How to control a Mac running macOS 10.14 or higher

By KarlaRLast Updated: Dec 17, 2020

This article applies to Mac users running macOS 10.14 or higher with TeamViewer or Blizz.

Background

Apple has introduced a security mechanism with macOS 10.14 (Mojave), which requires special access to be granted to remote control applications like TeamViewer.

And macOS 10.15 (Catalina) has strengthened the security and privacy even further and requires additional permissions to be given to TeamViewer in order to control your Mac.

Without this access, TeamViewer users connecting to macOS 10.14 or higher will only be able to view the screen but not control it with their mouse or keyboard.

And TeamViewer users connecting to macOS 10.15 or higher will additionally only be able to view the desktop background and the TeamViewer app, but not any other applications at all.

These additional permissions must be granted locally on the Mac and some of them **require admin rights**.

Please find the different how-to guides for the setup on Mojave and Catalina below.

📌**Note**: TeamViewer is not able to grant this access by itself, nor can the access be granted remotely through a TeamViewer connection from another computer.

How to grant access to TeamViewer on your Mac

If you're starting TeamViewer 14 or higher on your Mac running macOS 10.14 (Mojave) or higher for the first time, you will be prompted with the following dialog:

Review System Access

TeamViewer requires your permission to access system capabilities to provide its functionality. Please review the permissions below.

If you or others need to access this Mac remotely, Screen Recording and Accessibility permissions are required.

Screen Recording   TeamViewer requires Screen Recording access so remote users can see your screen in Remote Control sessions and Meetings.

⊙ Unknown   [Request Access...]

Accessibility   TeamViewer requires Accessibility access so your mouse and keyboard can be controlled remotely.

🔴 Denied   [Request Access...]

Full Disk Access   TeamViewer requires Full Disk Access to access files and folders on your Mac for File Transfer.

🔴 Denied   [Open Full Disk Access Preferences...]

(?)   [Close]

| Screen Recording	Accessibility	Full Disk Access
TeamViewer requires Screen Recording access so remote users can see your screen in Remote Control Sessions and Meetings	TeamViewer requires Accessibility access so your mouse and keyboard can be controlled remotely.	TeamViewer requires Full Disk Access to access files and folders on your Mac for File Transfer (sending and receiving files in general).

You can also open this dialog by clicking on **Help** --> **Check system access**.

By default, all permissions are set to **Denied**. Please give permission to the system capabilities manually to use TeamViewer as desired. If you or others need to access the Mac remotely, Screen Recording and Accessibility are required at a minimum.

📌**Note:** If you are managing Macs in your organizations through an MDM system, you can use Privacy Preferences Policy Control (PPPC) payloads to configure Accessibility

and Full Disk Access permissions. Your users will still need to grant Screen Recording access themselves, this permission does not require admin credentials.

