

SplashTop Info for Clients - remote support

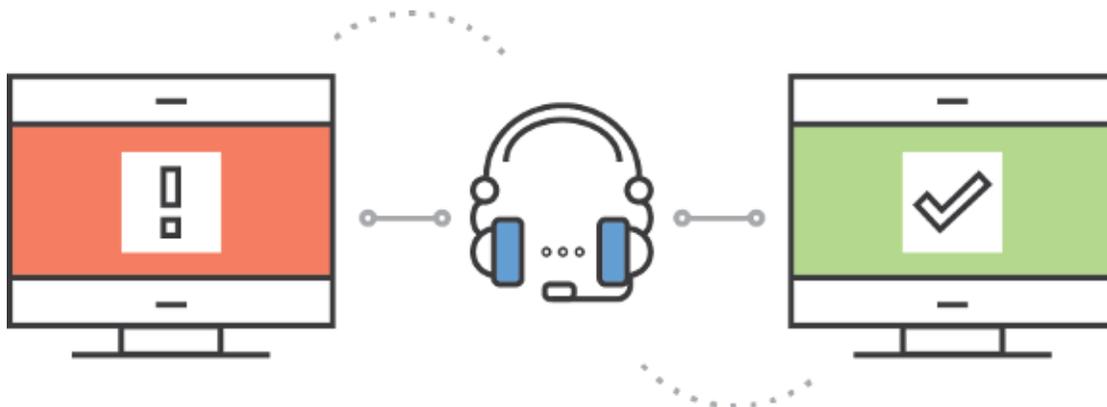
Notebook: Public Calm Folder

Created: 1/28/2021 2:47 PM

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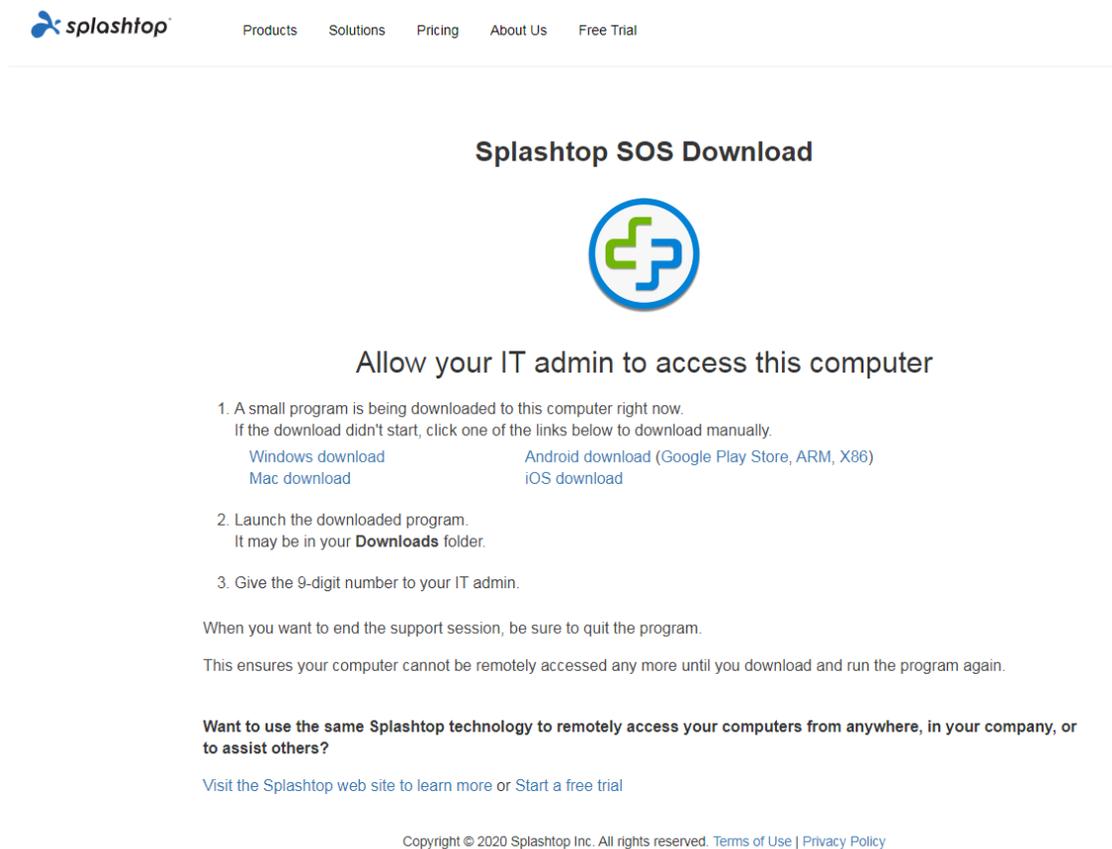
To perform on-demand support:



1. Open a web browser (Chrome is preferred if possible, but any browser will work) and in the address bar, type sos.splashtop.com
2. Run the file and give you the 9-digit session code.
3. It should automatically download the Splashtop app - please click or double-click the "Splashtopsos.exe" file to launch / run it.
4. Read or send the 9-digit code to your Calm Computing technician.

More detailed info with screenshots:

This is what users should see as soon as you visit SOS.Splashtop.com :



The screenshot shows the Splashtop website's SOS Download page. At the top left is the Splashtop logo, followed by navigation links: Products, Solutions, Pricing, About Us, and Free Trial. The main heading is "Splashtop SOS Download" with a circular logo containing a stylized 'S' and 'P'. Below this is the instruction "Allow your IT admin to access this computer" followed by a three-step process: 1. Downloading a small program (with manual download links for Windows, Mac, Android, and iOS), 2. Launching the program (noting it's in the Downloads folder), and 3. Providing a 9-digit number to the IT admin. Additional text explains how to end the session and ensures the computer is no longer remotely accessible. A promotional message asks if the user wants to use the same technology for remote access, with a link to the website for more information or a free trial. The footer contains the copyright notice: "Copyright © 2020 Splashtop Inc. All rights reserved. Terms of Use | Privacy Policy".

