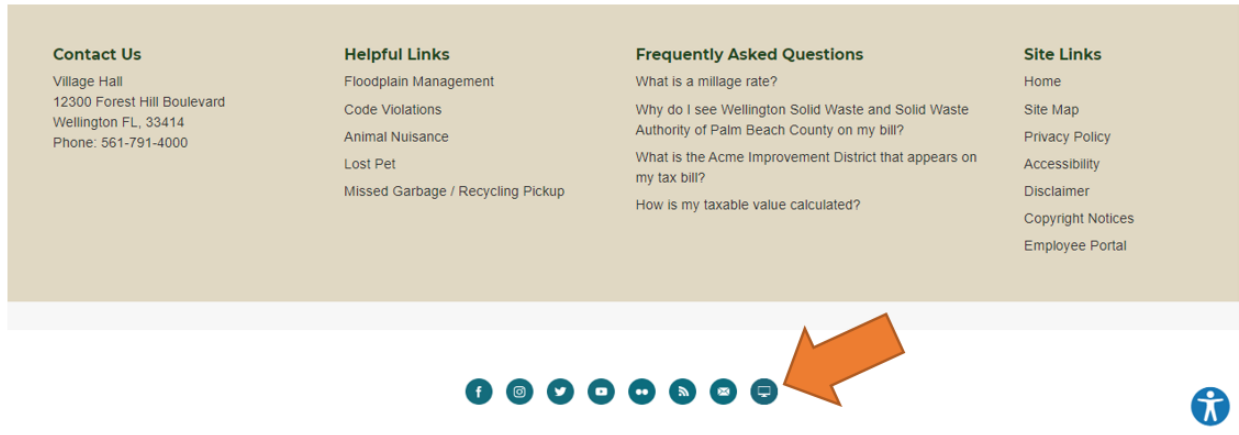
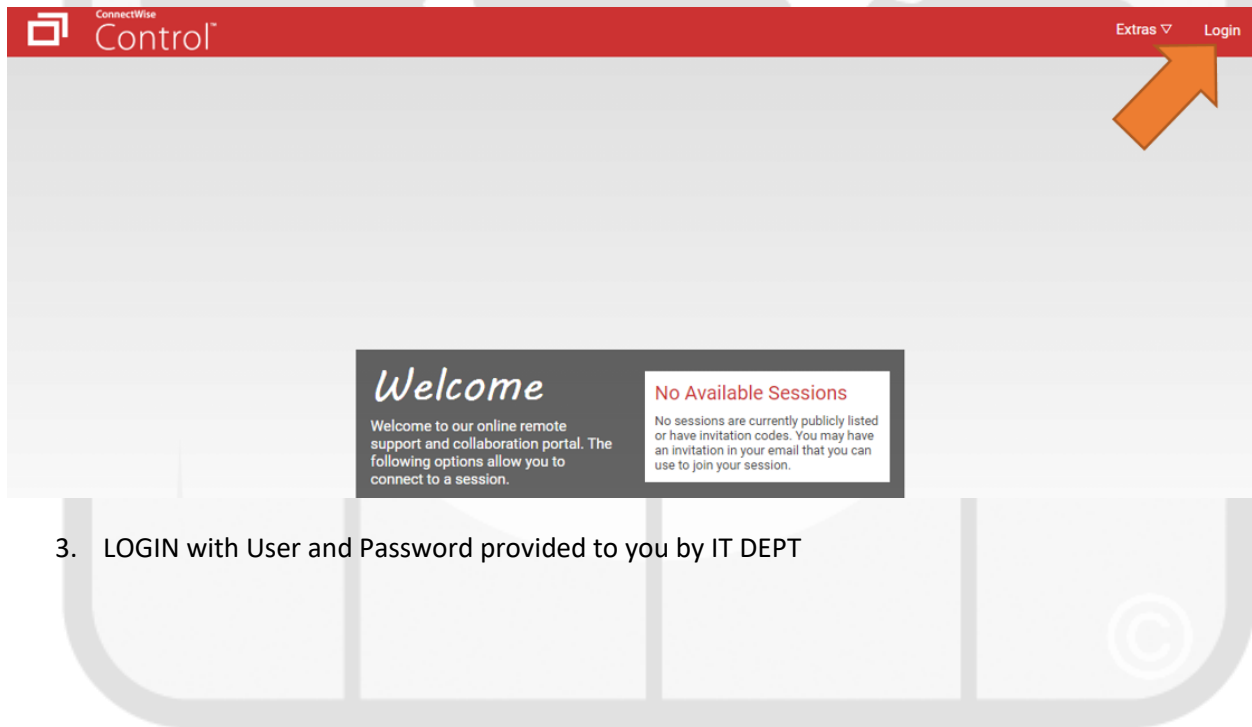


