under the **Help Menu / Check system access**

9. The first two of these three options **must be green** in order for us to assist you.



**10.** You will need to click on each button. It will take you to the **System Preferences**.

**11.** Scroll down in each section to approve each one.

Open Screen Recording Preferences...

Request Access...



**12.** You may need to unlock **Access** to these permissions, and you may do so with your fingerprint or password.

13. Now you may connect with one of our **Tech Support Representatives**, so they can assist.

