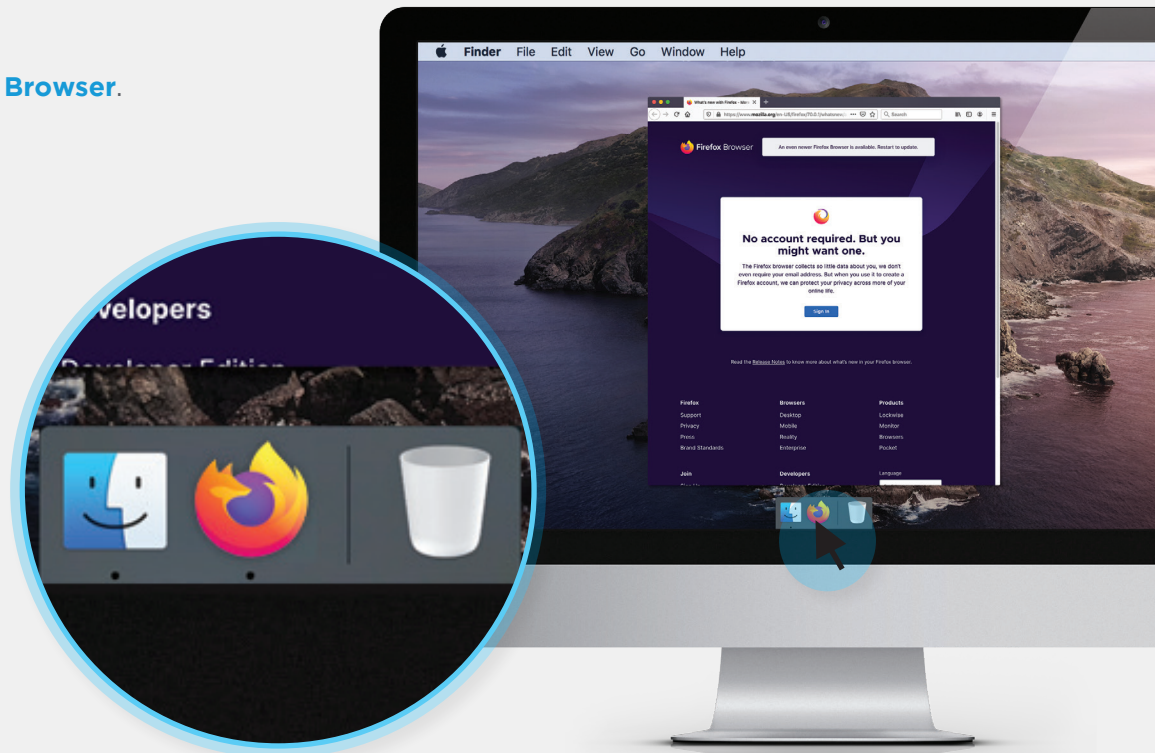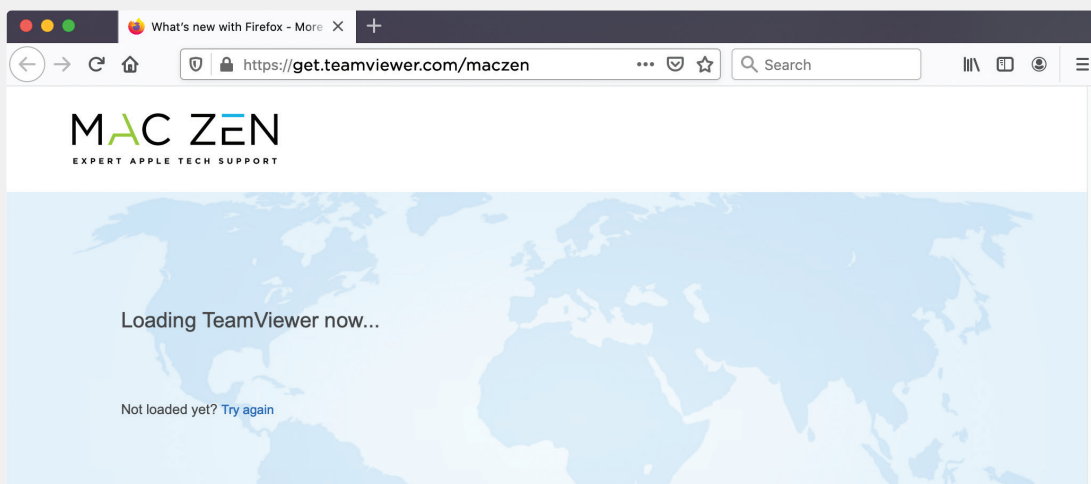# MAC ZEN
EXPERT APPLE TECH SUPPORT

