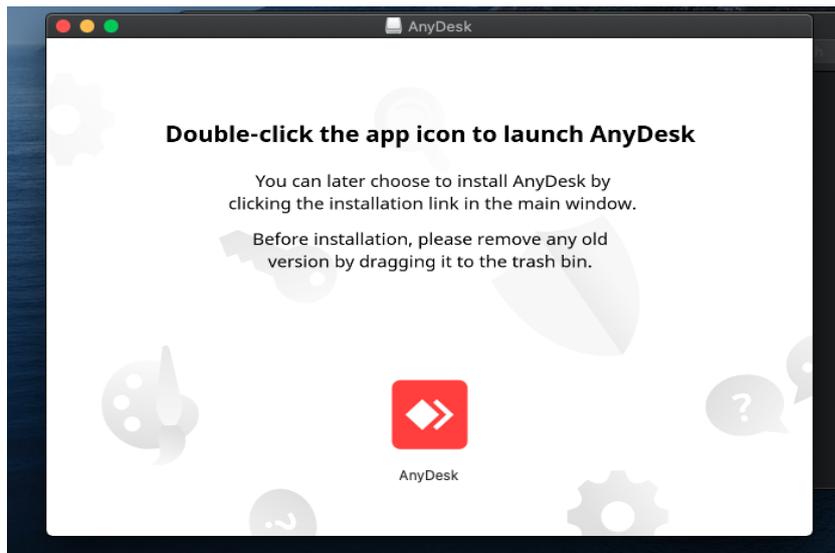


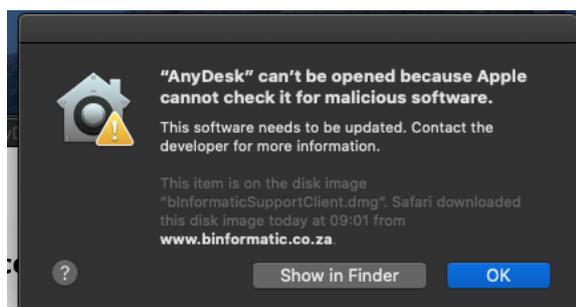
## AnyDesk on macOS:

1. Open the link to start the software download for macOS.  
(<https://www.binformatic.co.za/AnyDesk/bInformativSupportClient.dmg>)
2. A download will start following the selection, choose your saving location if requested.
3. Look for “bInformativSupportClient.dmg” file located at your default/chosen download location.
4. Double click to open the installation image. Once open, double click on the AnyDesk Logo/Icon.



5. **The following steps only apply to macOS Mojave or macOS Catalina\***

- 5.1 The below error will appear depending on the security settings of the macOS workstation. “AnyDesk can’t be opened because Apple cannot check it for malicious software”. Click on “OK”.



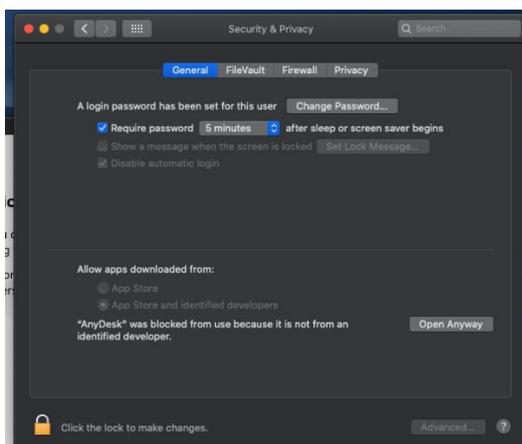
5.2 Navigate to the Apple icon on top left of the screen, then navigate to “System Preferences”.



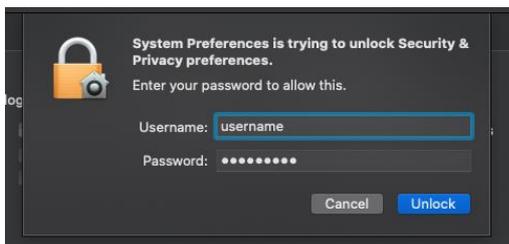
5.3 Navigate to “Security & Privacy” and select by double clicking.



