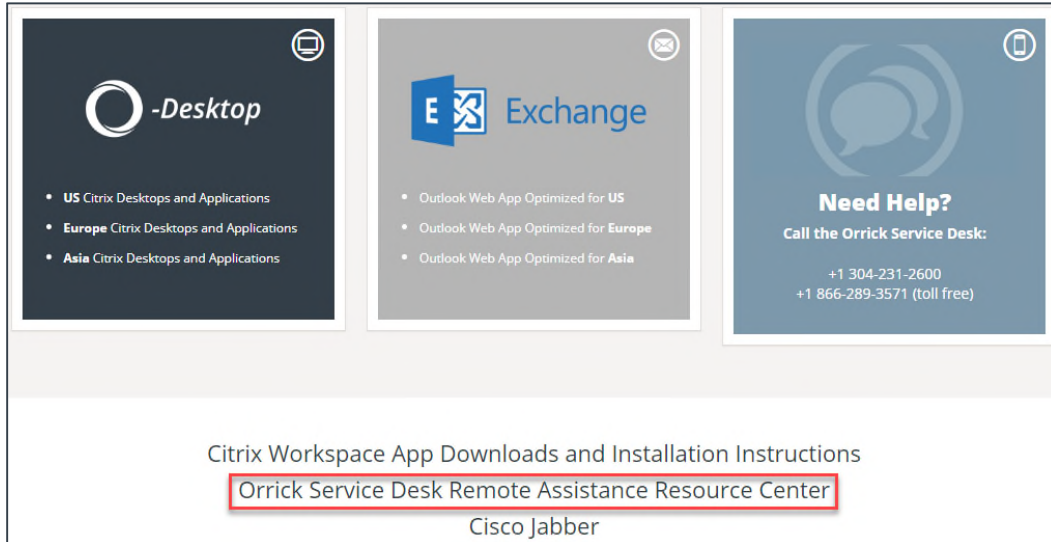
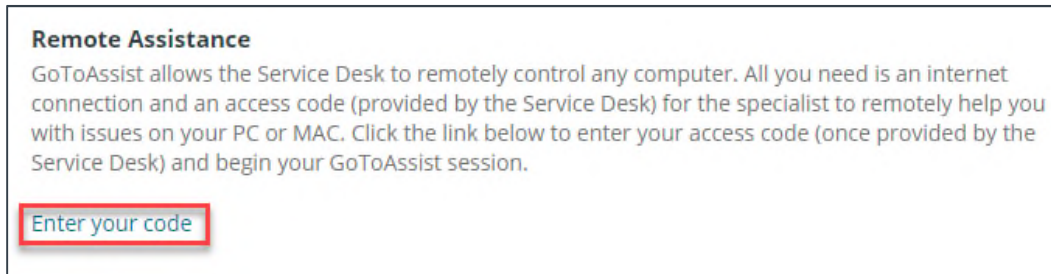


1. Open your browser and go to <https://www.orrick.com/Secure-Login>.
2. Click **Orrick Service Desk Remote Assistance Resource Center**.



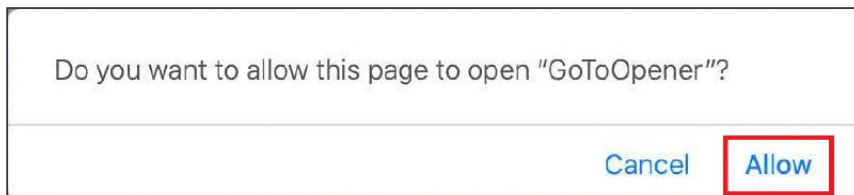
3. Under **Remote Assistance**, click **Enter your code**.



