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TRANQUIL IT SOLUTIONS

AnyDesk Installation Guide

Apple MacBook — Remote Support Setup

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Purpose	Install AnyDesk to allow a Tranquil IT engineer to remotely assist your MacBook
Device	Apple MacBook (any model running macOS 10.15 Catalina or later)
Time Required	Approximately 5 minutes
You Will Need	Active Wi-Fi or ethernet connection and your macOS login password

What is AnyDesk?

AnyDesk is a secure remote desktop application used by Tranquil IT to view and assist with your MacBook remotely. The connection is fully encrypted, and you remain in control at all times — you can end the session instantly whenever you wish.

> **Tip:** You must be present throughout the support session. Your Tranquil IT engineer cannot connect without your active approval.

Step 1 — Download AnyDesk

On your MacBook:

1. Open your web browser (Safari, Chrome, or Firefox).
2. Go to **anydesk.com** and click the **Download Now** button.

3. The download will start automatically. Once complete, locate the file named **AnyDesk.dmg** in your Downloads folder.
4. Double-click the **AnyDesk.dmg** file to open it.
5. In the window that appears, drag the **AnyDesk** icon into your **Applications** folder.
6. Once copied, you can close and eject the installer window.

> **Please note:** Only download AnyDesk from the official website at anydesk.com. Do not download from third-party sources or file-sharing sites.

Step 2 — Open AnyDesk and Grant Permissions

macOS requires you to grant AnyDesk specific permissions before it can be used for remote support. Please follow these steps carefully:

1. Open **Finder**, go to **Applications**, and double-click **AnyDesk**.
2. If macOS displays a warning saying the app is from the internet, click **Open** to proceed.
3. AnyDesk will prompt you to grant **Screen Recording** permission. Click **Open System Preferences** (or **System Settings** on macOS Ventura and later).
4. In the **Privacy & Security** panel, locate **Screen Recording** and tick the checkbox next to AnyDesk.
5. You may be asked to enter your Mac login password to confirm the change.
6. Return to AnyDesk. It may ask for **Accessibility** permission as well — follow the same steps to grant it.
7. Once permissions are granted, AnyDesk will display a **9-digit number** — this is your **AnyDesk Address**. Keep this window open.

> **Tip:** If AnyDesk does not appear in the Screen Recording or Accessibility list, click the padlock icon at the bottom of System Preferences to unlock it, then try again.

Step 3 — Share Your AnyDesk Address with the Engineer

Your Tranquil IT engineer will need your 9-digit AnyDesk Address to initiate the connection. You can share it by:

- Reading it aloud during your phone or video call with the engineer
- Sending it via email or text message
- Clicking the Share icon within AnyDesk to send it directly

> **Please note:** Only share your AnyDesk Address with your Tranquil IT engineer. Never share it with anyone you do not recognise or trust.

Step 4 — Accept the Incoming Connection

Once your engineer enters your AnyDesk Address on their system, a connection request will appear on your MacBook:

1. A pop-up will appear showing the engineer's AnyDesk name or address.
2. Verify this matches what your Tranquil IT engineer has told you.
3. Click **Accept** to allow the remote session to begin.
4. Your engineer will now be able to see and assist with your MacBook.

> **Tip:** You can see everything the engineer does in real time. To end the session at any moment, click the red **Disconnect** button or close the AnyDesk app.

Step 5 — During the Support Session

While your Tranquil IT engineer is connected:

- Your screen will be visible to the engineer
- The engineer may guide you to specific settings or menus
- You and the engineer can speak at the same time via phone
- Everything the engineer does will be visible on your screen

> **Please note:** Avoid putting your MacBook to sleep during the session. If it sleeps or the screen locks, the connection may be interrupted.

Step 6 — Ending the Session

1. When the support session is complete, your Tranquil IT engineer will disconnect from their end.
2. You will see a notification that the session has ended.
3. You can also disconnect yourself at any time by clicking the **X** or **Disconnect** button in the AnyDesk app.
4. AnyDesk can be left installed for future support sessions, or uninstalled by dragging it from Applications to the Bin.

Troubleshooting

macOS blocks AnyDesk from opening

Go to **System Preferences** (or **System Settings**) > **Privacy & Security**. Scroll down and you should see a message saying AnyDesk was blocked. Click **Open Anyway** and enter your password if prompted.

AnyDesk is missing from the Screen Recording list

Click the padlock icon at the bottom of the Privacy & Security panel to unlock it, then click the **+** button to add AnyDesk manually. Navigate to your Applications folder, select AnyDesk, and click Open.

The connection request does not appear

Ensure AnyDesk is open and running on your MacBook, and that all required permissions have been granted. Try quitting and reopening AnyDesk, then share your address with the engineer again.

The session keeps disconnecting

A stable internet connection is required. Check your Wi-Fi signal or try connecting via an ethernet cable for a more reliable connection.

You accidentally clicked Deny

Let your engineer know and ask them to send the connection request again. Click **Accept** when the request appears on your screen.

Need help? Call **0330 058 0868** | support@tranquilit.net | tranquilit.net
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