MAC Remote Workforce Instructions:

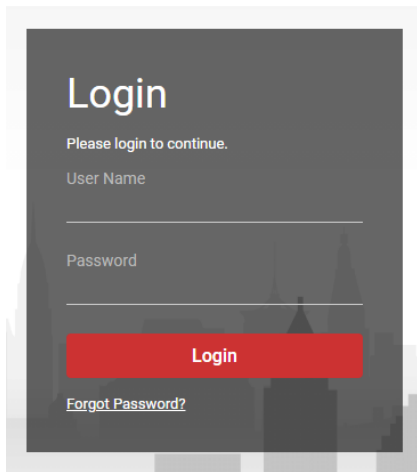
1. Go to the Remote Login icon at the bottom of the <https://wellingtonfl.gov> website



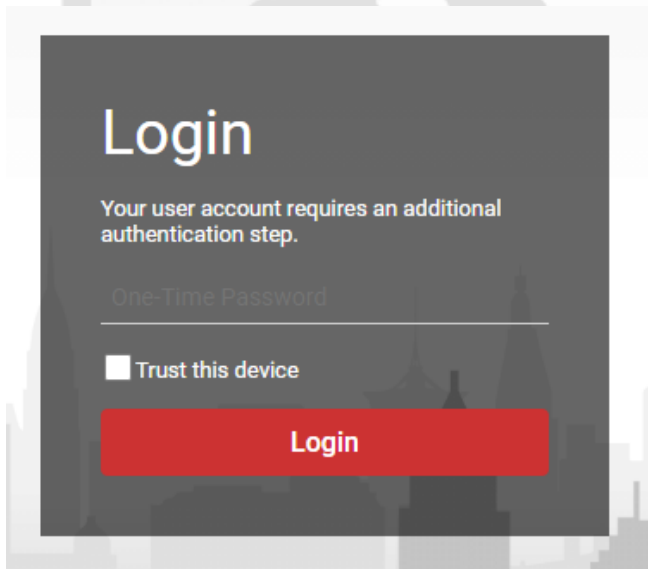
2. Click on the LOGIN button on the top Right



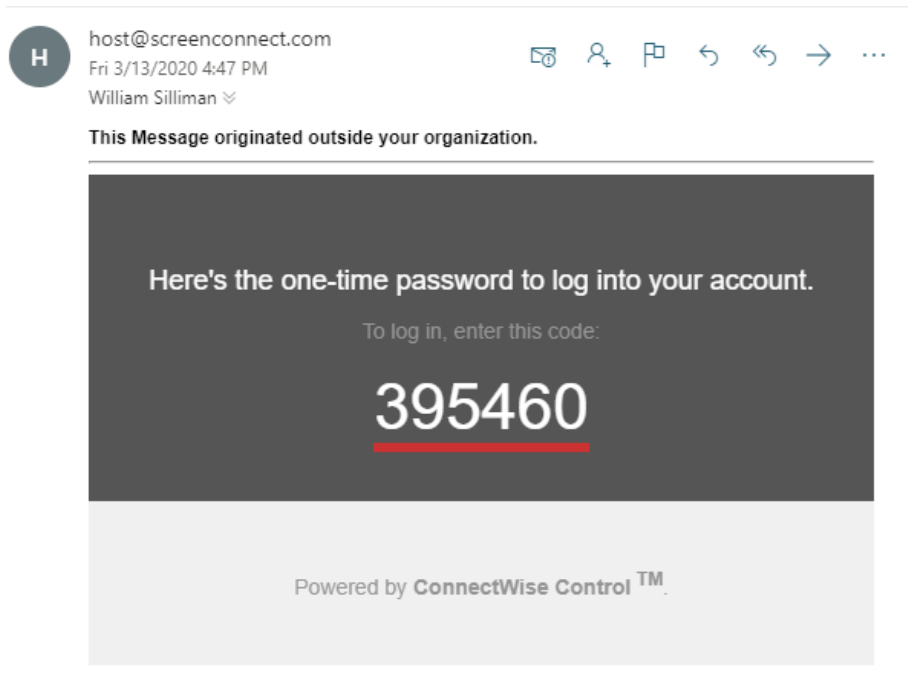
3. LOGIN with User and Password provided to you by IT DEPT



