Splashtop Remote Support Features

splashtop

Key Features

Licensed per concurrent user

10 concurrent remote access sessions

Access up to 10 or 300 unattended computers per license, based on your selected plan. Each license gives access to additional unattended computers (e.g with 2 licenses, 2 techs can access 20 or 600 computers)

Attended/quick support for on-demand access to unmanaged Windows or Mac computers with a 9 digit access code

Attended support to remotely view iOS (15 and later) and Android (5 or later) screens

Fast remote access with HD quality

Remotely access computers, servers, devices running Windows 7/8/10/11, Windows Server 2008 R2, 2012, 2016, 2019, 2022, 2025, macOS 10.13+, native support for Apple Silicon (M1,M2, M3, M4) Linux Ubuntu, Desktop 16.04, 18.04, and 20.04, 22.04, 24.04, CentOS 7 and 8, RHEL 7.3 - 8.1, Fedora 33 - 37

Web console for device and user management

Logging of connections and activity

Define super admins, admins, group-specific admins and members

User management

Reboot and reconnect during attended support session

Create a custom branded SOS app for Windows and Mac with your logo, text, colors

256-bit AES encryption

Two-step verification

Lock keyboard and mouse on remote computer

Connect as Admin option to fully interact with UAC and perform privileged operations

Require Windows or Mac password option

Request permission upon connection

Device authentication

Chat (in-session)

Session recording

File transfer (including drag-and-drop file transfer and Windows copy/paste file transfer)

Multi-monitor support (view one at a time, multi-to-one, or multi-to-multi)

Share technician desktop

Audio

Three technicians can remote into one machine

Whiteboard - annotate the remote computer screen from iPad and Android tablets

View-only Mode - Select "View Only" in the session toolbar during a remote access session to only view activity and annotate the remote computer screen, but not remotely control it

Launch a remote session from within your incident, ticket or chat. Works with Zendesk, Freshservice, Freshdesk, Autotask PSA, Spiceworks Helpdesk, Salesforce and Microsoft Teams

Automatically log remote session details back in the ticket after session is completed

Initiate a voice call to the end-user during the remote access session

Free vulnerability insights: Gain visibility into CVEs and KEVs and get AI-powered insights to help prioritize vulnerabilities for remediation

Priority technical support

Apps and web console available in English, French, German, Spanish, Italian, Portuguese, Japanese, and Simplified Chinese

Additional features for unattended access

Computer and User grouping

Group permissions

View computer status, inactive time, streamer version

Remote print

Blank remote screen

File transfer outside of a remote access session

Remote wake (Wake on LAN)

Access RDP Session

Remote reboot

Background actions: Access diagnostic tools such as task manager, registry editor, device manager, service manager and remote command without interrupting the end-user

Autonomous Endpoint Management (Add-on)

Endpoint policy management: Enforce tailored security and configuration policies, including flexible patching rules like pre-approved versions, ring updates, and automated approvals.

Patch management: Protect against vulnerabilities by automating updates for operating systems and third-party software and having greater control over deployed versions

Proactive alerts and automated remediation: Identify and resolve issues quickly with configurable alerts and automations via smart actions

Scripts and tasks: Streamline operations and remediate issues by scheduling or instantly executing tasks simultaneously across multiple endpoints

Inventory reporting: Access detailed reports on system, hardware and software inventory for improved visibility, auditing and compliance

Endpoint security dashboard: Centralize endpoint protection with real-time threat detection, automated response, antivirus management for Splashtop AV and others

Dashboard insights: Monitor endpoint health, patch statuses, and compliance through a centralized dashboard with actionable insights and detailed logs.

Looking for SSO, advanced security and greater manageability? View the Enterprise feature matrix for details.