gatereach

Product manual

Your Mac, always within reach.

How to set up Gatereach, step by step: your iPhone controlling your Mac at home and from anywhere else, and one Mac controlling another.

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Sharobella e.U., Vienna

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1. What Gatereach does

Gatereach lets you see and control your own Mac from your iPhone or from another Mac.
The picture and your input travel end-to-end encrypted between your two devices.
Nobody else can open the session, and we never see your screen.

iPhone to Mac



At home: on the same Wi-Fi, the two talk directly. No server is involved.



From anywhere: with **“Reach this Mac when away”** on, the two find each other through our relay, over 5G or any other network. The relay passes along encrypted data it cannot read.

Mac to Mac



Gatereach for Mac also connects to another Mac with Gatereach, in its own window, with mouse, trackpad and keyboard.

In this early-access build, Mac to Mac works when both Macs are on the same network. From another network it is planned.

> **One idea runs through everything.** You pair two devices once, in the same place, and from then on they recognise each other by their keys. Every connection asks you to confirm it is you: Face ID or the app PIN on the iPhone, Touch ID or your password on a Mac.

2. What you need

Check these before you start. Most problems at setup come from one of them.

DEVICE	REQUIREMENT
The Mac you want to reach	macOS 26 or later on Apple silicon (M1 or later). Intel Macs are not supported. It has to be switched on, awake, online and logged in. Gatereach does not wake a sleeping Mac or unlock a locked one.
Your iPhone	iOS 26 or later, with Apple's **TestFlight** app. The Gatereach iPhone app comes through a TestFlight invite while it is in early access. There is no iPad app yet.
Another Mac as the viewer (optional)	macOS 26 or later, Apple silicon, with the same Gatereach download.
The network	For the first pairing, both devices on the same Wi-Fi. To reach the Mac from somewhere else, both need an internet connection, and the Mac needs an Away invite (section 4).

Where to get the apps

- **Mac:** `gatereach.com/download`, a signed DMG notarised by Apple. Install it on the Mac you want to reach and on any Mac you want to reach it from.
- **iPhone:** request an invite on the same page. We send a TestFlight invite to the address you give.

The three macOS permissions

Gatereach never switches them on for you, and you can take each one back in System Settings at any time.

PERMISSION	WHAT IT ALLOWS
Screen Recording	Your iPhone or other Mac can see this Mac's screen.
Accessibility	It can move the pointer and type. Without it you can only watch, and the viewer says **“Viewing only”**.
Local Network	Devices at home can find this Mac. Turn it on on *both* Macs for Mac to Mac.

PART ONE

3. iPhone to Mac, at home

About ten minutes, once. Do it with the iPhone and the Mac on the same Wi-Fi.

1 ON THE MAC

Install Gatereach

Open the DMG, drag **Gatereach** to Applications and open it from there, not from the DMG. When macOS asks whether to open an app downloaded from the internet, choose **“Open”**.

2 ON THE MAC

Allow the three permissions

When macOS asks, allow **Screen Recording**, **Accessibility** and **Local Network** for Gatereach (System Settings > Privacy & Security). macOS may ask you to quit and reopen Gatereach.

3 ON THE MAC

Set up this Mac for remote access

In the Gatereach window, on **Overview**, click **“Set up this Mac for remote access”**. One click turns on:

- **“Reach this Mac when away”**
- opening Gatereach at login
- keeping the Mac awake while Away is on

It says what it changed, and each one stays its own switch.

4 ON THE MAC

Check the picture source

Under **Picture > Source**, choose **“This Mac's screen”**. Some early builds start on a test pattern (**“Test card”**), which is only for development.

5 ON THE IPHONE

Install the iPhone app

Open the TestFlight invite email, install **TestFlight** from the App Store if you do not have it, and install **Gatereach** from TestFlight. Allow **Local Network** when the app asks.

6 ON THE IPHONE

Choose your app PIN

The first time, the app asks you to choose a 6-digit **app PIN**. It opens a Mac when Face ID cannot. Every connection asks for Face ID (or the PIN).

7 ON THE MAC

Open pairing

Click **“Pair a new device…”** (in early builds: **“Pair a new iPhone…”**). Pairing stays open for 10 minutes and the Mac shows a **6-digit pairing code**.