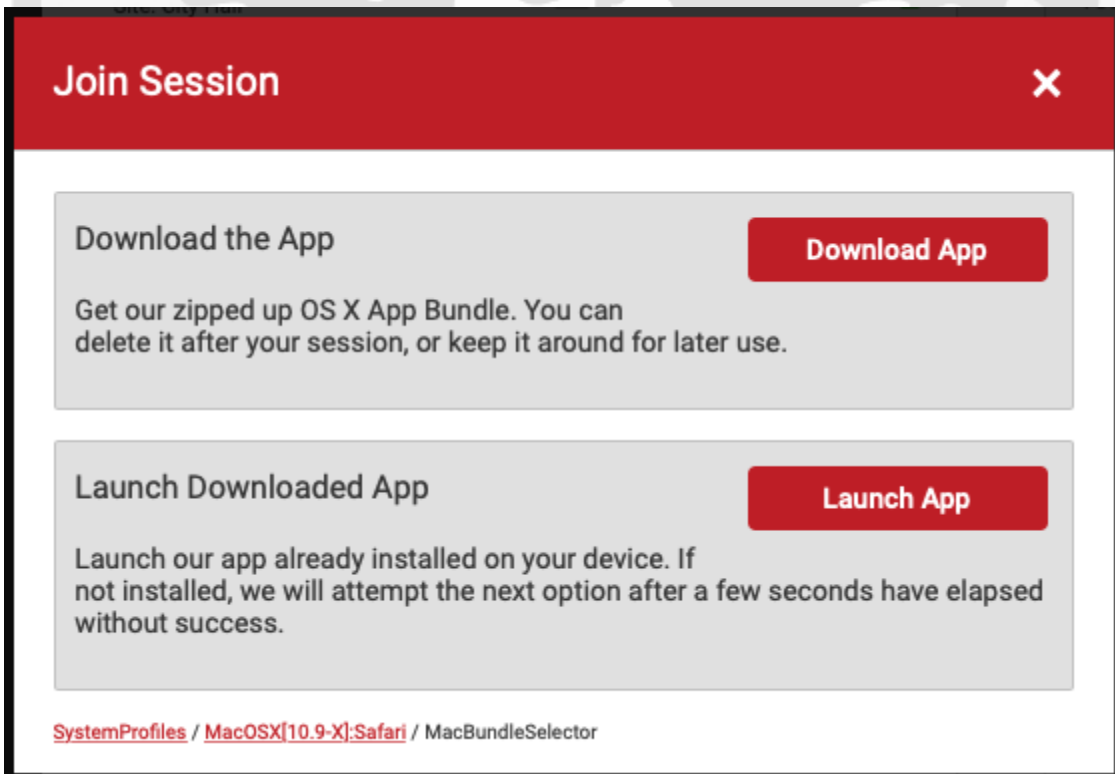
4. The first time you login you will be prompted to change your password.
5. Enter 2 Factor Authentication code that will be sent to your work email address.



- Email will be sent having a 1 time use passcode (sample picture and code below)



- Enter the one time password for 2 factor and click enter
- MAC will ask you to Join Session CLICK the DOWNLOAD APP Button (see pic below)

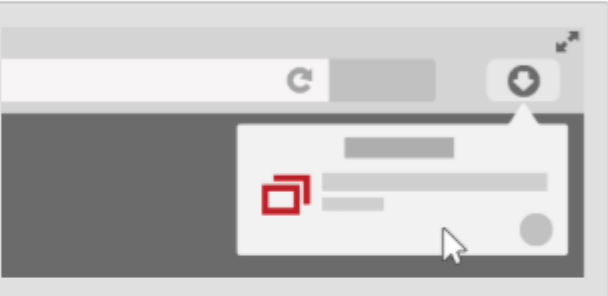


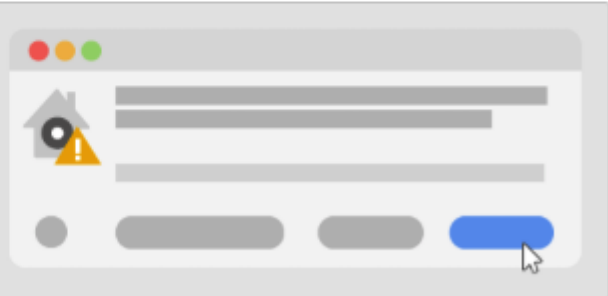
9. MAC users will then need to go to the downloads section on their computer to install the application (see pictures below)

Join Session ✕

Downloading the app.....

- 1** Your browser should download the app. **Click on the download arrow** in the top right corner of your browser. Next, **click on the app** to start launching it.


- 2** You may receive a prompt for your consent. **Click the "Open" button** to launch the app.



