



MSPConnect Program FAQ

What is the intention of the MSPConnect Program?

The MSPConnect Program is designed for MSPs to deliver remote access capabilities to their end-clients as a service. In its current iteration, the MSPConnect Program allows you to purchase the [Splashtop Business Access](#) product on behalf of your end-clients in need of a work from home/ remote access tool at a discount. 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. **This is not meant to be a discount towards the purchase of Splashtop for your own use but rather a means for you to quickly procure Splashtop for your end-client's use.**

How much is the MSPConnect Discount?

The MSPConnect Discount is 30% for purchasing Splashtop Business Access product on behalf of your end-client. Volume discounting exists for Splashtop Business Access Pro at certain quantities through our retail online purchase portal. When purchasing through your unique 30% discount link, the MSPConnect discount will override that lower volume discount so that you can ensure that your end-clients benefit from having you deliver remote access capabilities to them.

What products can I purchase through the MSP Connect Program for my end-clients?

Currently, you can purchase the Splashtop Business Access product on behalf of your end-clients in need of a work from home/ remote access tool through this program.

You might be interested in our [VAR program](#) instead, if you wish to resell other Splashtop products to your end clients.

I previously received discount codes for Remote Support and SOS. Are they still valid?

If you had originally received 3 discount code links from a Splashtop staff member for a previous iteration of this program, those codes are still valid. Please recall though, that those packages are to NOT be purchased through this program for your own use. To honor the terms of this program with regards to the Remote Support and SOS products, you may only purchase the product on behalf of your end-client (who, in this case, would be IT/MSP themselves) who will use the product(s) for supporting *their* own clients.

If you wish to use our retail Splashtop Remote Support product or SOS products within your own MSP flow for your own use, you may purchase them directly online without the discount code intended for the program.

The intent and terms of the program are not for you as the approved MSP to receive a discount on a retail Splashtop product for *your own use* but rather for you to receive a margin for procuring Splashtop for your *end-client's use* of our retail products.

How do I purchase Splashtop licenses for my end-clients?

Please reference the How to Place Orders PDF you would have received upon being approved for the program. Please note that said PDF is extensive and includes the best practices for setting up your end-clients post-purchase. Please carefully review that before reaching out with any other questions.

What is a Splashtop ID?

A Splashtop ID (sometimes referred to as SPID) is a valid and unique email address that serves as a login credential for a Splashtop account. Anyone who uses a Splashtop product will have a Splashtop ID. A Splashtop ID can only be associated to one team.

A Splashtop ID that purchases a desired subscription is known as the Owner of a Splashtop team. Depending on the count of licenses within a subscription, the Owner can invite users to a team. Inviting someone to the team requires that they have a valid and unique email address for which to create a Splashtop ID as well.

You will need multiple Splashtop IDs to handle the purchasing on behalf of your various end-clients' companies. When using Splashtop, your end-clients will login with a Splashtop ID to access the services for which you've purchased and set them up.

Should I purchase separate subscriptions for each end-client?

We do suggest that you purchase separate subscriptions for each end-client company that requires remote access. This may make it easier for you to track, otherwise if you combine all your end-clients under one subscription, new end-client users that need to be added to the subscription will require you to prorate the current subscription. Additionally, the way in [which access permissions are granted for Splashtop Business Access](#) may make it more efficient for you to keep different end-client companies separate from one another.

I already have a Splashtop ID from before I signed up for MSPConnect. Can I use it?

Login with your previous Splashtop ID through this link https://my.splashtop.com/account_info/#subscription_tab to confirm what product line your Splashtop ID is currently associated with. If it does not mention Splashtop Business Access, that would explain why it does not work with the /ba link.

You can only login with a previous / existing Splashtop ID that is associated with the same product line as the discount link. For example, your discount code link ending in /ba can only be used with Splashtop IDs that are currently on a Splashtop Business Access trial or were previously on a Splashtop Business Access trial or subscription.

You can contact our support team at 1.408.610.1631 and ask that they make your Splashtop ID compatible with a Splashtop Business Access purchase before you attempt to login to the discount code link again with the same Splashtop ID. Otherwise you can use a different Splashtop ID or create a new Splashtop ID to complete the purchase.

