

CUSTOMER GUIDE • macOS

Set up RustDesk on your Mac

Follow these steps while you are working with a Grant-Tech technician. Most people finish in about five minutes.

These permissions are normal for remote support.

macOS requires you—not the technician—to approve each permission. You can turn them off after the support session.

What you will allow

✓ Screen & System Audio Recording

Lets the technician **see** your screen.

✓ Accessibility

Lets the technician use the **mouse and keyboard**.

✓ Input Monitoring

Helps keyboard and mouse control work on newer Macs.

✓ Local Network

Allow this only if macOS asks for it.

Important: Only share the RustDesk ID and one-time password with the Grant-Tech technician you are actively speaking with. Do not post them or send them to an unknown caller.

Before you start

- Download the correct Mac version from Grant-Tech's Remote Support page.
- Keep this guide open on a phone or another screen if possible.
- Know your Mac login password or have Touch ID available. Grant-Tech will never ask you to tell us that password.

Install and open Grant-Tech Support

1 Open the correct downloaded DMG

Double-click **Grant-Tech-Support-macOS-Apple-Silicon.dmg** or **Grant-Tech-Support-macOS-Intel.dmg** in Downloads.

2 Open the Grant-Tech installer

Control-click **Install Grant-Tech Support.command**, choose **Open**, then confirm **Open** if macOS warns you.

Why Control-click? The official RustDesk application inside the package is signed and notarized by its developer. macOS may still ask you to approve Grant-Tech's installer command.

3 Approve installation on your Mac

Enter your Mac administrator password privately when macOS asks. Never read or send that password to the technician.

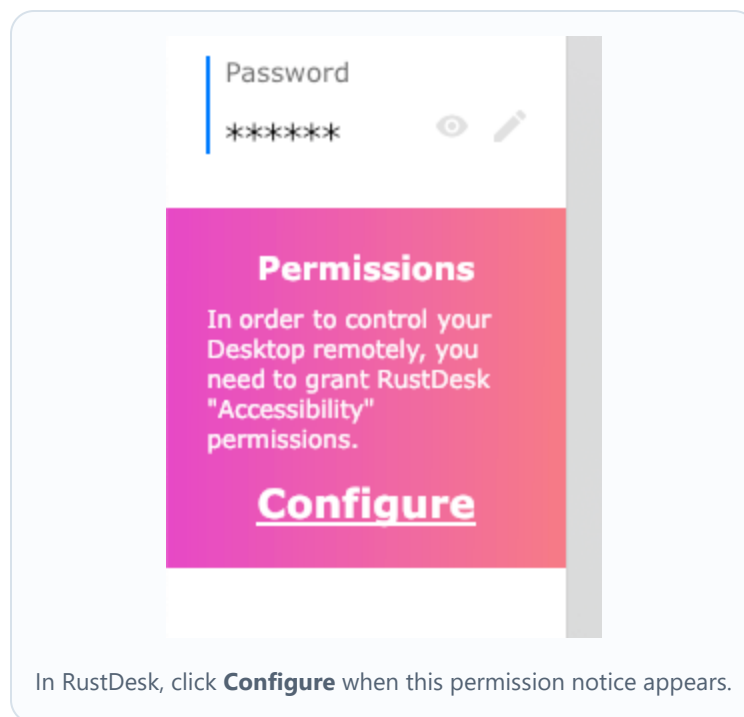
4 Wait for RustDesk to open

The installer copies RustDesk into **Applications**, applies Grant-Tech's support-server settings, and opens the installed application.

If macOS blocks the installer: open **Apple menu** → **System Settings** → **Privacy & Security**, click **Open Anyway** beside the installer message, and confirm **Open**.

Turn on the Mac permissions

RustDesk may show a pink or red **Permissions** box. Click **Configure**. If it does not, open System Settings yourself.



In RustDesk, click **Configure** when this permission notice appears.

Open this location

Apple menu → **System Settings** → **Privacy & Security**

Scroll down to the privacy controls. The names can vary slightly by macOS version.



Screen & System Audio Recording

ON

May be called **Screen Recording** on older versions. This lets Grant-Tech see the screen.



Accessibility

ON

This lets Grant-Tech operate the mouse and keyboard.



Input Monitoring

ON

Turn this on if it is listed. It helps input work on newer macOS versions.



Local Network

IF ASKED

Turn this on if RustDesk appears here or macOS prompts for it.

System Settings

Screen & System Audio Recording

Allow the applications below to record your screen and audio.

RustDesk



The switch beside RustDesk should be green/on. macOS may ask for Touch ID or your Mac password.

When macOS says RustDesk must quit: choose **Quit & Reopen**. That is expected and activates the permission.

Restart RustDesk and connect

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Completely quit RustDesk

Use **RustDesk** → **Quit RustDesk**. If its icon remains near the clock/menu bar, open that icon and quit the RustDesk service too.

2 Open RustDesk again

Open **Applications** → **RustDesk**. The permission warnings should now be cleared.

3 Call Grant-Tech

The support package is already configured for Grant-Tech's server. Give the technician the **ID** and **one-time password** shown in RustDesk only while you are actively working together.

You stay in control. Keep RustDesk open only during the support session. You can end the connection or quit RustDesk at any time.

If it still does not work

Screen is black

Check **Screen & System Audio Recording**, then quit and reopen RustDesk.

Mouse will not move

Check **Accessibility** and **Input Monitoring**.

RustDesk is not listed

Use the + button, open Applications, and select RustDesk.

Permission warning remains

Turn the setting off and on, quit RustDesk, and restart the Mac if necessary.

Older Macs: The same controls may be under **System Preferences** → **Security & Privacy** → **Privacy**. Click the lock first, then check RustDesk under Accessibility and Screen Recording.

Never tell anyone your Mac login password.

Grant-Tech may ask you to enter it privately on your own Mac to approve a setting, but we will not ask you to read it aloud or send it to us.

Reference: RustDesk macOS documentation and Apple Mac User Guide. Screenshots are from RustDesk's official documentation; screen appearance varies by macOS version.