To allow the access, click the buttons shown in the dialog. Eg. click to allow **Accessibility**, click on **Request Access...** - then confirm by clicking on **Open System Preferences**
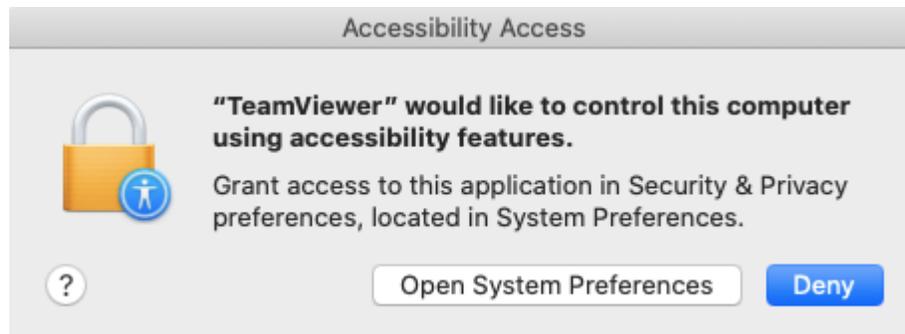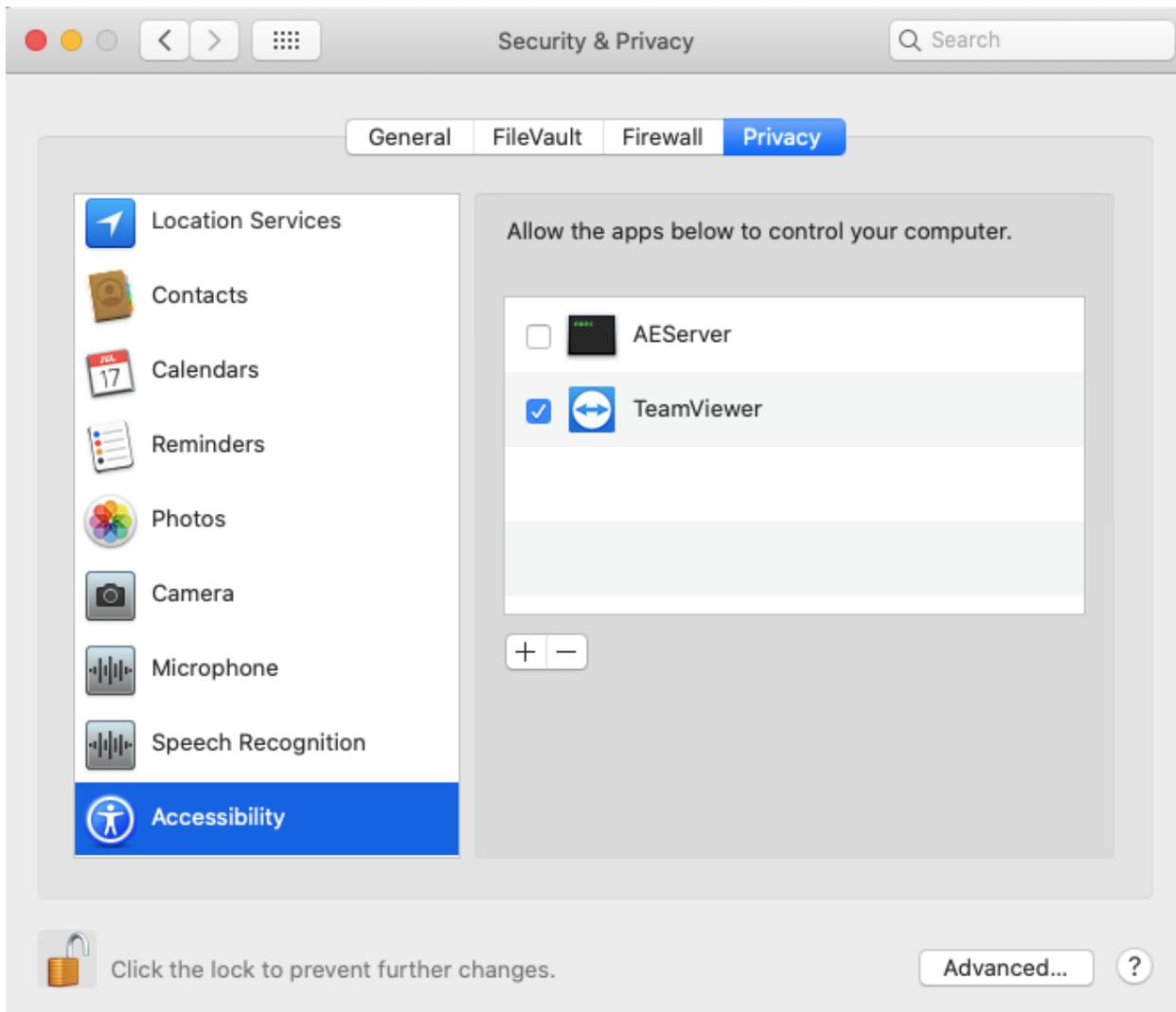

