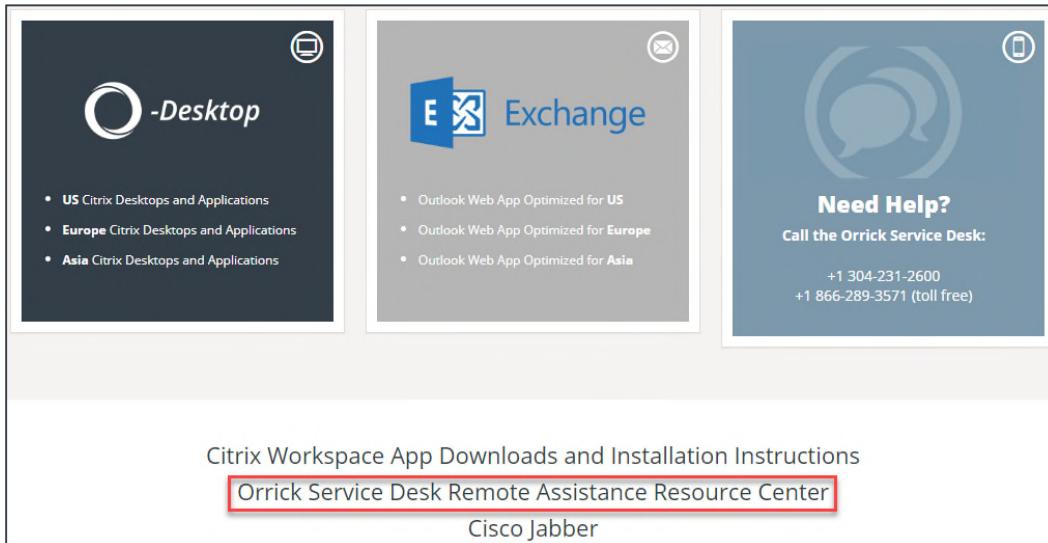


1. Open your browser and go to <https://www.orrick.com/Secure-Login>.
2. Click **Orrick Service Desk Remote Assistance Resource Center**.

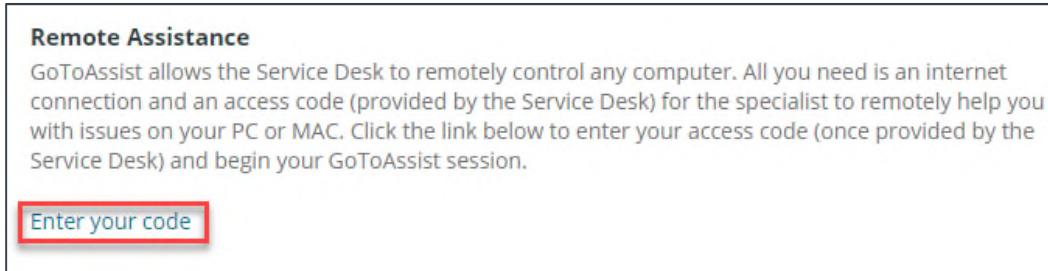


Citrix Workspace App Downloads and Installation Instructions

[Orrick Service Desk Remote Assistance Resource Center](#)

Cisco Jabber

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

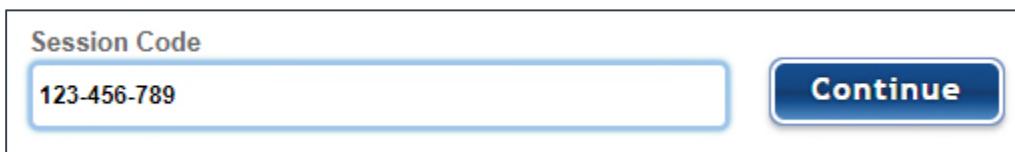


Remote Assistance

GoToAssist allows the Service Desk to remotely control any computer. All you need is an internet connection and an access code (provided by the Service Desk) for the specialist to remotely help you with issues on your PC or MAC. Click the link below to enter your access code (once provided by the Service Desk) and begin your GoToAssist session.