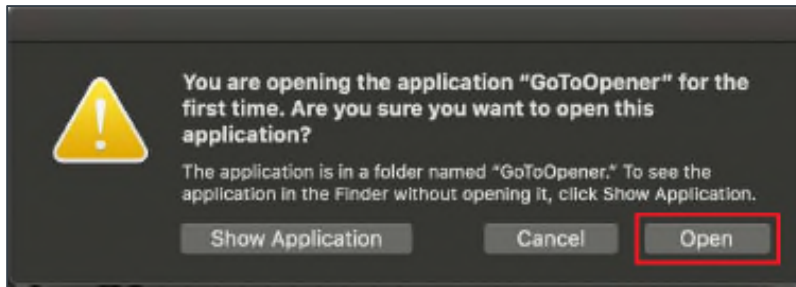
4. The Service Desk specialist will provide you with a 9-digit code to enter. Enter this code in the **Session Code** textbox and click **Continue**.



5. When prompted, click **Allow**.

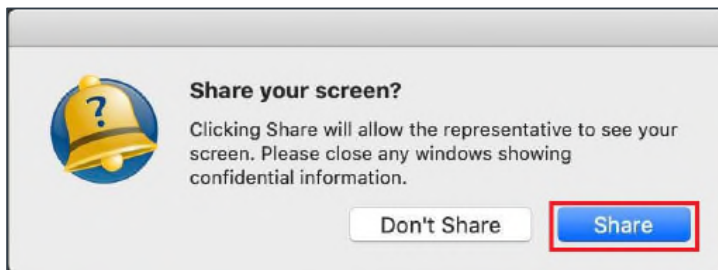


6. When the below prompt appears, click **Open**

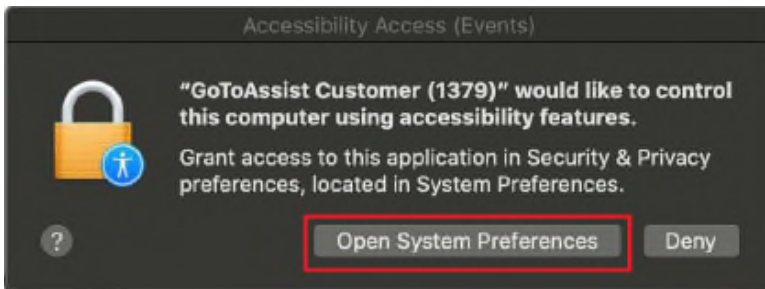


Note: Steps 7 and 8 will appear in a random order, but both steps must be completed.

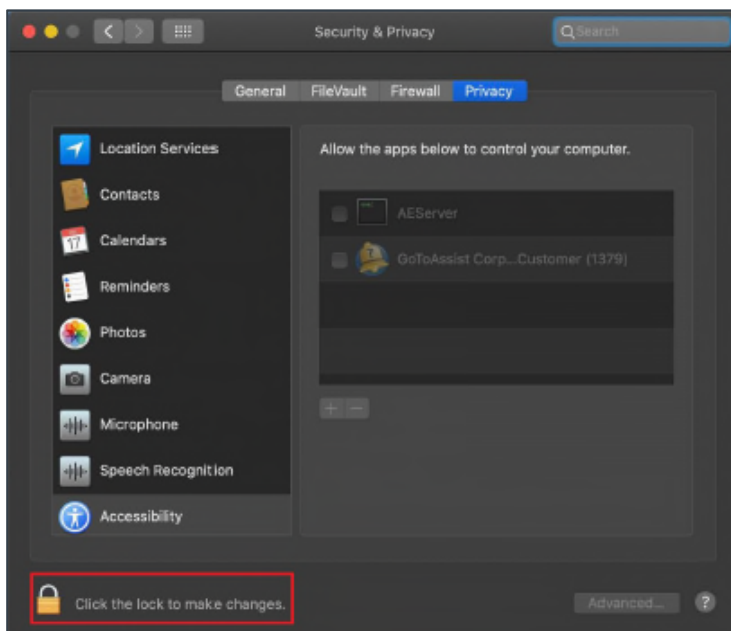
7. Click **Share** when asked to share your screen.