which will bring you to the **Accessibility** section of the **Privacy** panel, inside the **Security & Privacy** preferences:
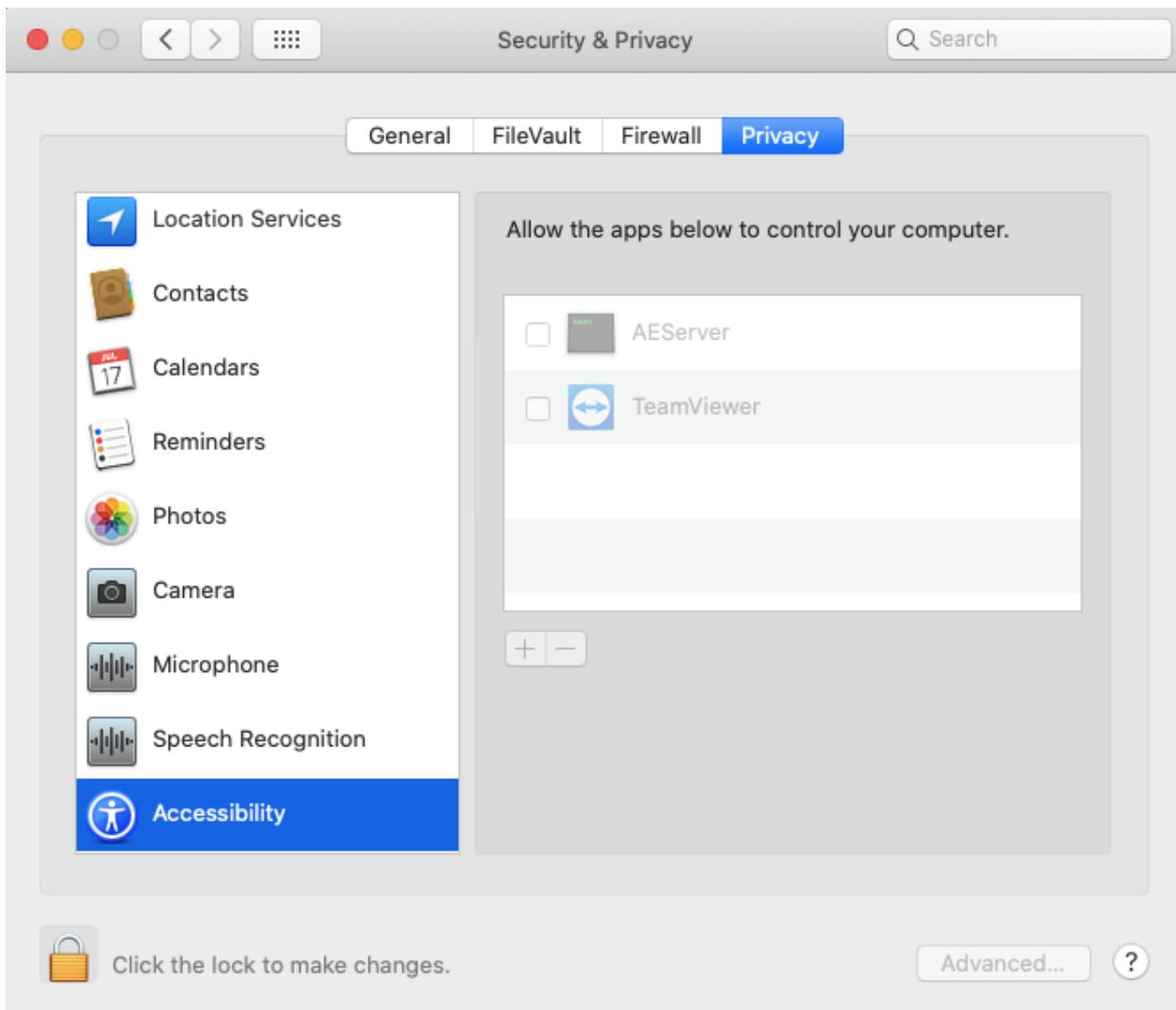
For the **Accessibility** access, you will need to click the padlock icon in the lower-left corner to make changes. You might be prompted to enter the credentials of an administrator account to continue.

