

Mac & Chromebook | Advanced | 2 min read

Mac: how to use Safe Mode

Safe Mode starts your Mac with only the essentials. It can help when the Mac is slow, crashing or will not start normally, because it stops extra items from loading. It does not delete your files.

Before you start

Make sure your Mac is plugged in. If you can start normally, it is a good idea to back up first. See our Time Machine guide.

Start in Safe Mode on a Mac with Apple silicon

Most Macs from late 2020 onward use Apple silicon (M1, M2 and later).

1. Shut down your Mac completely.
2. Press and hold the **power button** until you see **Loading startup options**.
3. Choose your startup disc.
4. Hold down the **Shift** key, then click **Continue in Safe Mode**.
5. Release the Shift key and log in.

Start in Safe Mode on an Intel Mac

1. Shut down, then press the power button.
2. Immediately press and hold the **Shift** key.
3. Let go when you see the login window.
4. You may be asked to log in twice.

Check you are in Safe Mode

The words **Safe Boot** appear in red in the top right of the login window. You can also open the **Apple menu**, hold **Option**, choose **System Information** and look for **Boot Mode: Safe**.

What to expect

Your Mac will be slower, graphics may look rough, and some features such as certain Wi-Fi or video apps may not work. This is normal.

What to try inside Safe Mode

- See if the problem you had has gone. If it has, a start-up app is likely the cause.
- Check **Login Items** in **System Settings, General**.
- Run **Software Update** if the internet works.

Leaving Safe Mode

Restart the Mac normally, without holding any keys.

When to get more help

Contact us if the Mac will not start even in Safe Mode, if the problem comes straight back after restarting, or if you are not comfortable making changes. Do not erase or reinstall anything without a backup.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.