



# Elevate to Admin Mode on MacOS

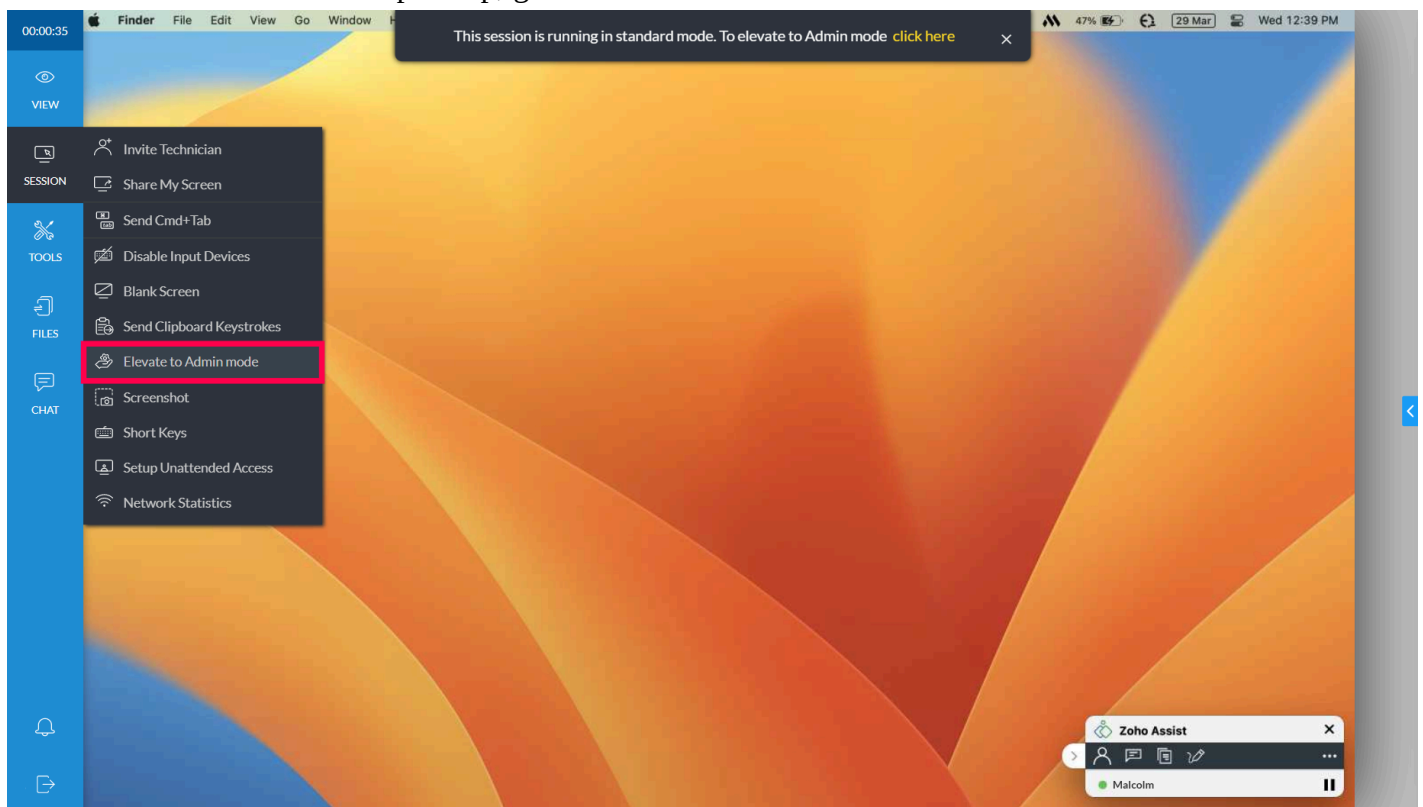
Zoho Assist can run as either a user-level or admin-level application on a Mac OS remote device. When providing remote support to a MacOS device using Zoho Assist, you may find that certain tasks or system changes require admin-level access. The **Elevate to Admin Mode** feature provides you with additional/elevated privileges so you can perform more actions on the remote device.

