


How to Connect to MTCO Remote Support (macOS 15)

For the first session with MTCO customer support, macOS permissions must be enabled so that the MTCO Tech Rescue Client can function properly. Follow the steps below to connect your macOS computer to MTCO.

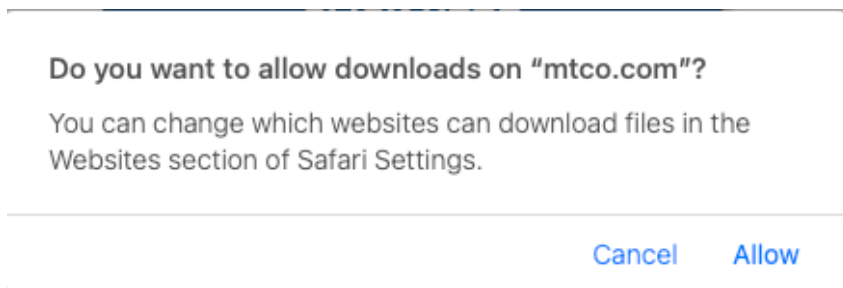
Step 1



The screenshot shows the MTCO Tech Rescue website. At the top, there is a dark blue navigation bar with links for "My Account", "Support", and "About Us". Below this is a secondary navigation bar with links for "Internet & Wi-Fi", "TV", "Voice", and "Business". The main content area features the "MTCO TECH RESCUE" logo and a list of service locations: "Metamora, IL", "Germantown Hills, IL", "Washington, IL", and "Marseilles, IL". Below the locations is the slogan "LOCAL SERVICE. LOCAL SUPPORT. SUPERIOR PRODUCT." A prominent blue button with the "digiMAX" logo and the text "DOWNLOAD TECH RESCUE CLICK HERE" is centered. Below the button, a message states: "A secure session key must be provided by an MTCO Tech to connect with Tech Rescue". To the left, right, and center of this message are fields for "Your OS: MAC OS X", "Your Browser: APPLE SAFARI 18", and "Your IP:". Below these fields is the heading "THANK YOU FOR CHOOSING MTCO!". A paragraph explains that Tech Rescue is a tool used by MTCO tech support to connect to a customer's computer for hands-on support, and that a session key will be provided after download. At the bottom, "OFFICE HOURS" are listed as "Monday - Friday 8am - 5pm", and a green banner at the very bottom says "24/7 Phone Tech Support!".

Open Safari on your Mac, navigate to mtco.com, select Support, TECH RESCUE, and click the "**Download Tech Rescue CLICK HERE**" button.

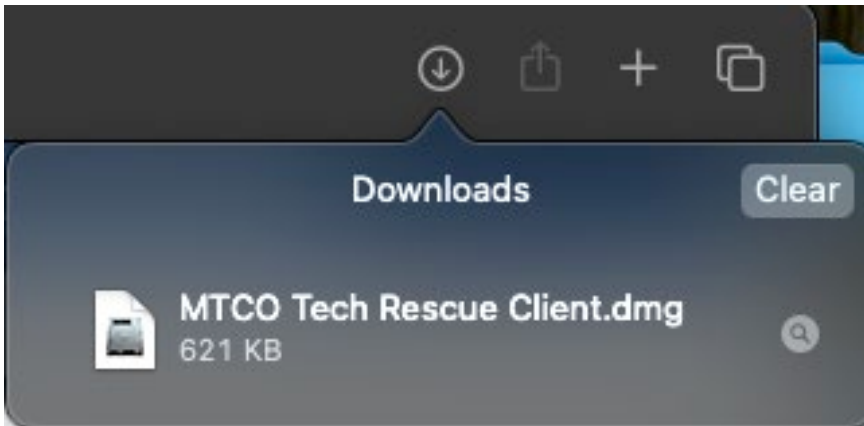
Step 2



The screenshot shows a macOS Safari dialog box asking for permission to allow downloads on "mtco.com". The text reads: "Do you want to allow downloads on 'mtco.com'?" Below this, it says: "You can change which websites can download files in the Websites section of Safari Settings." At the bottom right, there are two buttons: "Cancel" and "Allow".