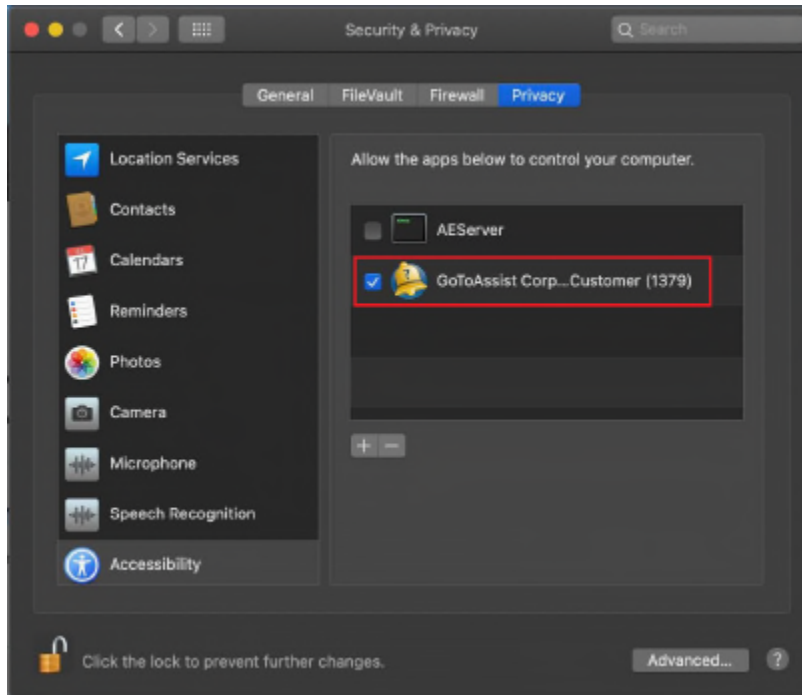
8. Click **Open System Preferences** when the **Accessibility Access (Events)** window appears.



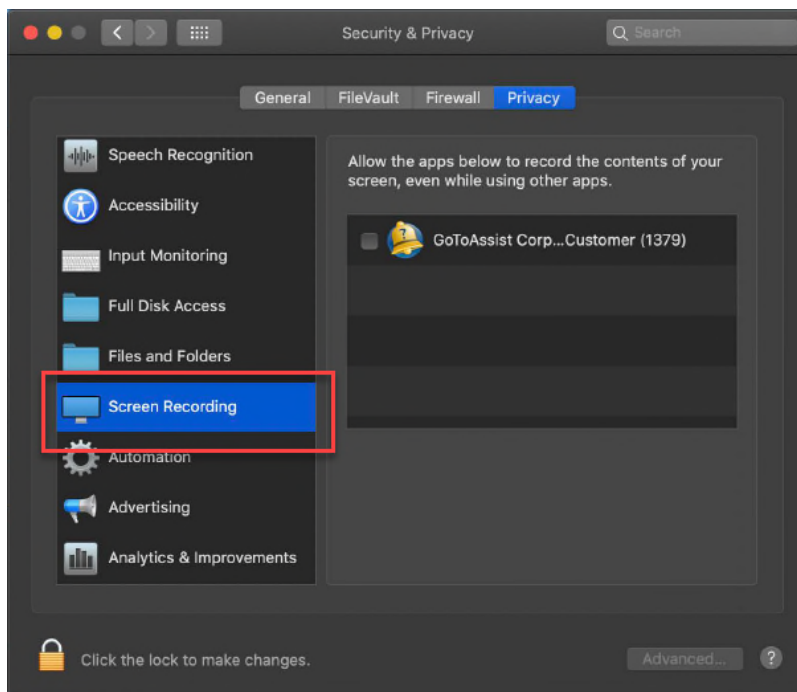
9. Make sure the padlock in the bottom left corner is unlocked. If it is locked as shown in the image below, to unlock it, click on the **padlock**, and then enter your password for your personal Mac.



10. Select the checkbox beside **GoToAssist Corp...Customer**, if it is not checked.



11. In the left pane, scroll down to **Screen Recording**.



12. Click the **padlock** in the bottom left corner of the screen, similar to step 9, and then select the checkbox beside **GoToAssist Corp...Customer**.

The Service Desk will now be able to assist you on your personal Mac.