How to Set Up TeamViewer to prepare for an appointment with MacZen via Firefox?
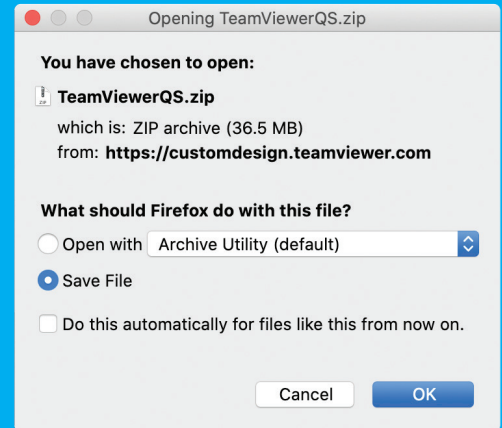
1. Start your **Firefox Browser**.

2. Go to **get.teamviewer.com/maczen**
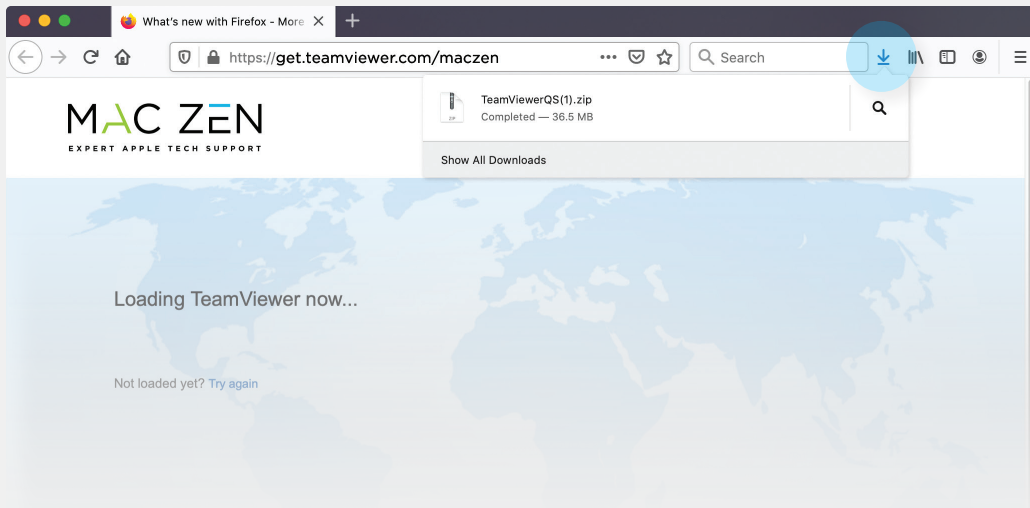
Loading TeamViewer now...

Not loaded yet? Try again

MAC ZEN
EXPERT APPLE TECH SUPPORT

Opening TeamViewerQS.zip

You have chosen to open:

📄 **TeamViewerQS.zip**

which is: ZIP archive (36.5 MB)
from: https://customdesign.teamviewer.com

What should Firefox do with this file?

○ Open with Archive Utility (default) ⌄

● Save File

☐ Do this automatically for files like this from now on.

Cancel   OK

3. **Firefox** will ask what you want to do, you can save the zip file and download it to your download folder.

Watch its progress here.
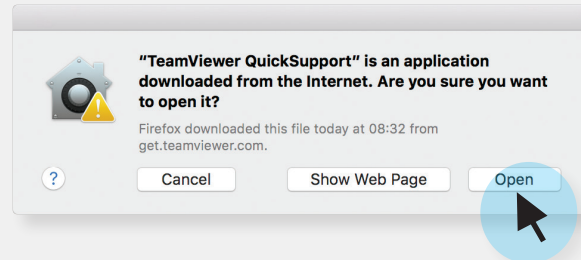
What's new with Firefox - More ✕   +

🛡 🔒 https://get.teamviewer.com/maczen   ⋯ 🛡 ☆   🔍 Search   ⬇ 📚 ⊡ 👤 ≡

MAC ZEN
EXPERT APPLE TECH SUPPORT

TeamViewerQS(1).zip
Completed — 36.5 MB

Show All Downloads

Loading TeamViewer now...