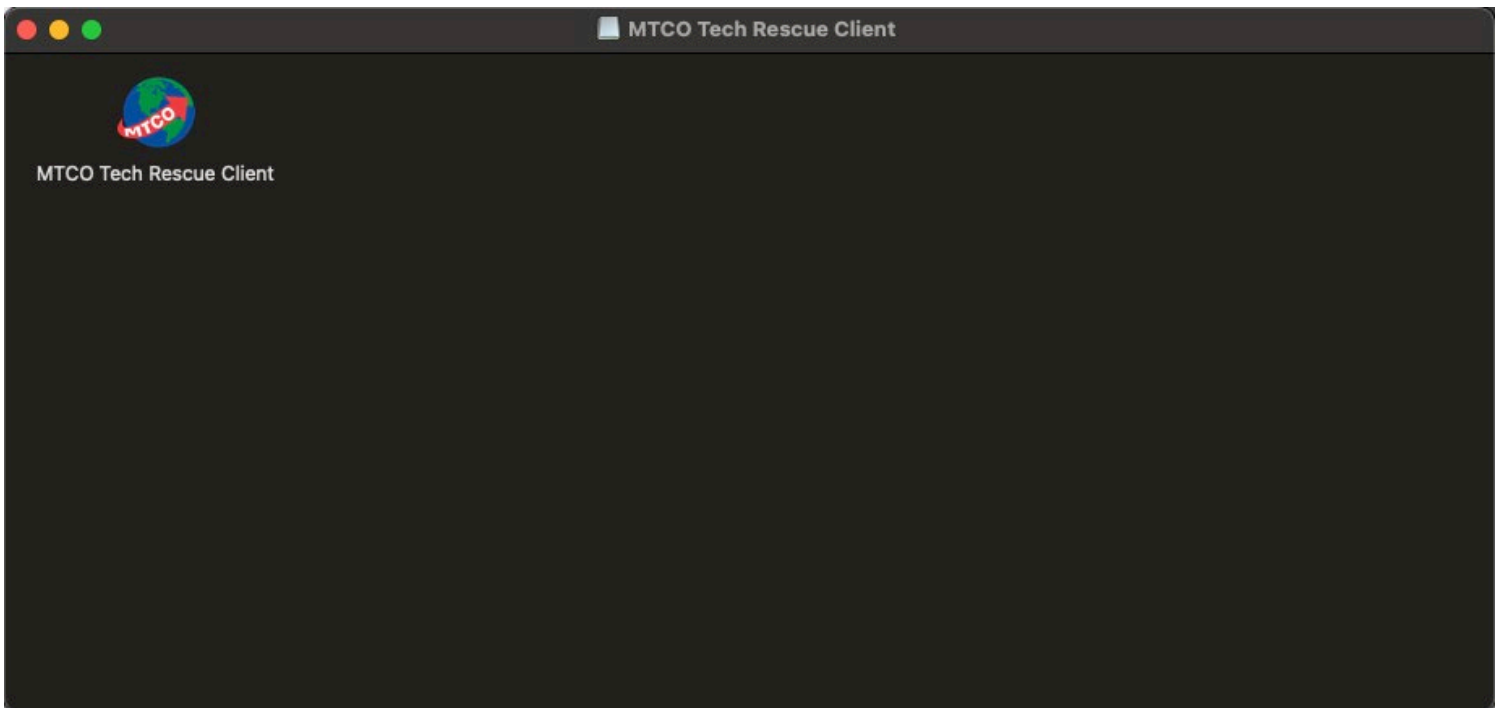
Click **Allow**

Step 3



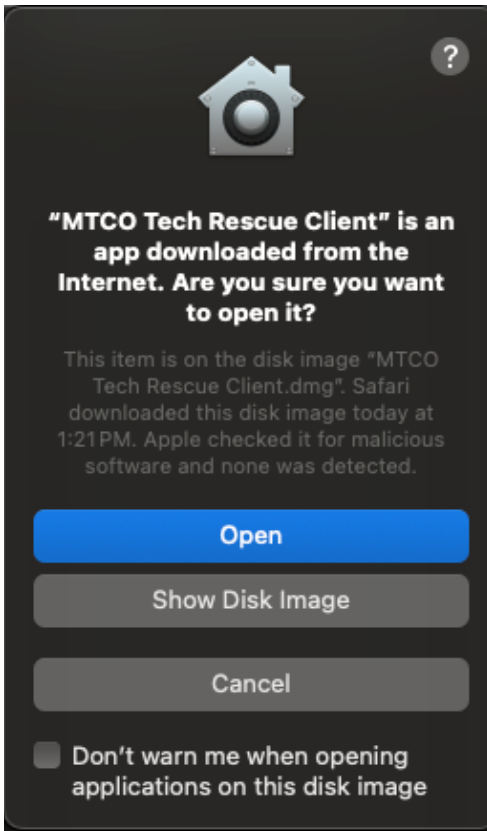
In the upper right-hand side of the Safari Browser, click the circle with the down arrow to see your download, then double-click the downloaded **MTCO Tech Rescue Client.dmg** file to mount it.

