

Screen Sharing



If you've ever tried to talk someone through fixing a computer problem, you know how hard it can be, whether it's over the phone or looking over someone's shoulder. Apple has made it easy to share screens and in some cases even remotely control a screen.

When you call Apple Tech Support, chances are the agent has asked your permission to view your screen. The app the agent uses cannot make any changes on your Mac, but he/she can display a big red cursor to point out what you need to do.

There are many apps available for screen sharing, but I'm only going to cover the few I have experience with. At the end, feel free to offer any suggestions on apps you're familiar with.

Items covered:

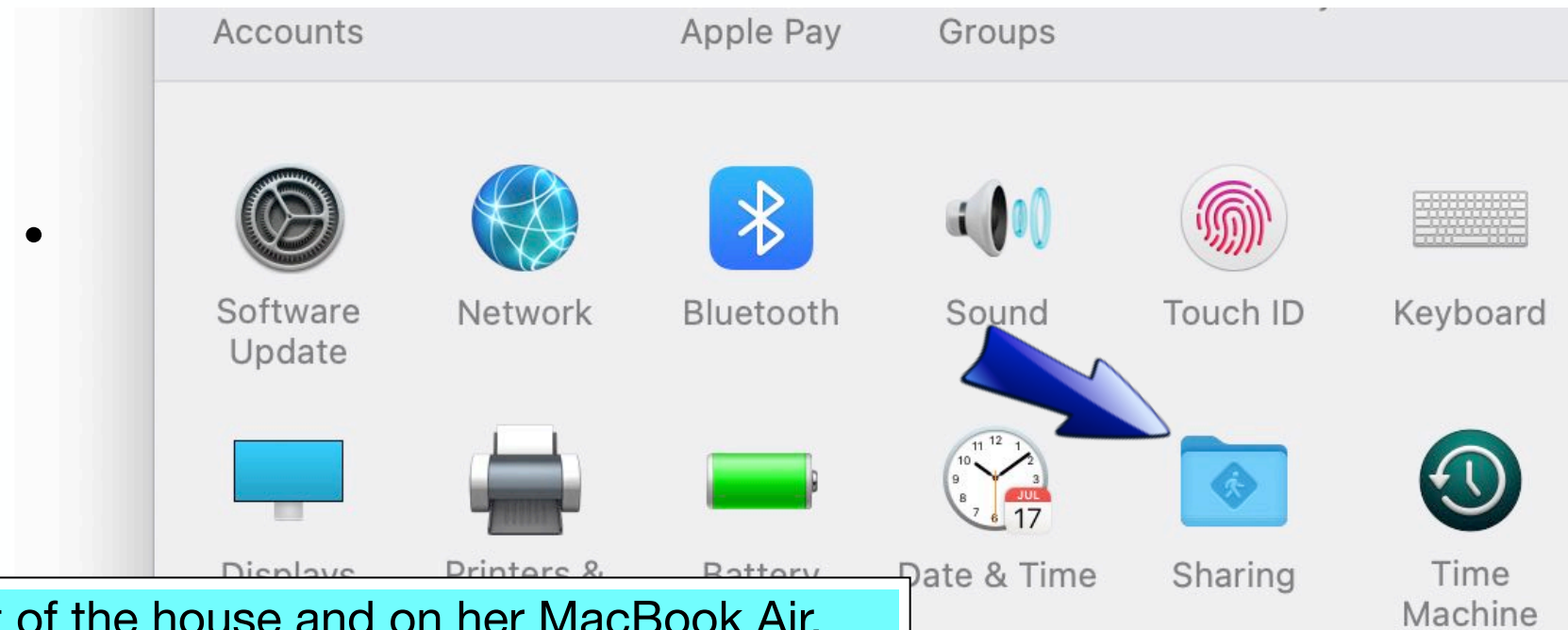


- Network screen sharing
- Messages
- TeamViewer



1. Network Mac to Mac Screen Sharing

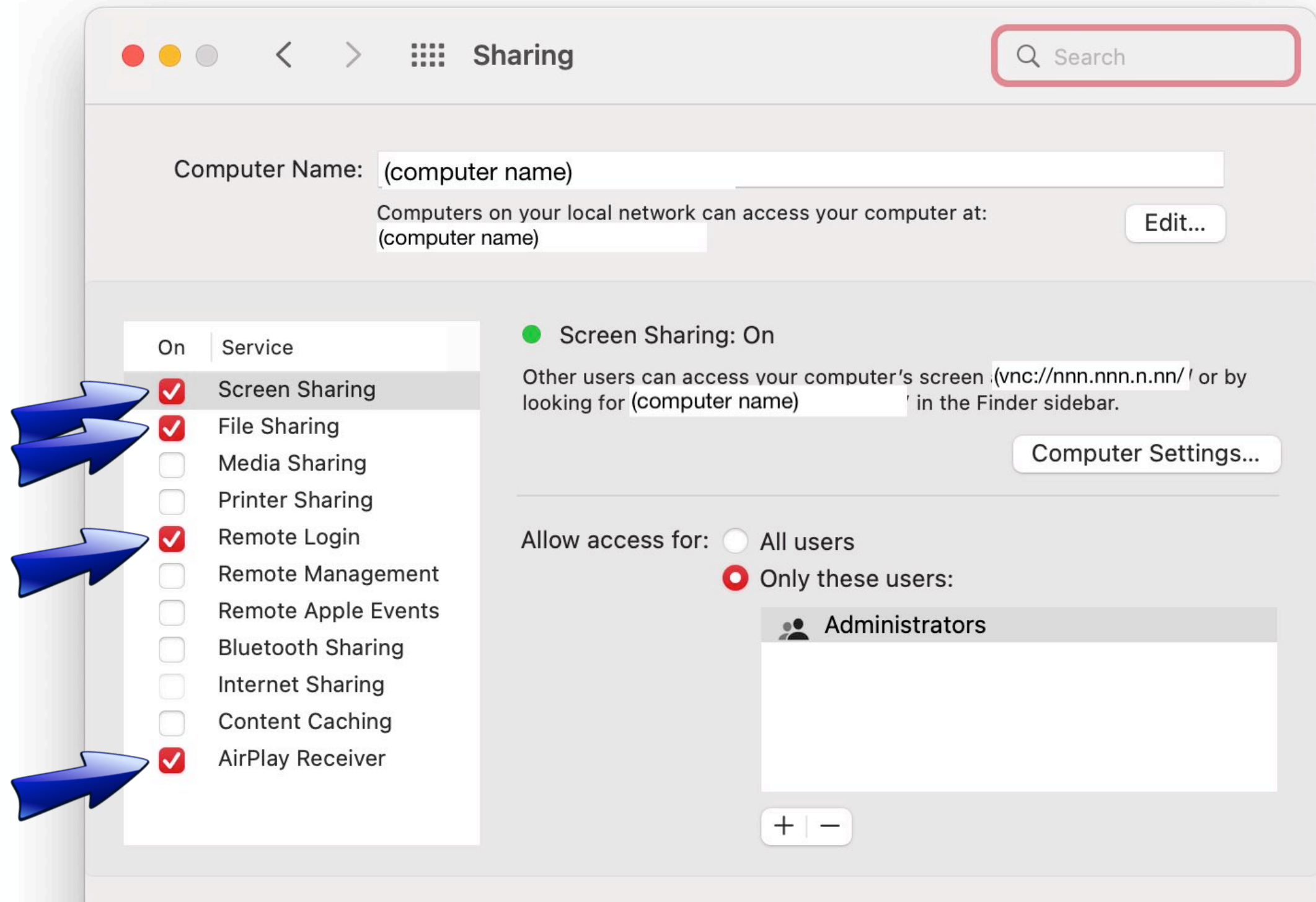
1. 🍏 (Apple menu)
2. System Preferences...
3. Sharing
4. Click on...