**Running Zoho Assist as a service provides you with the following benefits:**

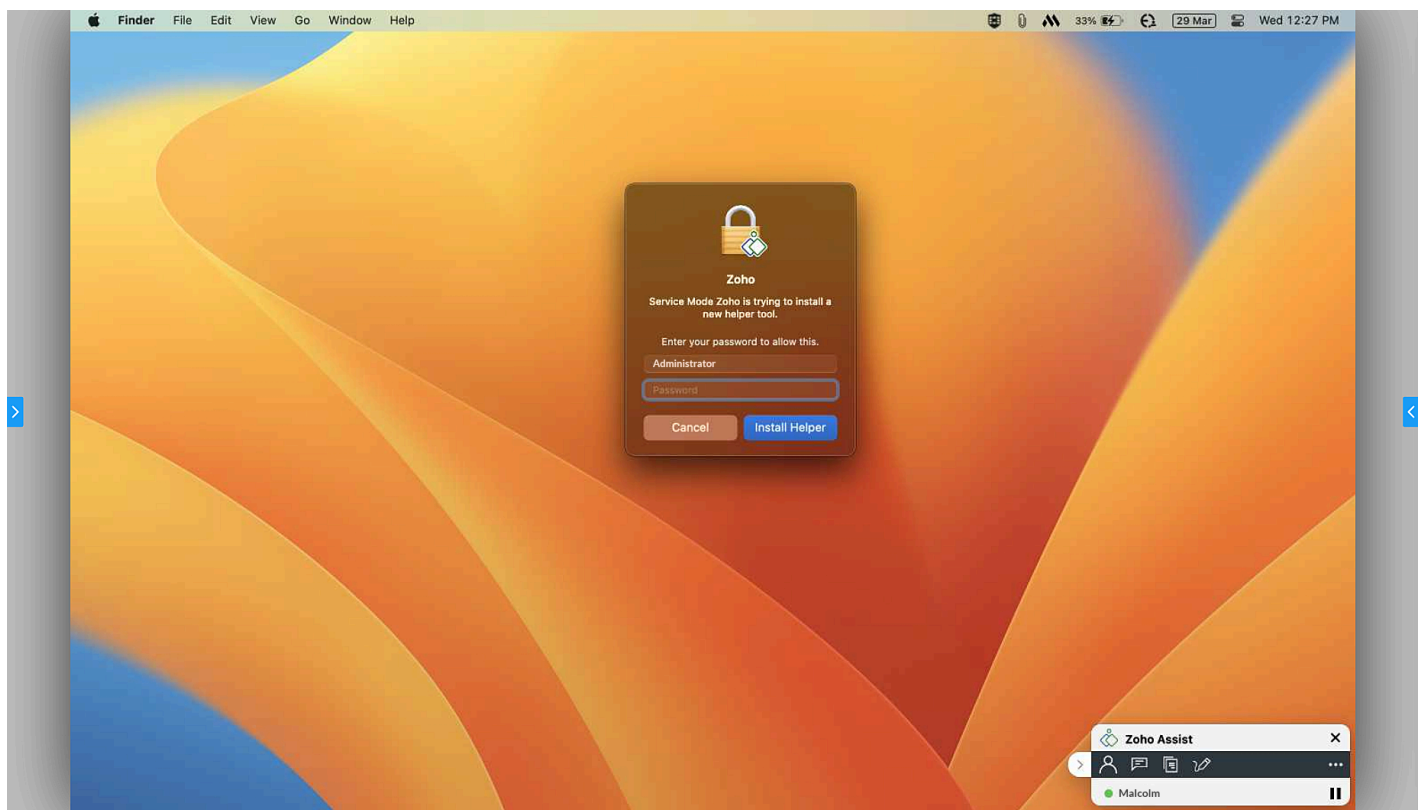
- Reboot and reconnect a MacOS device during a session.
- Switch user profiles without locking yourself out of the device.

**To elevate to admin mode on MacOS during a remote support session:**

1. Once the technician console opens up, go to **Session > Elevate as Admin mode**.



2. A prompt will open on the remote device. The customer or technician can enter the remote computer's Admin credentials, such as the Admin **username and password**, and click **Install Helper** to proceed.



3. Once the Admin credentials are verified, your session will be reconnected in **Admin Mode**. This will allow you to perform various administrative tasks on the Mac during the remote support session.