Step 4



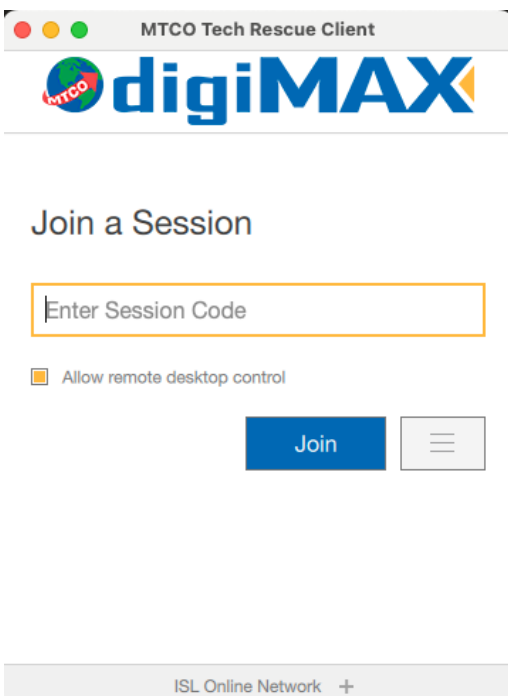
Double-click the **MTCO Tech Rescue Client icon** to launch the program.

Step 5



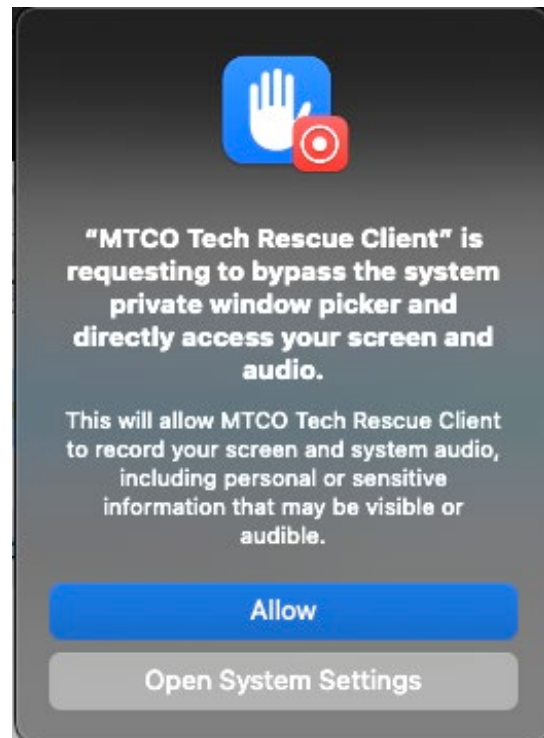
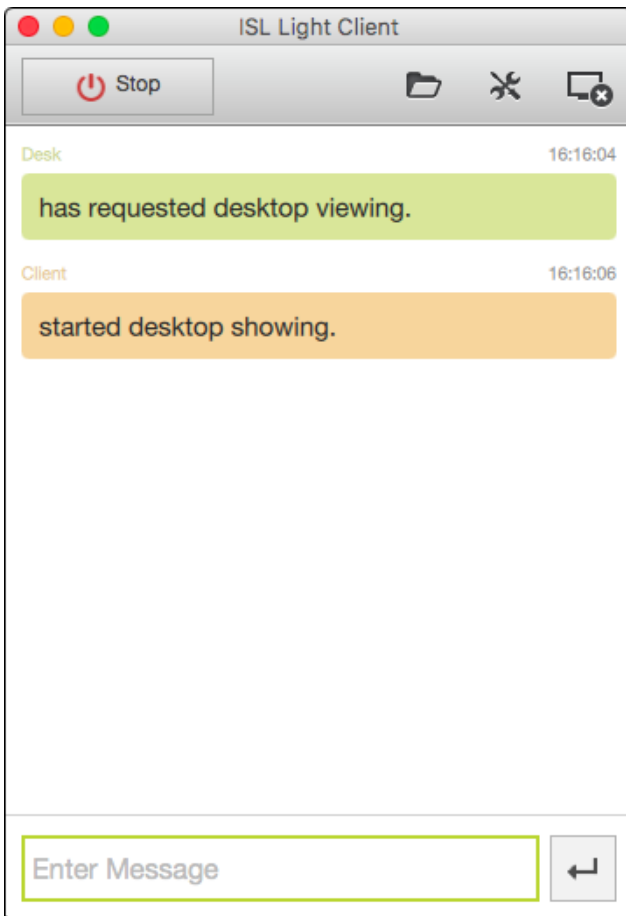
Click "**Open**" to proceed. Depending on your security settings, this step might be skipped.