Sometimes when my wife is in another part of the house and on her MacBook Air, she will text me asking for help with an issue. Since we use the same network, it's easy for me to view her screen and even take control of her Mac.

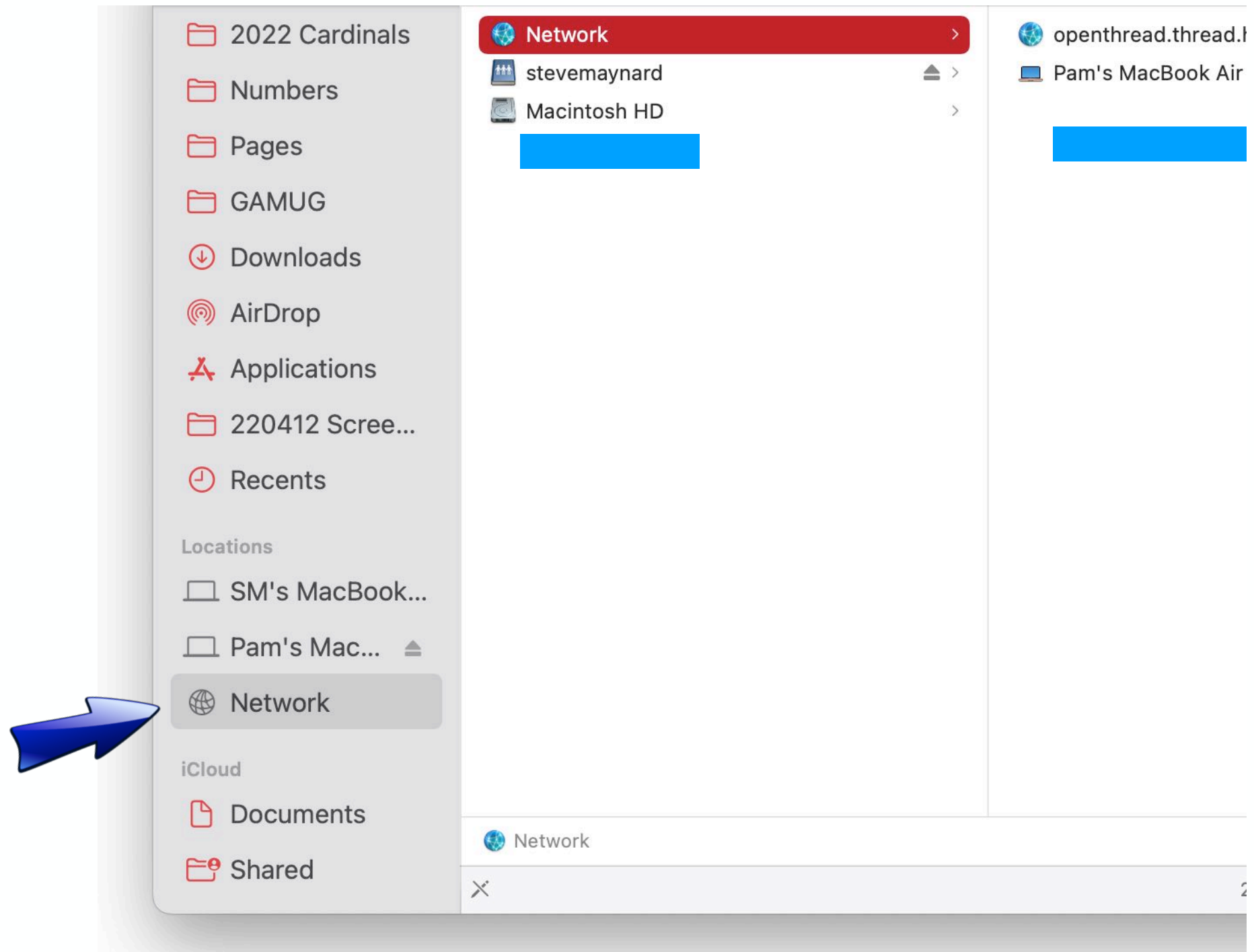
First, I had to make her Mac accessible. I had her pull down the Apple menu, select System Preferences, then click on Sharing.