Not loaded yet? Try again

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

Downloads

Favorites
Macintosh HD
Downloads
Dropbox
Desktop
All My Files
iCloud Drive
Applications
Documents

TeamVie...ickSupport

ZIP

TeamViewerQS.zip
Application - 103.8 MB

Information

Created   Wednesday, 19 August 2020 at 16:56
Modified   Wednesday, 19 August 2020 at 16:56
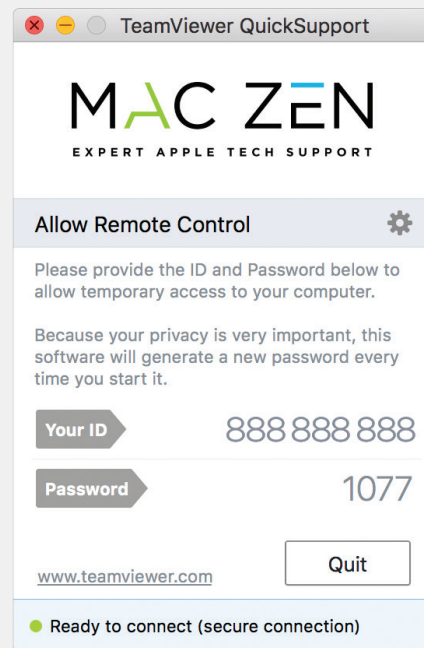Last opened Today, 15:42
Version   15.9.4

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

MAC ZEN
EXPERT APPLE TECH SUPPORT
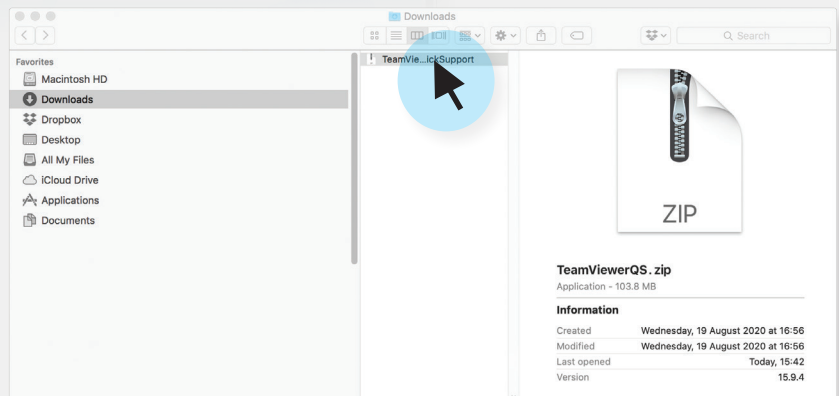
6. You are now shown this window asking if you want to open the application. **Click open**.

> "TeamViewer QuickSupport" is an application downloaded from the Internet. Are you sure you want to open it?
>
> Firefox downloaded this file today at 08:32 from get.teamviewer.com.
>
> Cancel   Show Web Page   Open

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

TeamViewer QuickSupport

MAC ZEN
EXPERT APPLE TECH SUPPORT

Allow Remote Control

Please provide the ID and Password below to allow temporary access to your computer.

Because your privacy is very important, this software will generate a new password every time you start it.

Your ID 888 888 888

Password 1077

Quit

www.teamviewer.com

● Ready to connect (secure connection)