Step 6



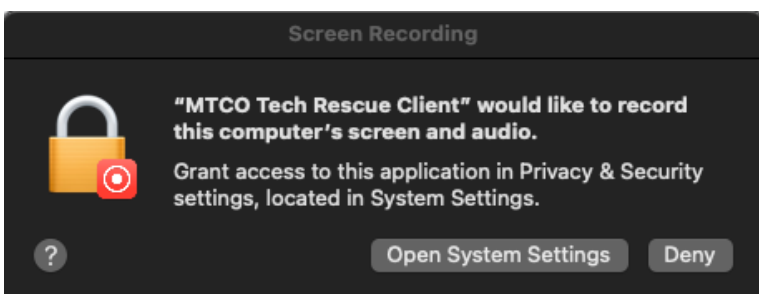
Enter the session code provided by your MTCO Technician. Then click the "**Join**" button to join the session.

Step 7



You are now chatting with MTCO. You might also see the image above. If so, please select **Allow**.

Step 8 (Privacy & Security > Screen Recording)

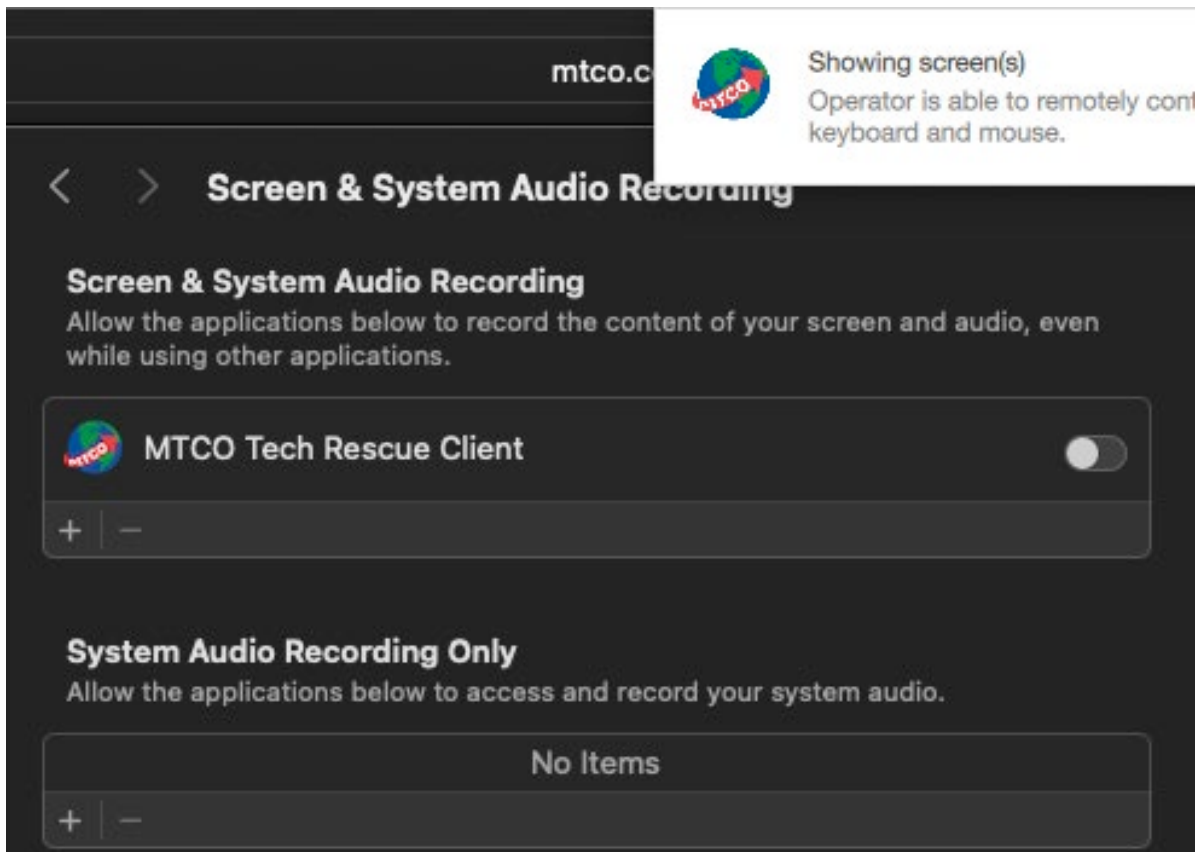


For the first session with the MTCO Tech Rescue Client, you will be required to enable macOS permissions for MTCO to view and control your remote desktop.