Network Mac to Mac Screen Sharing



In Sharing preferences, click on Screen Sharing, File Sharing, Remote Login, and AirPlay Receiver. Those options will be the most useful. Be sure Remote Management is turned off; you can't have both Screen Sharing and Remote Management on at the same time. You can experiment with others to see if they have any advantages. I allowed access for "only these users." Administrators was in the list by default.

Network Mac to Mac Screen Sharing



To connect to the other computer, open a Finder window. In the Locations section of the sidebar, click Network, click on the Mac you want to share, then click Share Screen...

Screen Sharing will open, and you will see the other computer's desktop. You can use your mouse or touchpad to move its cursor, click on selections, and enter text.

After you have made the connection, the other Mac's name will appear in the Locations section of the sidebar.

2. Screen Sharing via Messages

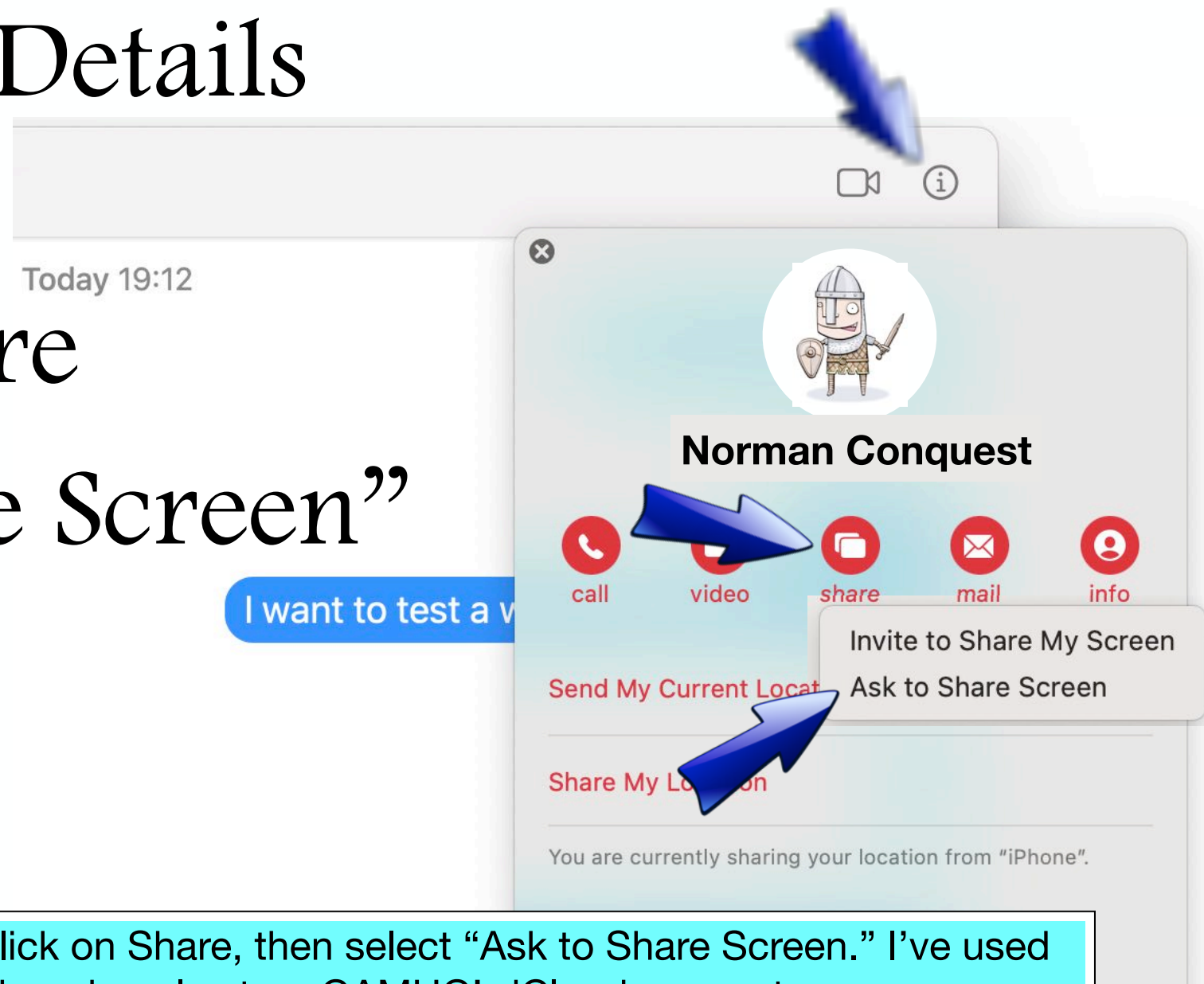
1. Open Messages
2. Send a text to someone