Put a check next to **TeamViewer** to grant it access:

📌**Note:** If you are seeing the entry **TeamViewer_Desktop** in your list, make sure to check this box as well.

Repeat the same for **Full Disk Access** and **Screen Recording**. Those are required to control your Mac.

Click again on the padlock in the lower-left corner to prevent further changes.

Once you have done it for every category, you can close the **Security & Privacy** window. The next time you want to receive an incoming connection with TeamViewer, the person connecting to your Mac **will be able to see and control your device**.

The permission status can be reviewed under **Help** -> **Check system access** at any time.

The yellow triangle icon in the upper-left area of the TeamViewer window is shown until you have allowed the system access for TeamViewer:
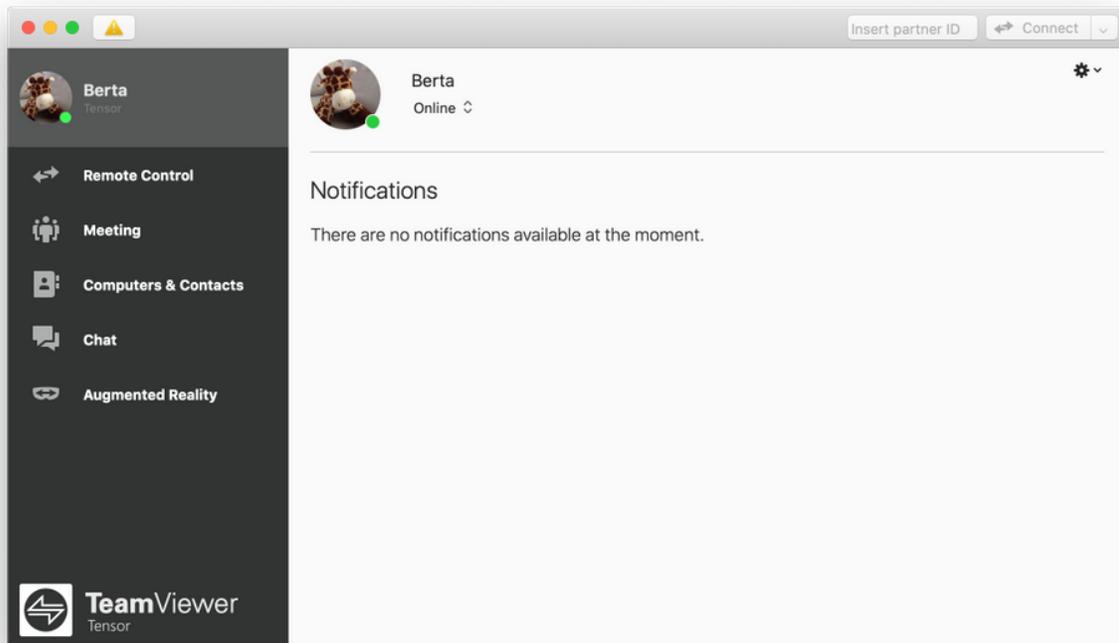
📌**Note:** if you're using an older version of TeamViewer, you won't see the triangle icon above. Instead, the Mac will display a system dialog informing you that TeamViewer wants to access additional resources. **The settings must be changed on the remote side.**

How to grant access when you aren't presented with the dialog

If you're using an older version of TeamViewer, and you're not presented with the **Review System Access** dialog asking you to grant access to TeamViewer – or if you had previously clicked the **Deny** button on that dialog – it's still possible to grant access to TeamViewer.