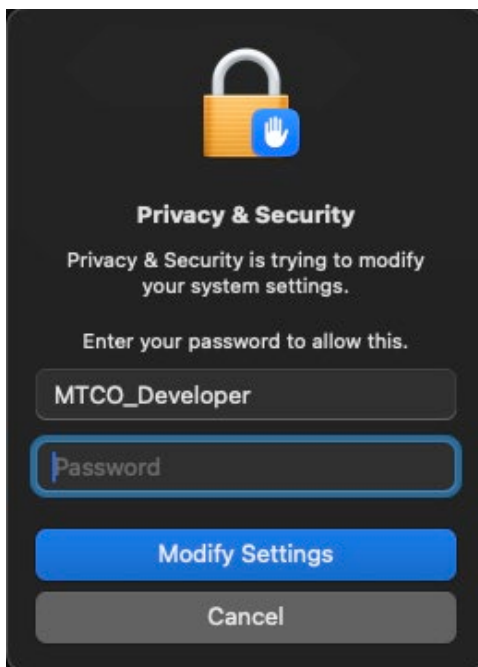
Open "**Privacy & Security > Screen Recording**" settings on your Mac and enable "MTCO Tech Rescue Client" to allow MTCO to control your mouse and keyboard. **If it asks to enter your password, do so. Then select Open System Settings.**

Important: Once you grant MTCO Tech Rescue permission, you won't have to grant it again in another session.

Step 9 (Privacy & Security > Screen & System Audio Recording)

