Connecting to a Micron21 remote support Screenconnect session

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Overview

This article describes how to connect to a remote support Screenconnect session when requested by a Micron21 Support agent. This will allow the Micron21 support agent to connect remotely to your Mac or Windows device to assist with an issue you are facing.

Accessing the remote support Screenconnect portal:

1. Open a web browser (e.g, Chrome, Safari, Firefox, Edge).
2. Browse to https://www.micron21.com/help.
3. Enter the code provided to you by the Micron21 support agent, and select the blue and white arrow to continue.
4. The Screenconnect client named '**ConnectWiseControl.Client.exe**' will be downloaded.
5. **Run** the 'ConnectWiseControl.Client' file and accept any prompts that appear.
6. You will be connected to the remote screen.

Using Mac devices with ScreenConnect:

There are some preferences that you will need to update when using a Mac device and screen connect, failure to do this will mean our team is unable to see your device's screen when we connect.

1. Follow the steps in the previous section to download and install the screen connect client.
2. Choose "**Apple"** menu at the top left > "**System Settings**", then click "**Privacy & Security**" in the sidebar. (You may need to scroll down).
3. Click the lock in the corner of the window to unlock the Privacy settings.
4. Click the "**Screen Recording**" option from the scroll list.
5. Ensure the service that starts with the name Connectwise is ticked. If you don't

see the "**connectwisecontrol**" client, click the plus (**+**) icon at the bottom of the program list. Type **Command + Shift + G** and then type `/opt`. Select the client there, which has the filename `connectwisecontrol-xxxxxxx`

6. Navigate to the “**Accessibility**” option from the scroll list.

7. Ensure the service that starts with the name Connectwise is ticked.

8. Close the preferences app.

Our Micron21 Support team should now be able to help you out remotely using Screenconnect.

- Tags
- connect
- connectwise
- remote
- screen
- screenconnect