

Getting Started

Remote Support

Starting Jump Desktop remote support on macOS

INTRODUCTION

This guide will take you through the steps needed to start a remote support session on your Mac.

Before starting, please close any confidential or sensitive information that you do not want to be visible during the remote support session.

We recommend keeping this guide for future reference.

MINIMUM REQUIREMENTS

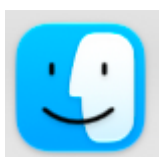
To start a remote support session, your Mac must be connected to the Internet.

ADDITIONAL INFORMATION

Where required, red boxes, arrows and numbered markers have been added to the images to help you identify exactly where to click.

If you need any help following this guide, please call us on **07979 252573** or **01985 330073**.

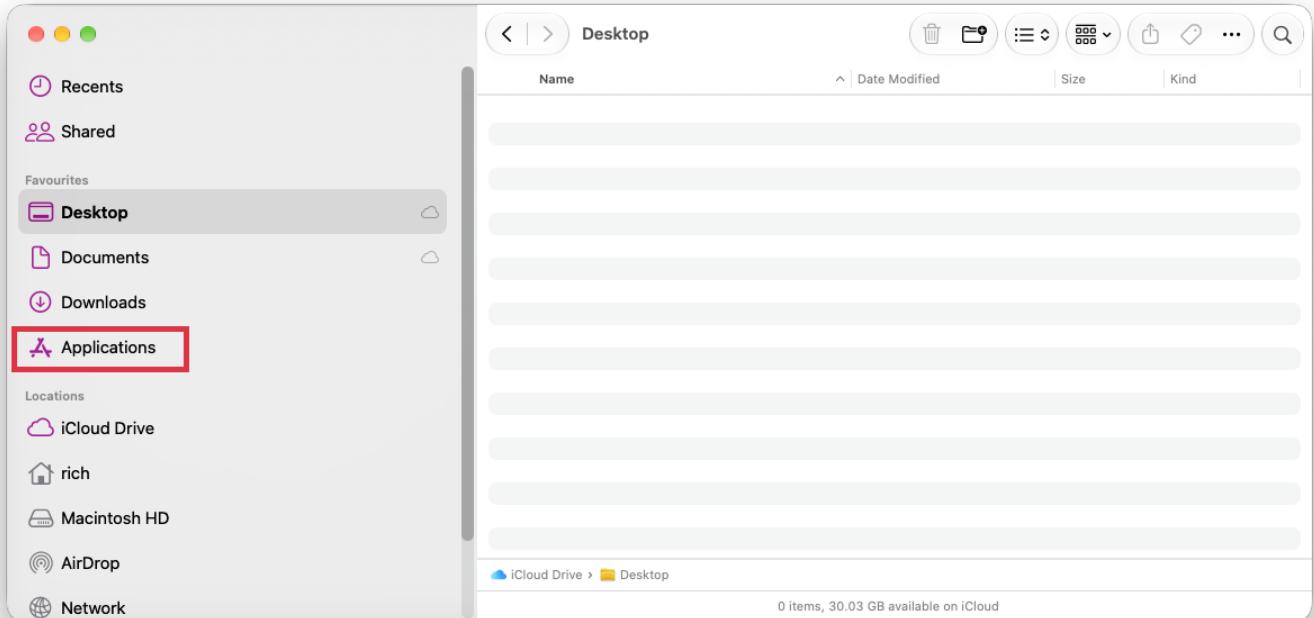
Step 1 – Open Finder



Click the **Finder** icon in the Dock.