Additionally, in some cases, you can grant access to TeamViewer immediately after installing TeamViewer onto your Mac, before the first TeamViewer connection is made to your computer. Note that this is not possible with TeamViewer Host.

Here's how:

1) Go to **System Preferences**, then **Security & Privacy**, then **Privacy**, then **Screen Recording, Full Disk Access,** and **Accessibility**.

2) Only for **Accessibility**: Click the lock icon to make changes.

3) If **TeamViewer** is already shown in the panel, then put a check next to it to enable it.

4) If not, click the small button with the plus symbol underneath the panel. This opens a Finder window:
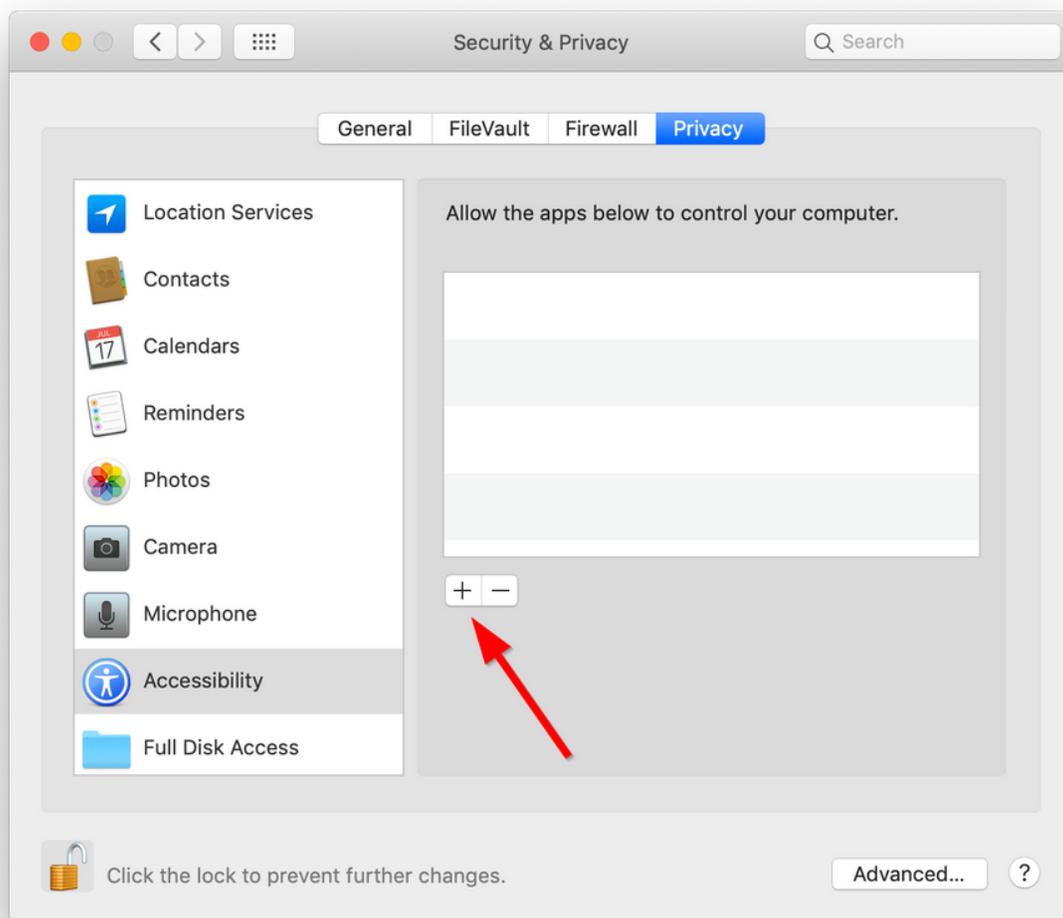
5) Navigate to your **Applications** folder, select **TeamViewer,** and click **Open**.

6) Now you should have **TeamViewer** listed in the panel and enabled.