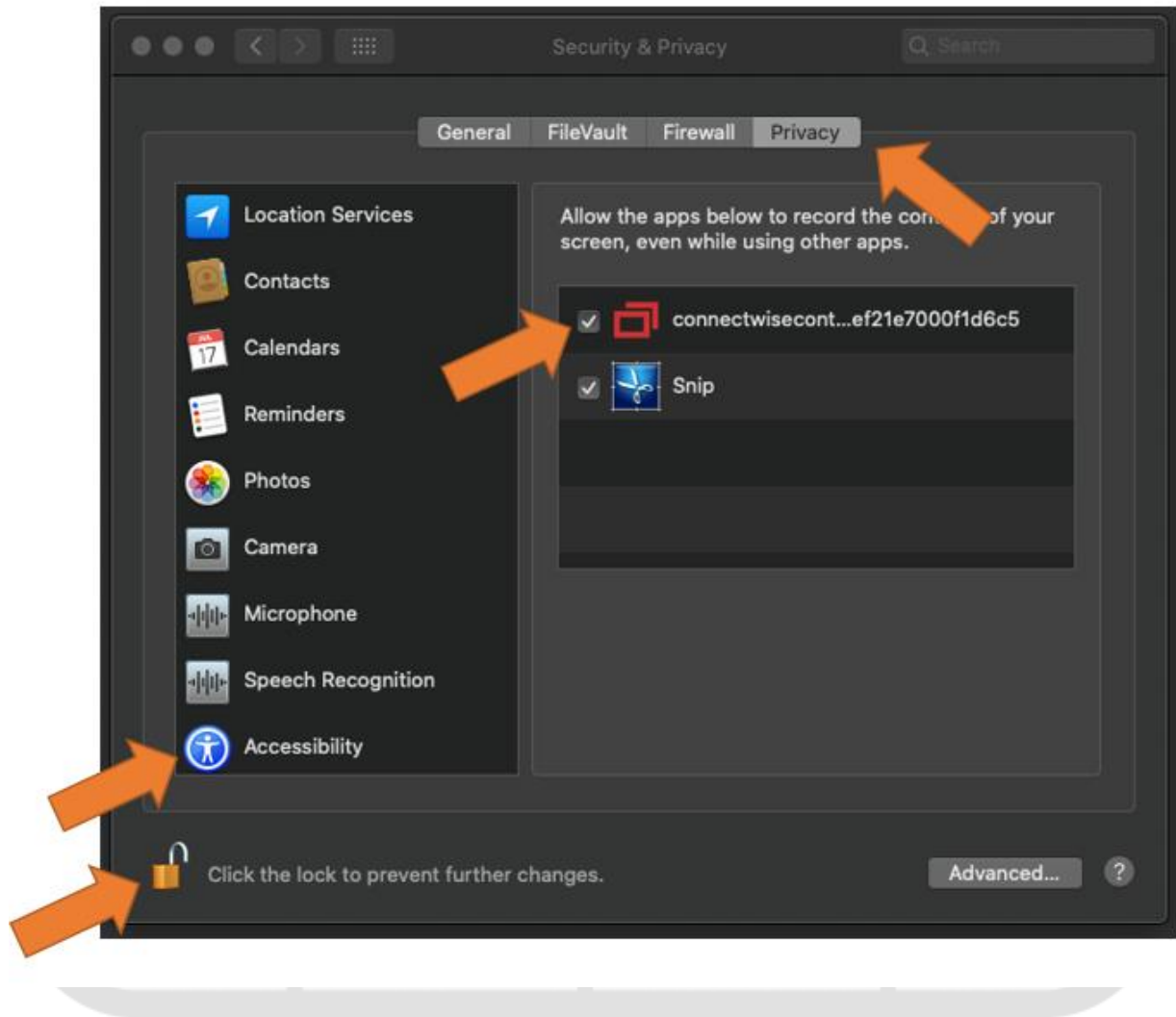
Having trouble? [Try next option](#) (UrlLaunch)

[SystemProfiles](#) / [MacOSX\[10.9-X\]:Safari](#) / [MacBundleSelector](#) / MacBundleDownload

10. Safari Download is located in the top right corner of your screen with a down arrow once it has been downloaded. Click on this to expand. Then double click to open and install application. (see picture below)

