![splashtop®]

# 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)
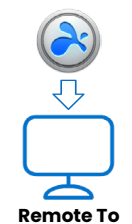
### splashtop.com

### 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

### Remote From

### Step 2: Set Up Devices

**Install Splashtop Business App**
- Install on devices you'll use to connect from and remotely access other computers
- Download the app from splashtop.com/app on your computer or mobile device
- The Splashtop app is available on your device's app store (Windows, Mac, iOS, Android and more)
- You can install the Business App on as many devices as you want

### Remote To

**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
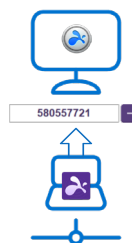
### Step 3: Connect

**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.

**Connect via Splashtop Streamer**
- In Business App, select computer from your list to make the connection

### Step 4: Set Up Your Team (Optional)

**Invite Team Members**
- 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**
- 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.

# 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)
To automate endpoint monitoring, management and security

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