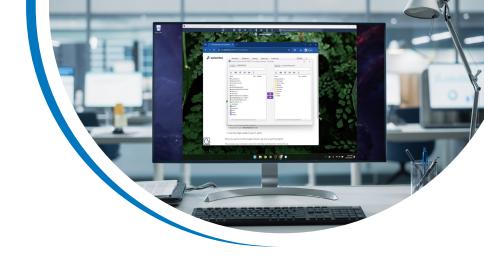


# **Splashtop Remote** Support

**Onboarding Guide** 



## **Welcome to Splashtop Remote Support!**

This guide will help you set up and start using Splashtop Remote Support, your fast, secure, and cost-effective remote support solution that enables best-in-class support for computers and mobile devices. With Splashtop Remote Support, you can:

- · Quickly access and support both attended and unattended devices
- Troubleshoot issues and provide real-time assistance across multiple platforms
- Enhance support efficiency and customer satisfaction with fast, reliable connections
- Streamline IT operations and automate patch management with endpoint management capabilities (as an add-on)



### **Step 1: Create Your Splashtop Account**

- Go to Splashtop Remote Support page and click "Free Trial" or "Buy Now" to create your new account
- · This will be the main account you use to manage your team



## Step 3: Connect

#### Connect via SOS for one-time access or access to mobile devices

- Ask user to visit sos.splashtop.com or help.splashtop.com or sos.splashtop.eu (for users in Europe)
- This will generate a 9-digit code for the customer to share with you
  - Alternative: Send a customized email invite from the Business App, select SOS > Invite User
- From the Splashtop Business application, click on SOS > Connect to User's Device
- Enter the 9-digit code provided by the user and connect. You can also connect with Admin rights.

• In Business App, select computer from your list to make





- from and remotely access other computers
- Android and more)
- many devices as you want



# Step 4: Set Up Your Team (Optional)

Connect via Splashtop Streamer

- If setting up for your entire team, invite members to create their accounts under your main account
- · Invited users will receive instructions on installing Splashtop on their devices

#### **Assign User Roles**

the connection

**Invite Team Members** 

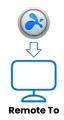
· Define super admins, admins, group-specific admins and members

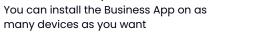
#### **Manage Access Permissions**

· Access permissions determine which users have access to a certain computer

#### Autonomous Endpoint Management (Add-on)

With Streamer installed, simplify and automate endpoint management with dashboard insights, software update policies, and remediation tools.





#### Install Splashtop Streamer (Optional)

- · Install on computers you want to connect to and remote into.
- For current computer: Use in-app install option for Windows or Mac
- For other computers: Login at my.splashtop.com or my.splashtop. eu (depending on where your account is located > "Add Computer" > Send deployment link



### **Remote Support and Endpoint Management Features**

#### **Splashtop Remote Support**

Comprehensive remote support solution Access up to 10 or 300 unattended computers per license, based on your selected plan

10 users per license

Support unlimited devices on-demand

Customize SOS app with your own logo and branding

Integration with Ticketing and ITSM

User management

File transfer (including drag-and-drop)

Multi-to-Multi monitor support

Remote wake (Wake on LAN)

Remote reboot for unattended computers

# Autonomous Endpoint Management (Add-on) <u>To automate endpoint monitoring, management and security</u>

Endpoint Policies for security & configuration

Patch Management for OS and third-party software

**Proactive Alerts and Remediation** 

1-to-Many Actions

**Background Tools** 

**Inventory Reporting** 

Dashboard Insights

**Endpoint Security Dashboard** 

Need SSO, advanced security, service desk with advanced support workflows, greater manageability and more?

Check out Splashtop Enterprise at splashtop.com/products/enterprise to learn more.

# Why Choose Splashtop?



#### **High Performance**

Get 4K streaming up to 60fps (and iMac Pro Retina 5K streaming) with low latency, and the ability to fine-tune settings.



### **Broad Device Support**

Access Windows, Mac, or Linux computers from any Windows, Mac, iOS, Android, or Chromebook device.



# Robust Security and Compliance

Splashtop products include the latest security standards, including ISO 27001, SOC 2 compliance and support for PCI, GDPR, HIPAA.



#### **Best Value**

Splashtop offers best-in-class solutions at prices that are up to half of competitors.



# World Class Customer Service

Dedicated support team available for any issues or questions, ensuring smooth onboarding and continued usage.

Purchase online at splashtop.com/products/remote-support - Detailed Feature List

Splashtop Sales - 1.408.886.7177 or sales@splashtop.com

Splashtop Support - 1.408.610.1631 or splashtop.com/support