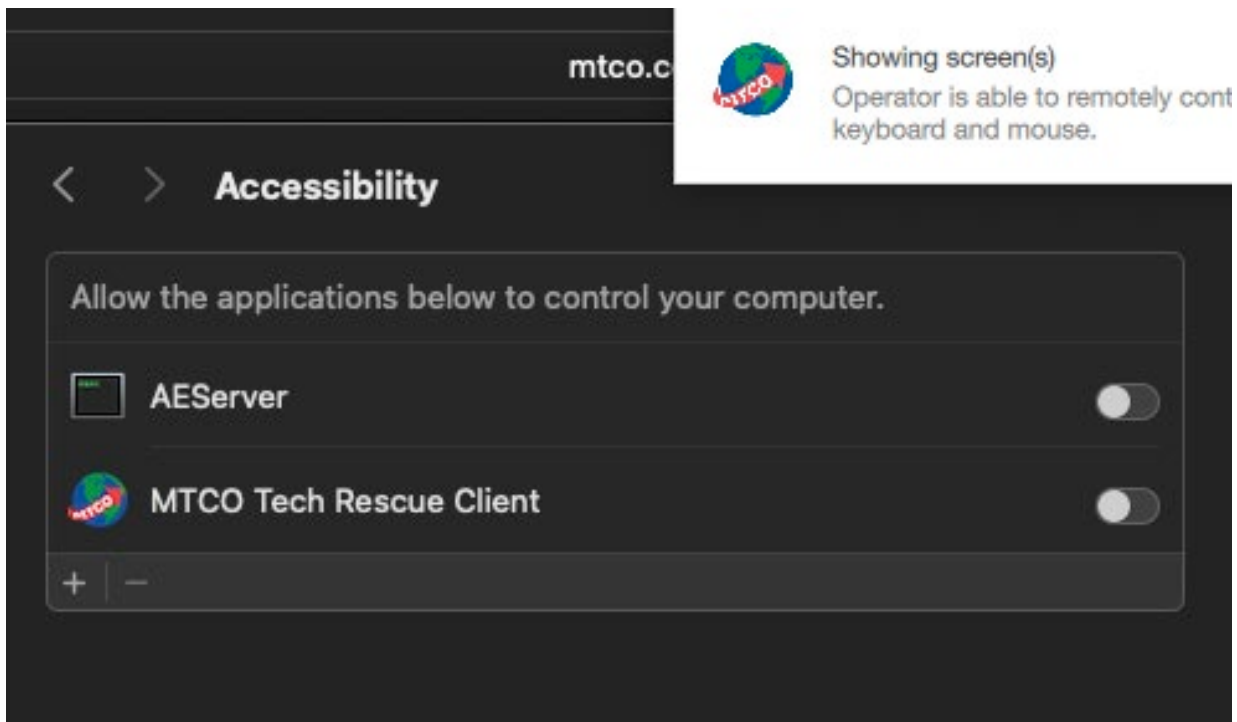


Next, Open “**Privacy & Security > Screen & System Audio Recording**” settings on your Mac and enable “**MTCO Tech Rescue Client**” to allow MTCO to view your screen.

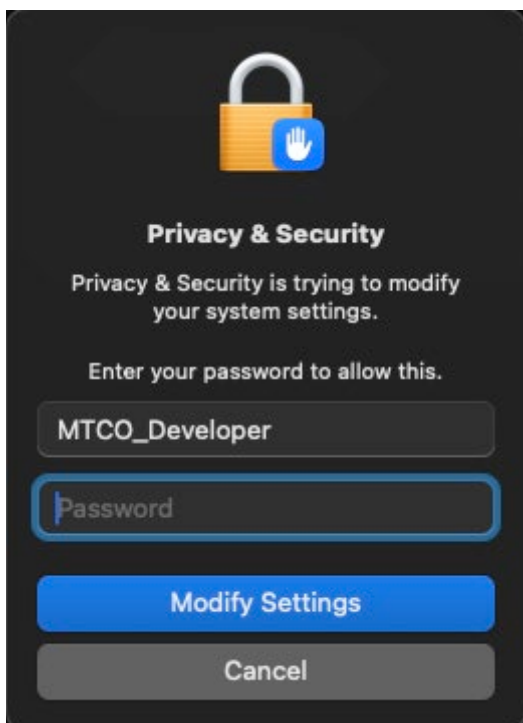


Type your computer password and select Modify Settings.

Step 10 (Privacy & Security > Accessibility)



Lastly, Open “**Privacy & Security > Accessibility**” settings on your Mac and enable “**MTCO Tech Rescue Client**” to allow MTCO to view your screen.



Type your computer password and select Modify Settings.

That's it! You're all set for MTCO remote support.