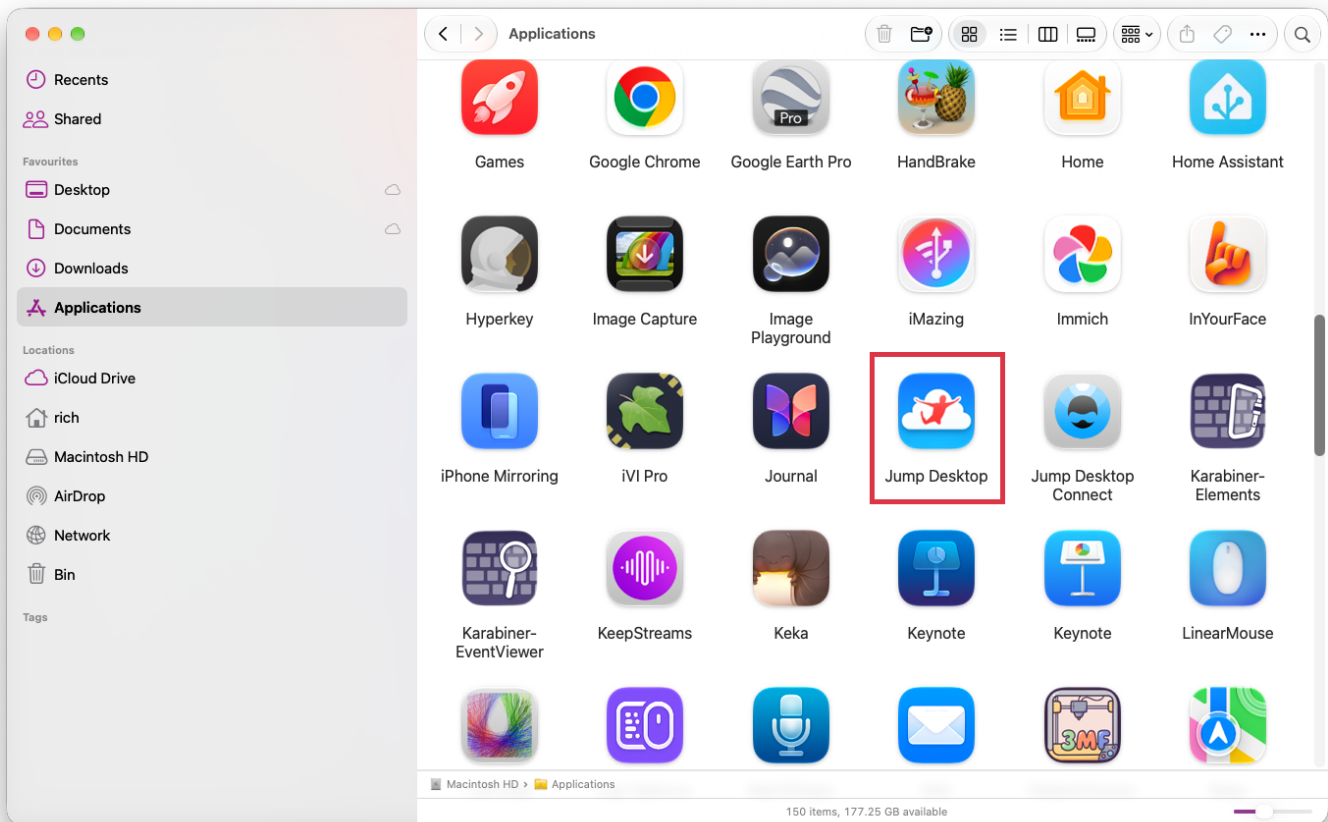
Hint: The Finder icon is the blue and white smiling face, normally located on the left-hand side of the Dock.

Step 2 – Open Applications



Use the screenshot showing the Finder window with **Applications** highlighted.

Step 3 – Open Jump Desktop Connect

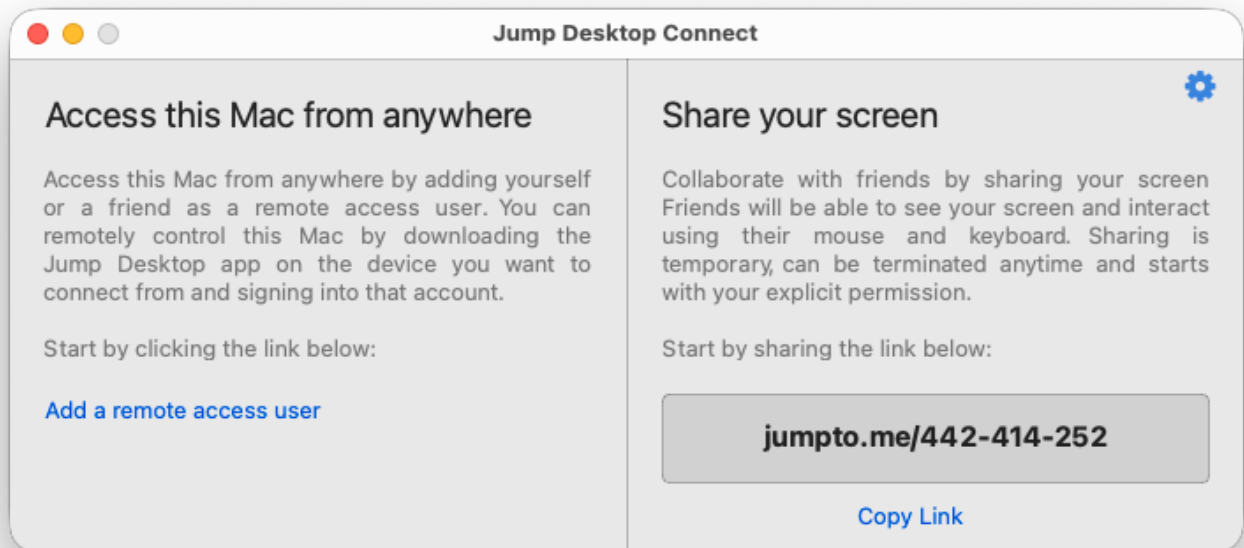


Find **Jump Desktop Connect** in the Applications folder.

Double-click Jump Desktop Connect to open it.

Hint: The applications are listed alphabetically, so scroll down until you reach the letter J.

Step 4 – Find your remote support number



Jump Desktop Connect will open and display your unique nine-digit remote support number under Share your screen.

Please call us on **07979 252573** or **01985 330073** and provide the nine-digit number shown on your screen.

Remote Support Ready

Your remote support session is now ready to begin.

If you have any questions or need further assistance, please email info@simplepchealth.co.uk or call 07979 252573 or 01985 330073.

Thank you for choosing Simple PC Help.