Another way to screen share is done through Messages. This works with OS 10.14 or later.
Open the Messages app and begin a text conversation with the person whose screen you want to view.

Screen Sharing via Messages

3. Click on the Details button
4. Click on Share
5. “Ask to Share Screen”



Click on the Details button (the circled “i”), click on Share, then select “Ask to Share Screen.” I’ve used this method with the other officers to show them how I set up GAMUG’s iCloud account.

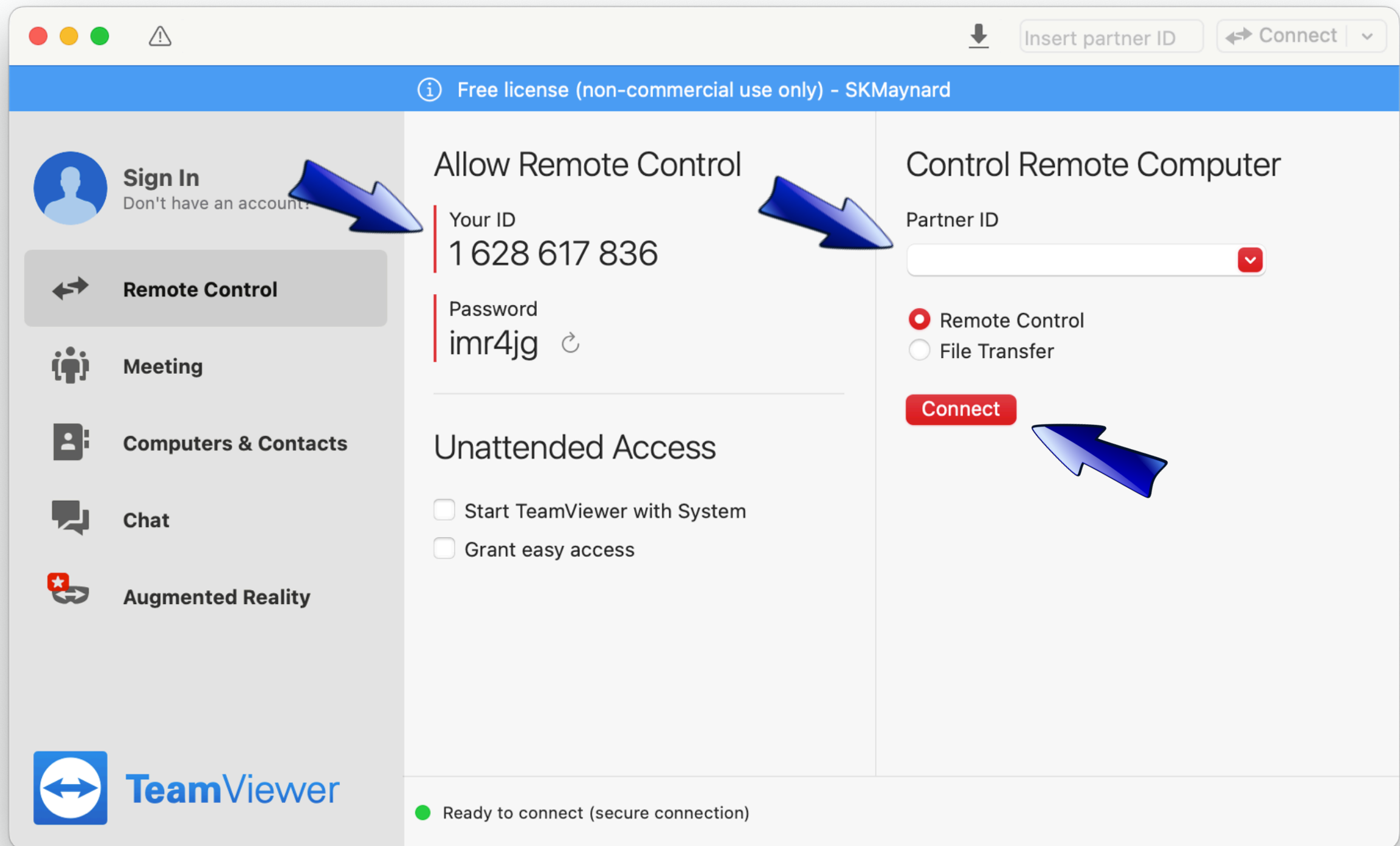
You can also use this method to invite the other person to view your screen.