[Enter your code](#)

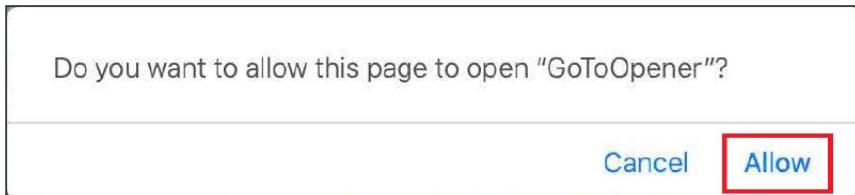
4. The Service Desk specialist will provide you with a 9-digit code to enter. Enter this code in the **Session Code** textbox and click **Continue**.



Session Code

Continue

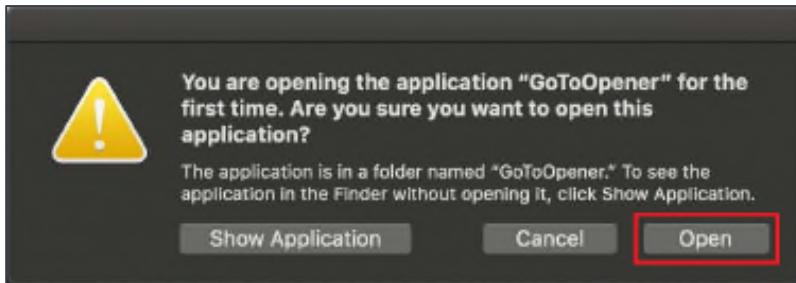
5. When prompted, click **Allow**.



Do you want to allow this page to open "GoToOpener"?

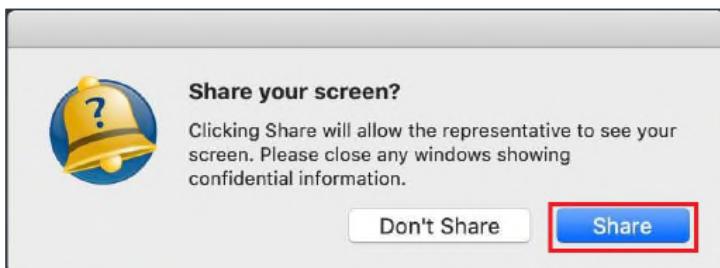
[Cancel](#) [Allow](#)

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

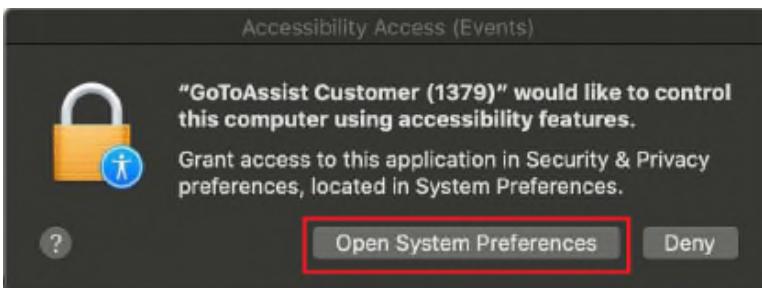


Note: Steps 7 and 8 will appear in a random order, but both steps must be completed.

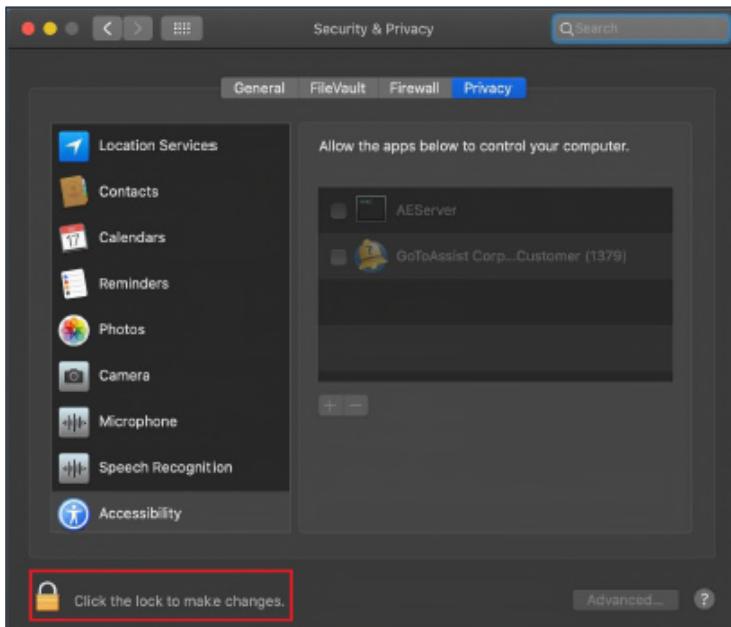
7. Click **Share** when asked to share your screen.