8. You may be asked to approve some system acces 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.
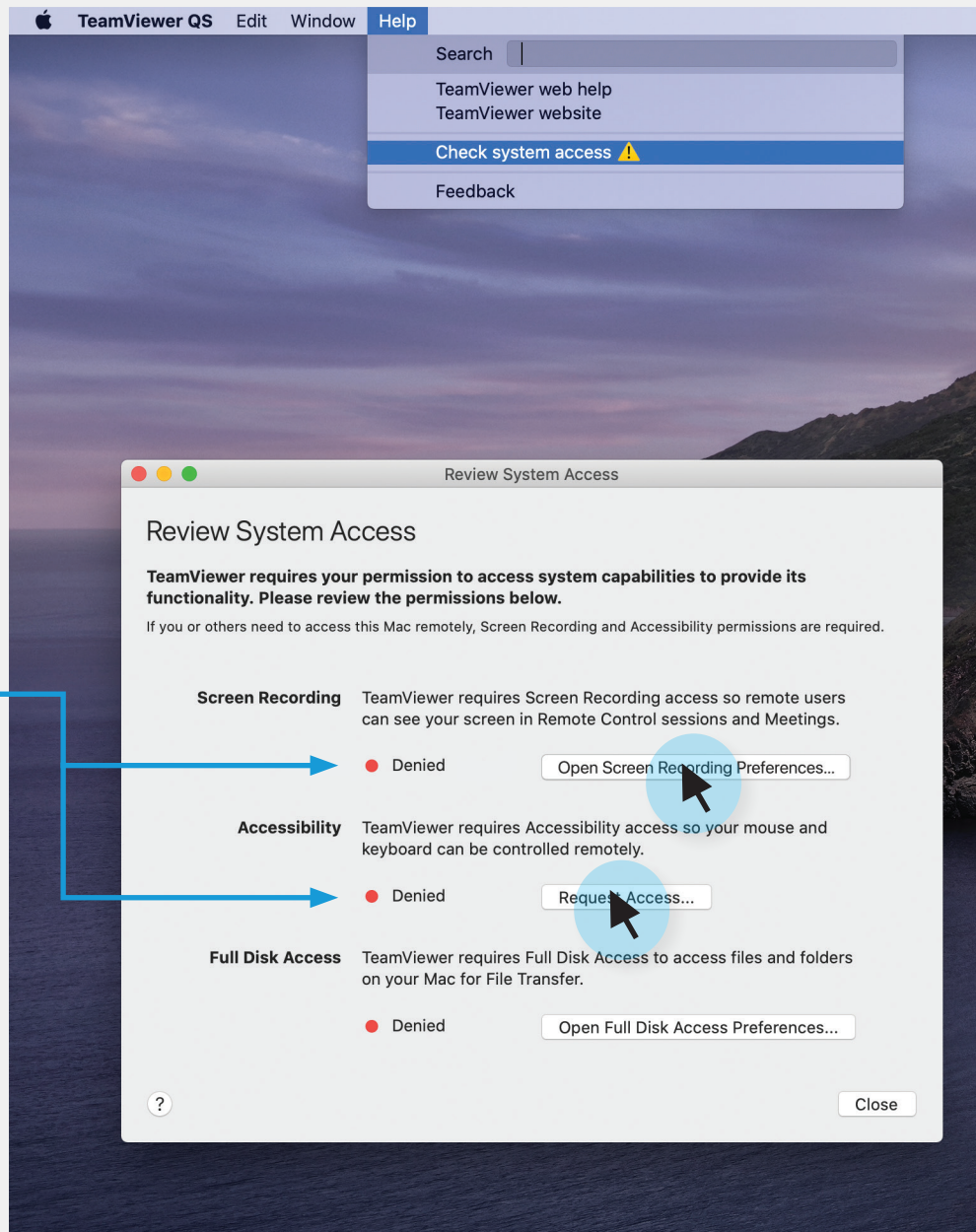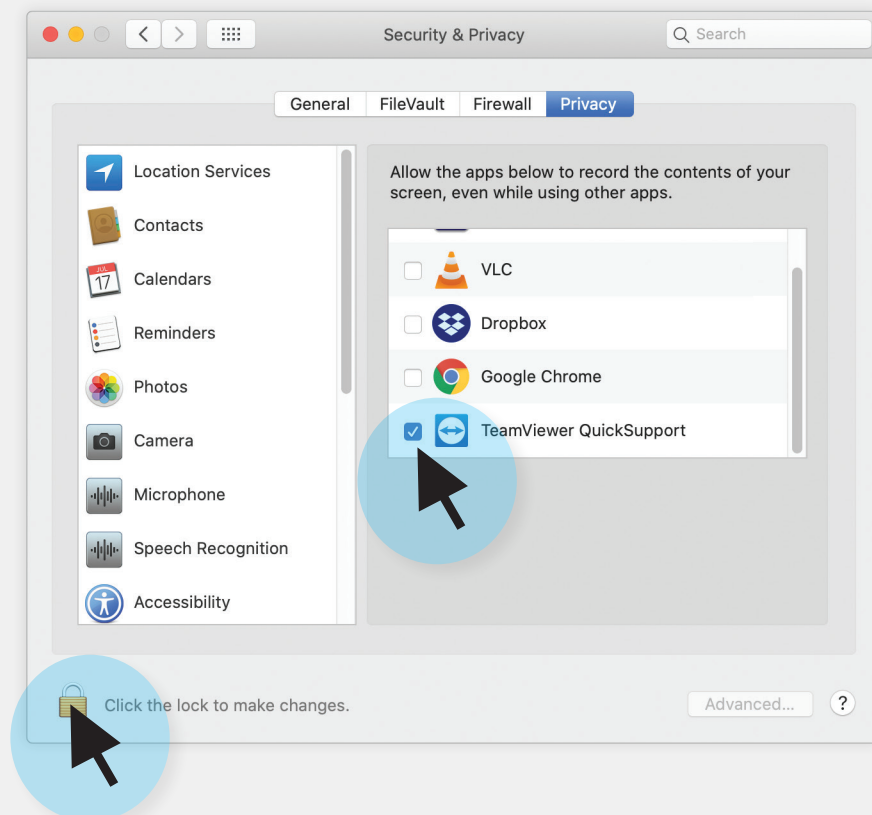
10. You will need to click on each button. It will take you to the **System Preferences**.

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.