3. TeamViewer



The third approach is with the app TeamViewer. It was introduced by a German company in 2005 to avoid unnecessary trips to customers and perform tasks remotely, such as installing software. TeamViewer does not require registration and is free for non-commercial use. It has been installed on more than two billion devices.

TeamViewer



When you start up TeamViewer, your Mac is assigned an ID and a password, which you can provide to someone else to allow access your computer.

In the same manner, the Mac you want to view is also assigned an ID and password, which the other person provides to you. Click on the red Connect button, and the other Mac's desktop will appear on your Mac.

Do you trust this guy?



When it comes to transferring data, TeamViewer has end-to-end encryption. When the app is used correctly, it's one of the best for ease of use and security.

However, humans can be careless. When you reveal your TeamViewer ID and password you are granting full access to your computer. So be sure you are dealing with someone you trust!

TeamViewer and similar programs are often used in technical support scams. Attackers pretend to represent well-known companies to gain control of victims' computers. Abuse got so bad in Britain that an Internet provider blocked TeamViewer's software data traffic. TeamViewer has tips for safe use and provides support to investigate incidents.

Sources:

<https://setapp.com/how-to/top-screen-sharing-mac-apps>

<https://support.apple.com/guide/mac-help/share-the-screen-of-another-mac-mh14066/12.0/mac/12.0>

<https://www.teamviewer.com/>

<https://mackeeper.com/blog/how-to-screenshare-on-mac/>

<https://www.macworld.co.uk/how-to/share-screen-iphone-ipad-3654642/>

Here are some of the web sites I referenced when compiling this presentation. The sites have plenty of good information and in some cases detailed instructions.

Other screen sharing apps (some are free, some are not):

Zoom

Screens (free 7~day trial)

Skype

Screenleap (uses Java)

USE Together (in beta)

Jump Desktop (free 7~day trial)

Here are some other apps I found that were recommended. Zoom is an obvious choice. Skype is the granddaddy of video chatting, but it also has a screen sharing option. Some apps come with a free seven-day trial. Screenleap got good reviews, but it uses Java, which is no longer available on Macs if you have kept your operating system updated.

Questions? Comments?