8 ON THE IPHONE

Pair

Your Mac appears in the list under **Macs**. Tap it, confirm with Face ID, and type the 6-digit code the Mac shows. The Mac then lists the iPhone under **Paired devices**.

9 ON THE IPHONE

Connect once at home

Tap your Mac and confirm with Face ID. Its screen opens on the phone. **This first connection also sets up the iPhone for Away.** Do it again after any change to your Away invite.

> From now on, at home: open Gatereach on the iPhone, tap your Mac, look at the phone. That is all.

PART TWO

4. iPhone to Mac, from anywhere

To reach the Mac over 5G or another Wi-Fi, the Mac needs an **Away invite** once. In early access, invites are given out by hand. Home connections work without one.

1 ON THE MAC

Copy your Away ID

In the Gatereach window, open **Overview > Away access > Invite** and click **“Copy Away ID”**. It looks like this (yours is different):

`GRA1-2MDER-63EQX-01Y5B-HB3DP-…`

The Away ID is public: it names your Mac's key, and it carries a check so a typing mistake is caught.

2 BY EMAIL

Ask for an invite

Send the Away ID to office@sharobella.com. We reply with an **invite code** made for that Mac only. It starts with `GRI1-`.

3 ON THE MAC

Enter the invite code

In the same place, under **“Enter invite code”**, click **“Paste”**, then **“Accept code”**. Within about a minute the status changes from **“Not enrolled”** to **“Enrolled until …”**.

The Mac refuses a code that is for another Mac or has expired, and does not send it anywhere.

4 ON THE MAC

Make sure Away is on

“Reach this Mac when away” must be on. Accepting a code does not turn it on by itself. The readiness list under Away access shows anything that could still make the Mac unreachable, and opens the right System Settings pane.

5

ON THE IPHONE, AT HOME

Connect once on Wi-Fi

Tap your Mac and connect, at home. This tells the relay that this iPhone belongs to this Mac.

6

ON THE IPHONE, ANYWHERE

Connect away

Away from home, the Mac's card says **“tap to connect away”**. Tap it and confirm with Face ID. The session starts at Low quality; you can raise it in the session.

Good to know

- An away session ends after 90 minutes. Connect again to carry on.
- The relay is small in early access: a few relayed sessions at the same time. When it is full, the iPhone says so and tells you when to try again. A direct path between your devices does not use the relay.
- An invite has an end date, shown as **“Enrolled until …”**. Before it ends, ask us for a new one.
- The Mac must stay awake, online and unlocked. After a restart with FileVault on, someone has to unlock it at the Mac.

PART THREE

5. Mac to Mac

Control one Mac from another, in a window. We call the Mac you control the **host**, and the one you sit at the **viewer**. Both need Gatereach and both must be on the same network.

1 ON BOTH MACS

Install Gatereach

Same download, same install as section 3, step 1. Allow **Local Network** on both.

2 ON THE HOST

Allow Screen Recording and Accessibility, choose the screen

As in section 3, steps 2 and 4: without Screen Recording the viewer sees nothing, without Accessibility it can only watch, and the source must be **“This Mac's screen”**.

3 ON THE HOST

Open pairing

Click **“Pair a new device…”** (in early builds: **“Pair a new iPhone…”**, which pairs a Mac too). Pairing stays open for 10 minutes.

4 ON THE VIEWER

Find the host

Open the Gatereach window and choose **Other Macs** in the sidebar. Under **Nearby Macs** it lists the Gatereach Macs it finds on this network.

5 ON THE VIEWER

Pair

Click **“Pair”** next to the host and confirm with Touch ID or your login password. The host moves to **Paired Macs**.

6 ON THE VIEWER

Connect

Click **“Connect”** and confirm again. The host's screen opens in its own window, which you can resize. Use the mouse, trackpad and keyboard as on the host itself.

> **Same network only, for now.** Mac to Mac does not go through the relay yet, so it does not work from another network. If the list stays empty, check Local Network on both Macs, and that the host is awake, unlocked and running Gatereach.

