Enable Mesh Remote Support on Your Mac

Our remote support tool uses **Mesh** (sometimes shown as **meshagent**) to let Technology view your Mac's screen and help with the mouse and keyboard. macOS requires you to approve Screen Recording. Technology supplies the mouse and keyboard permissions through the Mac's management profile.

You only need to enable Screen Recording. You do not need to change Accessibility, Device Control and Data Access, or Full Disk Access as part of these steps.

Enable Screen Recording

1. Click **Open Screen Recording** in the West Fork reminder. You can also open the **Apple menu → System Settings → Privacy & Security → Screen & System Audio Recording**. On some macOS versions, the section is called **Screen Recording**.
2. Find **Mesh** or **meshagent** and turn its switch on. The icon may look like a small Terminal window.
3. If macOS asks for your password, enter it in the macOS dialog. If it specifically requires an administrator account you do not have, contact Technology.
4. If macOS asks you to quit and reopen the app, follow that instruction. If there is no restart prompt, continue.
5. Close the current remote support connection and have Technology connect again.

The switch animation in the West Fork reminder is an illustration. Change the actual switch in System Settings.

If Mesh is missing from the list

1. In **Screen & System Audio Recording**, click the **+** button.
2. Press **Command–Shift–G** to open **Go to Folder**.
3. Enter `/opt/tacticalmesh/meshagent`, select that file, and add it.
4. Turn on its switch, then reconnect the remote support session.

Use the exact Mesh file above. If a permission prompt names **Terminal** or **tacticalagent** instead of Mesh, let Technology check it before approving a different application.

If a second screen-sharing prompt appears

macOS may say that **meshagent is requesting to bypass the system private window picker and directly access your screen and audio**. During the Mesh setup or support session, choose **Allow** for that prompt. This allows Mesh to share the desktop directly.

After allowing it, close the existing remote support connection and connect again. The West Fork reminder cannot check this separate prompt, so Technology should confirm that the live desktop is visible and continues updating.

If the screen works but the mouse or keyboard does not

Close the remote session and reconnect once. If input still fails, contact Technology. The mouse and keyboard permissions are managed separately from Screen Recording, and Technology needs to check the installed profile.

You should not need to find or enable a manual control switch. On macOS 27.2.1, the related Settings page is named **Device Control and Data Access**; the name can differ on other versions.

If Mesh is already enabled but still asks for permission

This can happen after a Mesh update. The visible entry may still refer to the previous version. If Technology confirms that this is the problem, close the remote session, remove only the **Mesh/meshagent** entry from **Screen & System Audio Recording**, then add `/opt/tacticalmesh/meshagent` again using the steps above. Enable it and reconnect.

Leave other applications and the managed input profiles in place.

What the reminder buttons do

- **Open Screen Recording** opens the macOS permission page.
- **Setup help** opens this article in your browser.
- **Check again** rereads the latest permission status. It can take a minute or two for a change to appear.
- **Remind me soon** hides the reminder for five minutes. Closing the window does the same thing.

The reminder returns while Screen Recording or the managed input permissions cannot be confirmed. It stays hidden once all required permissions are confirmed, and while your Mac is locked. If you have completed the steps and it keeps returning, contact Technology rather than repeatedly changing settings.

These steps were verified on macOS 27.2.1 during the West Fork Mac pilot.

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