



How to Place Orders for the Splashtop MSPConnect Program

The MSP Connect Program is designed for MSPs to deliver remote access capabilities to their end-clients as a service. The MSP Connect Program allows for you to purchase the Splashtop Business Access product at a discount on behalf of your end-clients in need of a work from home/ remote access tool. Instead of your clients purchasing Splashtop directly, by going through you as their MSP, they benefit from your services of subscription setup & management, and you benefit from the margin. Upon signing up for this program and being approved, you received a unique reusable 30% discount code for Splashtop Business Access via email.

How Online Purchases Work

The Splashtop ID is a valid email address that serves as a login credential for a Splashtop account. The Splashtop ID that purchases the desired subscription is known as the Owner of the Splashtop team. Once an Owner Splashtop ID logs into the my.splashtop.com web console after purchase, they can manage the subscription pertaining to that Splashtop team.

Notes: **You will need to use a unique email address for each owner Splashtop ID that will be used to make a purchase for each separate end-client company.** If you need more addresses, you can create aliases by appending +1,+2,+3 etc. to valid gmail address:

test@gmail.com, test+1@gmail.com, test+2@gmail.com etc.

If you have a previous Splashtop ID that you wish to be used as an Owner Splashtop ID for one of your end-client's subscription: you can only login to the discount code link with a Splashtop ID that is currently on a Splashtop Business Access trial or was previously on a Splashtop Business Access trial, otherwise you will receive an error letting you know that the plan you are trying to purchase is not compatible with your current account settings. You can contact our support team to convert the Splashtop ID to be compatible with a Splashtop Business Access purchase or use a different Splashtop ID.

Through the my.splashtop.com portal, you can only access the details and management of a particular Splashtop account by logging in with the associated Owner Splashtop ID. Since each purchase for a specific end-client is separate from other subscriptions under different Owner Splashtop IDs, you will have to independently keep track of which Owner Splashtop ID is associated with which end-client of yours.

How to Purchase

Reference your discount code. (Your Splashtop *Business Access* discount code link will end in */ba*) **Click on your discount code link** to be directed to a login page below where you should input valid Splashtop ID credentials to advance to the checkout page (stay in Global Region):

Splashtop Account - Log In

Region: [Global] | EU

Log in

[Forgot password?](#)
[Create Splashtop Account](#)

If the login is not successful, please read the notes under the previous [How Online Purchases Work](#) section above.

After a successful login, you will be directed to the checkout page. Select the desired quantity and input your credit card or PayPal details-- the 30% discount is already applied (this will override the lesser retail volume discount offered for 4+ or 10+ users and make it 30% off the list price of \$99 USD per Business Access Pro license)

Example for purchasing Splashtop Business Access for your end client:

splashtop Computers Devices Logs Management SOS

Subscribe to Splashtop Business Access [Need help? Contact us](#)

I would like to buy a subscription for 4 user(s)

# of users	1-3	4-9	10-249	250+
Price per user	\$99.00	\$79.20	\$74.25	Contact Us

Choose plan:

- \$60.00 per year for Splashtop Business Access - Solo (limited to 1 user)
2 computers; includes remote access, file transfer, remote print, audio, and logging
- \$99.00 per year for Splashtop Business Access - Pro (can buy more users)
10 computers per user; includes all features in Solo plus multi-monitor, share desktop, chat, remote wake, remote reboot, and multi-user management

Use only if a Splashtop rep instructed you to enter a company code for this purchase.

All prices shown are in US dollars.

Subtotal: ~~\$996.00~~ **\$277.20 (30% off)**
Order Total: **\$277.20**

Credit Card PayPal

When filling your Billing Address out, use the Owner Splashtop ID for the email fields. Even if you input a different email address, the receipt and service is still only applied to the Owner Splashtop ID.

Billing Address

Country: United States

Salutation: First Name: Last Name:

Company:

Address:

Address Line 2 (optional):

City: State: Please select Zip Code:

Phone:

E-mail: Confirm E-mail:

By clicking Subscribe, I agree to the [Terms of Sale](#).

Be sure to click 'Set Address' before you click 'Subscribe.'

Click 'Set Address' before you click 'Subscribe.' If you get any errors, please reference [this guide](#).

After Purchase

After the subscription has been made, the Owner Splashtop ID email address will receive a receipt (renewal receipts are **not** automatically emailed). The [receipt and additional renewal receipts can be found via my.splashtop.com > Account Info > Payment > Receipt](#) while logged in under the specific Owner Splashtop ID.

Subscriptions are set to autorenewal by default (**the 30% discount code will continue to apply at each autorenewal so long as the credit card used to make the purchase originally is valid and not expired**).

You [can update credit card information](#) or [turn off autorenewal](#) as necessary. **If you turn off autorenewal, you must subscribe again through the appropriate discount code link with the relevant Owner Splashtop ID after the original subscription expires.**

If you need to [adjust the amount of licenses for a particular end client's subscription](#), you can login with the relevant Owner Splashtop ID to pay a prorated difference to increase licenses. License decreases are not prorated; they will take effect the upcoming renewal.

How End Clients Use Splashtop

By default, the Owner is an enabled user of the Splashtop service. Though you will use your own email address(es) as the Owner Splashtop ID to make the purchase(s), **after the desired subscription has been successfully purchased, you can disable yourself as an enabled user as to not take up a seat that is to be used by your end-client for whom you are purchasing the services** (note: this ability is not available if you purchase the Splashtop Business Access Solo license). Regardless of whether your Owner Splashtop ID is enabled or not, as the team Owner you still have management capabilities, [including accessing team settings](#), and the ability to view users and computers set up (for unattended access services) under the team.

You [must invite your end-client to the team](#) for them to use the services. If you purchased a subscription for your client that includes multiple seats, be sure to invite the other users too. Inviting someone to the team requires that they have a valid and unique email address for which to create a Splashtop ID as well. Once a user has successfully accepted the invite, they are enabled and can login to my.splashtop.com with their respective credentials. They will be able to see whose team they are a part of and [depending on their roles](#), can see other items (but not payment related tabs).

If there is a primary user who will manage the services of the team, you should make their role Admin, as they can do mostly everything the Owner role can do apart from accessing the payment tab, changing a team name or changing another user's role.

Software Set Up

The subscription offers unattended access. Two components are required for unattended access with Splashtop: there needs to be a purple Business App installed on the computer a user wants to connect FROM and a Streamer installed on the computer the user wants to connect TO.

The user then will login to the purple Business App and be able to select the computer ([that they have permissions to access](#)) they wish to remotely access and connect to.

Your end-client users should be able to successfully download, authenticate and login to the purple Business App (www.splashtop.com/app) on the computer they wish to connect FROM.

A Streamer must be installed on the computer to be accessed unattended. The ability for an end-client to do this themselves or if they will rely on your initial set up [will depend on their role](#) and [what you have set as the default instructions](#). Please reference [this set up guide](#).

Please carefully read through all these support guide links in this PDF, and if you still have any technical or usage questions, please contact our technical support team or explore our support knowledge base: <https://support-splashtopbusiness.splashtop.com/hc/en-us/requests/new>

If you have any other questions about the program itself, please read through our FAQ before reaching out to mspconnect@splashtop.com.