**Connecting to BOMGAR on Mac**

1. Go to support.floridapoly.edu
2. Enter support key and click submit
3. Click “yes” to continue connecting
4. Open downloaded file
5. Double-click the BOMGAR icon
6. Security prompt will pop up, select ‘open anyway’

**IF** security prompt says “Cannot open because application was not downloaded from the app store” then click OK,

1. Go to Settings > Security & Privacy > General
2. Under “Allow apps download from:”
   1. Blocked app should appear, select ‘open anyway’
3. OR change selected setting from ‘app store’ to ‘anywhere’
   1. Try rerunning or starting new session
   2. (Click on padlock icon in settings to modify the option)