

Mac

Catalina Software Workaround

The recent Catalina iOS update has disabled screen-sharing on Apple devices as the default setting. One effect is that it stops the use of Clickshare. Please follow the steps below to re-enable screen-sharing on your device

Disclaimer: HMCTS been advised of the fix shown here, by our suppliers, but HMCTS accepts no responsibility for any consequences resulting from anyone making use of this.

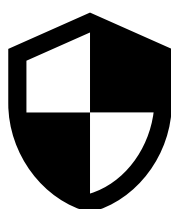
Nov 2019



Connect dongle to IOS device



Click on Clickshare App when it appears on desktop



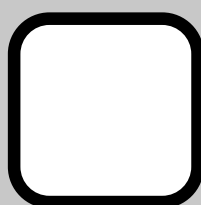
Go to
System Preferences => Security & Privacy => Privacy scroll down to screen recording and select



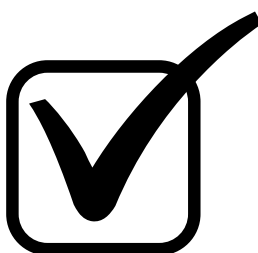
Tick the box that says "Clickshare"



Unplug the dongle from the device



Untick the "Clickshare" box



Re-tick the box that says "Clickshare"



Reconnect the dongle into the device



Click on the Clickshare App when it appears on desktop



When ready to share click dongle button to share