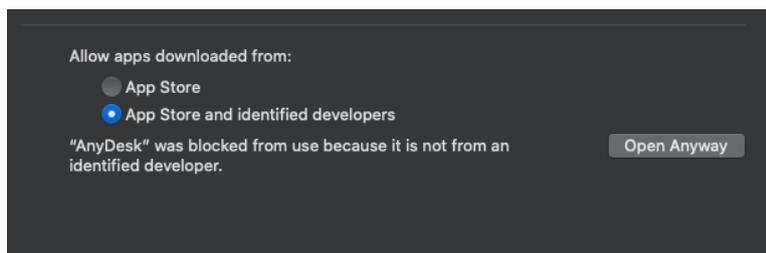
5.4 Navigate to the “General” tab, there an “Allow apps downloaded from:” section can be found at the bottom. This section will be greyed out.



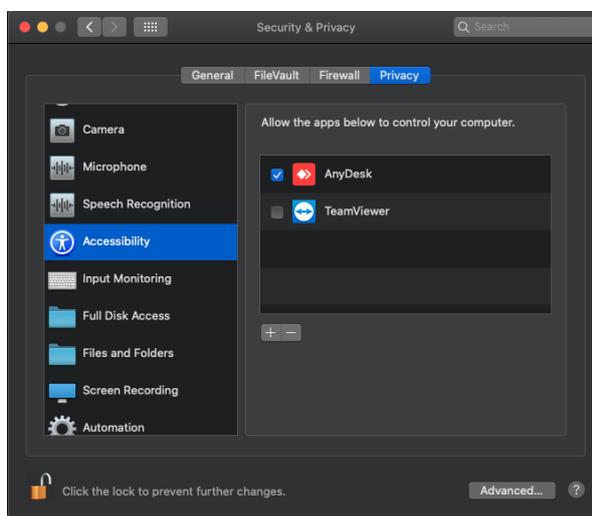
To enable click on the “Lock” icon on the bottom left to allow changes. It will request for authentication, type in the username and password to unlock it. \*Remember to click the “Lock” icon when done to secure all changes.



5.5 Ensure that the radio button is set to “App Store and Identified Developers”.



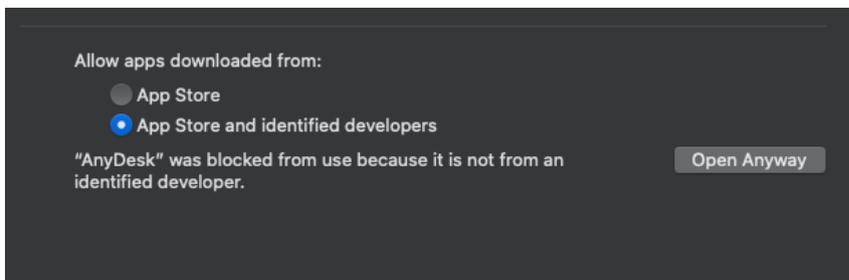
5.6 Now navigate to the “Privacy” tab. One will find “Accessibility” on the left-hand menu. “AnyDesk” will be found with check box greyed out on the right-hand side. Click on the “Lock” and provide the authentication username and password to enable setting changes as in step 6.5. Tick the check box next to “AnyDesk”. \*Remember to click the “Lock” icon when done to secure all changes.



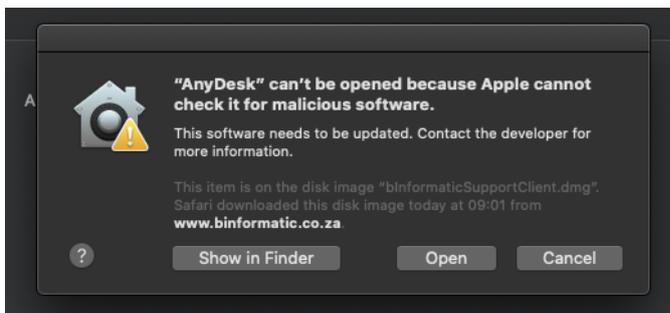
- 5.7 Navigate to “Screen Recording” on the left. “AnyDesk” will be found with a check box that is greyed out. Click on the “Lock” and authenticate as shown in step 6.5. Tick the check box next to “AnyDesk”.  
\*Remember to click the “Lock” icon when done to secure all changes.



6. Navigate to the “General” tab in “System Preferences”, click on “Open Anyway” to reopen AnyDesk.



7. An additional screen will pop up. Click on “Open”.



8. This will bring up our AnyDesk Software, assisting b Informativ (Pty) Ltd with authorised access to the workstation. Please provide the “Workstation Address” on request from our b Informativ (Pty) Ltd representative only.