Beyond Trust for Mac setup

This guide will help you with configuring permissions for the Beyond Trust client when an IT support staff is connecting remotely into your machine to provide support.

After running the remote session installer (sent by a member of the IT staff):

You will get prompted for making permission changes.
If this isn’t done the technician that’s connected into your machine won’t be able to see or control your computer.

Click Close on this screen:

Then open System Preferences:

Once there, click on Privacy & Security.
In the following window click on the Privacy tab.

Once here, click the lock icon on the bottom left (it will ask for a password or fingerprint).

Go through set the permissions for Beyond Trust in the following locations:
If it doesn't show up on in those locations you can click the + icon and add it by going to the applications folder and choosing Beyond Trust.

Once that's completed you can close the windows, and you may have to relaunch the session for the changes to take effect for the remote technician.