What if I see this error?



See the above question and answer.

This error will be displayed if the Splashtop ID that you used the login to the discount code link with is not associated with the same product line that the discount code link was generated for.

Does Splashtop provide a way for me to track my purchases?

You do not have a single MSPConnect portal where you make and track all your purchases in one central location.

This program is built around the use of our retail online purchase portal where each login to the portal and consequently each purchase is unique to a specific Owner Splashtop ID login. You purchase as many subscriptions with varying amounts of Splashtop Business Access licenses as you may need under different Splashtop IDs corresponding to different end-client companies who need remote access. You will be responsible for tracking the purchases for this program.

Will the discounts apply at renewal?

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).

Please reference these two support guides on how to update credit card information or if you need to turn off autorenewal:

<https://support-splashtopbusiness.splashtop.com/hc/en-us/articles/360031245011-How-do-I-change-my-creditcard-for-my-subscription>

<https://support-splashtopbusiness.splashtop.com/hc/en-us/articles/212724963-How-do-I-unsubscribe-from-auto-renewing-mySplashtop-subscription>

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.

Can I change the license quantity for a certain end-client company's subscription?

Yes, after logging into my.splashtop.com under the relevant owner Splashtop ID, go to the subscriptions section and then click on 'Change.'

Any upgrades to add more licenses that you make to your subscription will be applied immediately and your account will be charged the prorated cost up to the same date as the original purchase.

Any downgrades to decrease licenses that you make to your subscriptions will be reflected on your next billing cycle. If the subscription has recently renewed automatically for services that exceeds the current needs, please contact our technical support team.

What is the difference between the MSPConnect program and the VAR program?

The MSPConnect Program is designed for MSPs who need to deliver remote access capabilities to their clients as a service. As an approved MSP through the MSPConnect program, you will receive a 30% discount to purchase Business Access licenses on behalf of your end-clients. Since this program is built around the use of our retail online purchase system where you login under a different Owner Splashtop ID pertaining to each end-client's subscription, you will be responsible for tracking your purchases through this program. Once you have your discount, this program will be primarily self-service on your end.

[Splashtop's Value Added Reseller \(VAR\) program](#) encompasses authorization, certification, training, and auditing of the partners to ensure quality control. A Splashtop reseller/VAR must first be authorized to sell Splashtop products, demonstrating that it has the personnel and infrastructure to support the sales of the products. Splashtop offers profitable margins for opportunities you bring to us. As a Splashtop partner, you can also access sales and marketing tools, including co-branded collateral and joint customer event support. With this program, you will work with our channel team.

What's the difference between the MSPConnect program and the Splashtop Remote Support product?

The MSPConnect Program is designed for MSPs who need to deliver remote access capabilities to their clients as a service. As an approved MSP through this MSPConnect program, you will receive a 30% discount to purchase [Business Access licenses](#) on behalf of your end clients. Since this program is built around the use of our retail online purchase system, you will be responsible for tracking your purchases through this program.

[Splashtop Remote Support Premium](#) is our endpoint management product designed for MSPs technicians to provide unattended support (and limited attended support) to end-user machines. Additionally, MSP technicians can grant up to 50 secondary end-user access accounts to the same machines managed under their support (contact sales if more secondary access is needed).

If you decide that you wish to provide remote support and facilitate remote access for your end-clients through the retail Splashtop Remote Support product rather than deliver a remote access tool to your end-client with Splashtop Business Access through the MSPConnect Program, then you can purchase

Splashtop Remote Support directly as any other retail product on our site. **The 30% discount is only eligible for Splashtop Business Access as through the MSPConnect program as this is not meant to be a discount towards the purchase of Splashtop for your own use but rather a means for you to quickly procure Splashtop for your end client's use.**

Who can help with questions regarding using Splashtop?

Please direct any technical and usage questions to our Technical Support Team. You can create a support ticket, chat or call them:

<https://support-splashtopbusiness.splashtop.com/hc/en-us/requests/new>

If I have any other questions about this program, who should I contact?

Please email mspconnect@splashtop.com.