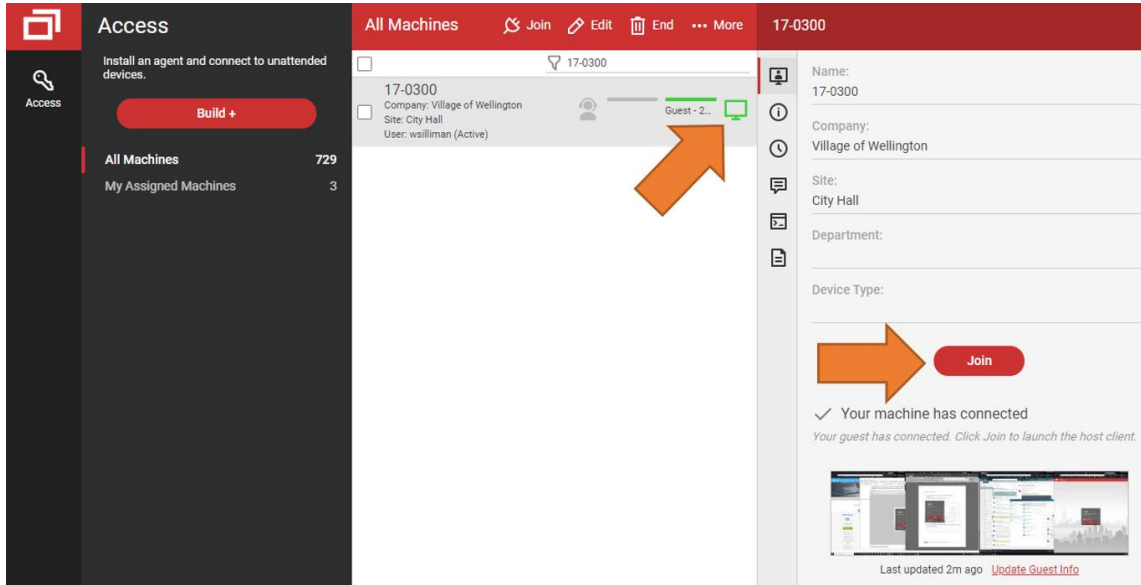


11. The application will want you to change your MAC SYSTEM PREFERENCES
 - a. Open Mac System Preferences (the grey gear icon)
 - b. Open Security & Privacy
 - c. Choose Accessibility from the left menu
 - d. Unlock the LOCK in the bottom Left corner by clicking on it. Then enter your MAC username and Password.
 - e. Now Check the Connectwise App
 - f. Close the Window

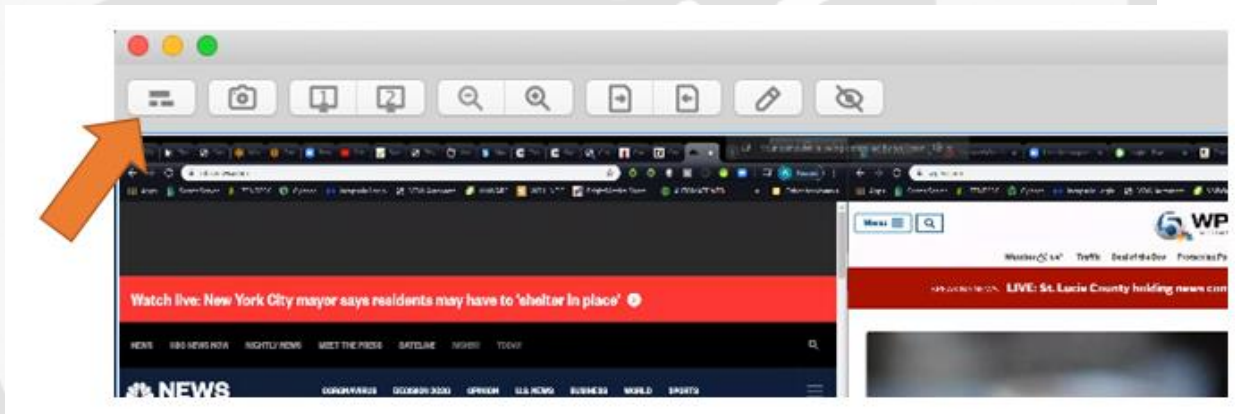


12. Go back to the web browser

13. Once you are logged in you will see your desktop computer(s) listed that you can log into.
 - a. Click on the JOIN button on the right or
 - b. Double click on the Green Computer Icon listed next to your computer name.
 - c. (noted with arrows in picture below).



14. You are now connected to your computer at work!
15. If you need to send CTRL-ALT-DEL
 - a. Click on Button (shown by arrow)



16. If you see your 2 screens and it is too small for you to work please follow these instructions to make the monitors bigger.
- Click on the monitor icon 1 or monitor icon 2 (shown in picture below) to toggle back and forth between your two monitors.