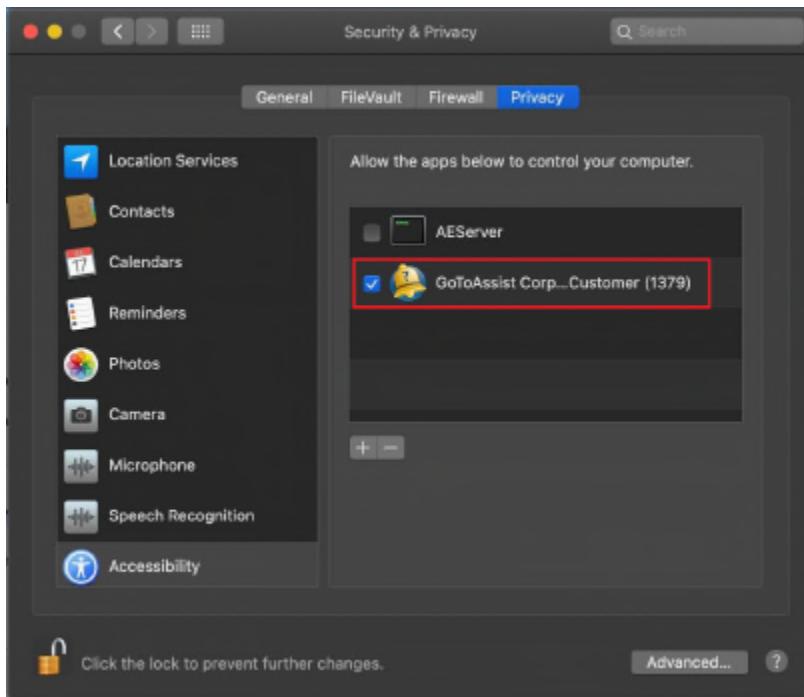
8. Click **Open System Preferences** when the **Accessibility Access (Events)** window appears.



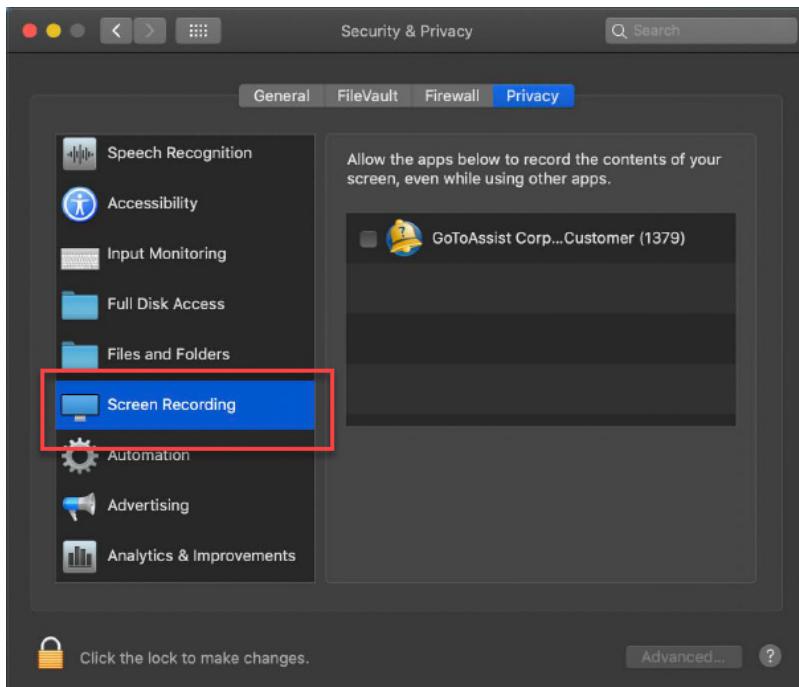
9. Make sure the padlock in the bottom left corner is unlocked. If it is locked as shown in the image below, to unlock it, click on the **padlock**, and then enter your password for your personal Mac.



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.