6. During a session

On the iPhone

- Tap, drag and scroll; a keyboard with Mac keys.
- Three-finger gestures for Mission Control, App Exposé, Spaces, Launchpad and Show Desktop, using the shortcuts set on the Mac.
- Apple Pencil, trackpad, mouse and a hardware keyboard work as what they are.
- Show a whole screen, several screens (stack, grid, split), or a single Mac window.
- **“Aa”** makes a window's text larger on the phone; Gatereach puts the window back when you stop.
- The front app's menus open on the iPhone.
- A small amber dot means a slow link. Quality never changes by itself; you choose.

In the Mac viewer window

- **“View”** watches only; **“Control”** sends your mouse and keyboard.
- **“Send system keys”** passes shortcuts such as Command-Tab to the host instead of your own Mac.
- A display switcher appears when the host has more than one screen.
- **“Stop”** ends the session.

On both

- **Share clipboard**: text only, up to 256 KB, both directions, off by default. Copies marked as passwords are never shared.
- The host Mac shows a ring and a menu-bar state for as long as a session runs, so the person at it always knows.
- If the host locks, the session ends. Unlock it and connect again; nothing reconnects by itself.

7. When something does not work

Find the message you see, then do what the right-hand column says.

YOU SEE	WHAT TO DO
The Mac is not in the list on the iPhone at home	Both on the same Wi-Fi? Gatereach open on the Mac? Local Network allowed for Gatereach on the iPhone (Settings > Privacy & Security > Local Network) and on the Mac?
“Pairing is closed on that Mac”	On the host, click **“Pair a new device...”** again (pairing stays open 10 minutes), then pair again.
The viewer shows a test pattern (**“Test card A/B”**, a clock and code)	On the host: **Picture > Source > This Mac's screen**, then connect again.
“Viewing only: allow control for Gatereach on the Mac”	On the host: System Settings > Privacy & Security > **Accessibility**, turn on Gatereach.
Black or empty picture	On the host: allow **Screen Recording** for Gatereach, quit and reopen it.
“The away server does not know this Mac or this iPhone yet”	The Mac has no Away invite yet, or the iPhone has not connected at home since the invite. Do section 4, steps 1 to 5. If the Mac shows **“Enrolled”**, connect once at home, then try away again.
“Offline, last seen ...” while away	The Mac is asleep, offline, or Gatereach is not running on it. Check the Mac's readiness list when you are back, and keep **“Keep this Mac awake while Away is on”** on.
“The Mac is locked”	Remote sessions are refused while it is locked. Someone unlocks it at the Mac; Gatereach never types a password.
The relay is full	The iPhone says when to try again. Early access has only a few relayed sessions at the same time.
The session ended after 90 minutes	Away sessions are time-limited. Tap Connect again.
“Pairing didn't finish. Pair again or Forget.”	Open pairing on the Mac and pair again, or tap Forget if you no longer use that Mac.
“... no longer trusts this iPhone”	The Mac removed this iPhone or changed its key. Open pairing on the Mac and tap it again on the iPhone.

Still stuck? Write to office@sharobella.com, in English or German. Say which device, what you did and the exact message. For a security problem, see `gatereach.com/security`.

8. Privacy, security and limits

What travels where

- At home, your devices talk to each other on your network. None of our servers is involved.
- With Away on, both contact our relay to find each other and, when there is no direct path, to pass the connection along. With Away off, they do not.
- Screen, input and clipboard text are end-to-end encrypted between your two devices. The relay cannot read them, and we do not store screen content.
- The relay sees network addresses, when sessions start and end, how much data moves, and random identifiers for your devices.
- No analytics, advertising or tracking code in the apps. Diagnostic files stay on your device.
- Each device keeps its keys in its own keychain; the iPhone's key lives in the Secure Enclave.

Who can connect

- Only a device you paired, in person, with a code shown on the Mac.
- Every connection needs Face ID or the app PIN (iPhone), or Touch ID or your password (Mac).
- Remove a device on the Mac under **Devices** and it can no longer connect.

What is early, and what is missing

- Early access is free: no sign-in, no accounts, no payments. The plans on the pricing page are planned, not on sale.
- Away is invite-only and limited at first.
- Mac to Mac works on the same network only.
- No automatic updates: the Mac app tells you when a new version is out, and you download it from `gatereach.com/download`.
- No iPad app, no Intel Macs, no sound.
- We publish no speed, latency or uptime figures until we have measured them.
- A Mac that is asleep, switched off or offline cannot be reached.

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