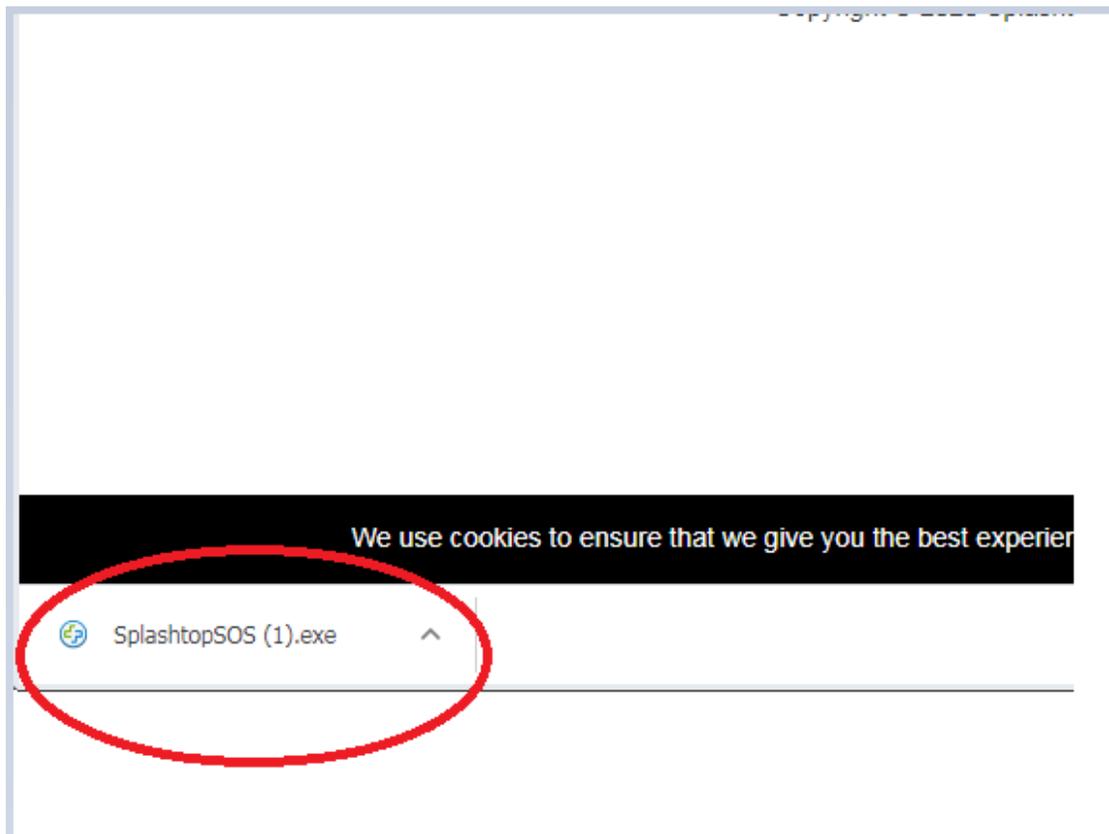
As soon as you visit sos.splashtop.com, it should automatically download a small file to your PC;
"SplashtopSOS.exe"

See screencap below.

Chrome is the easiest browser to use, as it displays all downloads in a small bar that runs the full length of the bottom edge of the screen

Again; please refer to screenshot below.

"SplashtopSOS.exe" should appear in the bottom left corner of your chrome browser window.

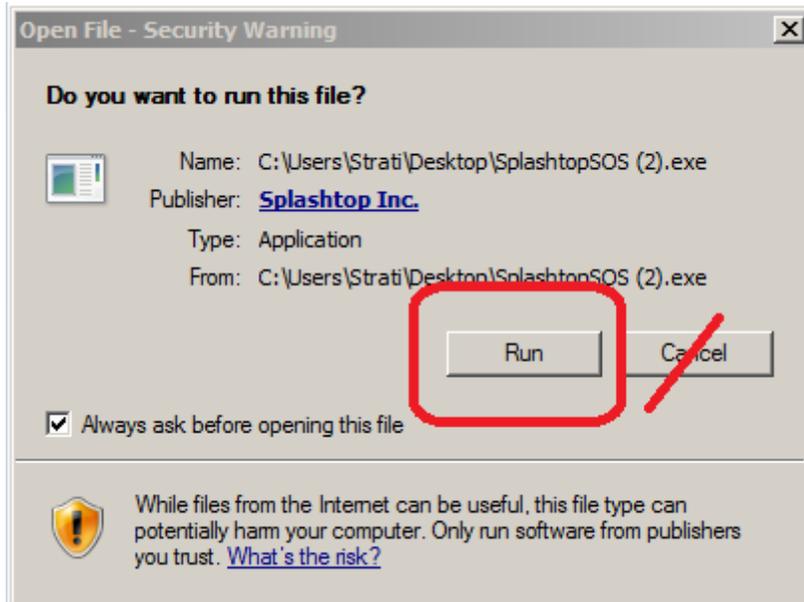


Click the "SplashtopSOS.exe" file in order to launch / run it.

You should be presented with a similar box, asking;

"Do you want to run this file"

Click "RUN" (May say "yes" depending on OS):



After you "Run" the file, the Splashtop SOS window should appear, as seen below.

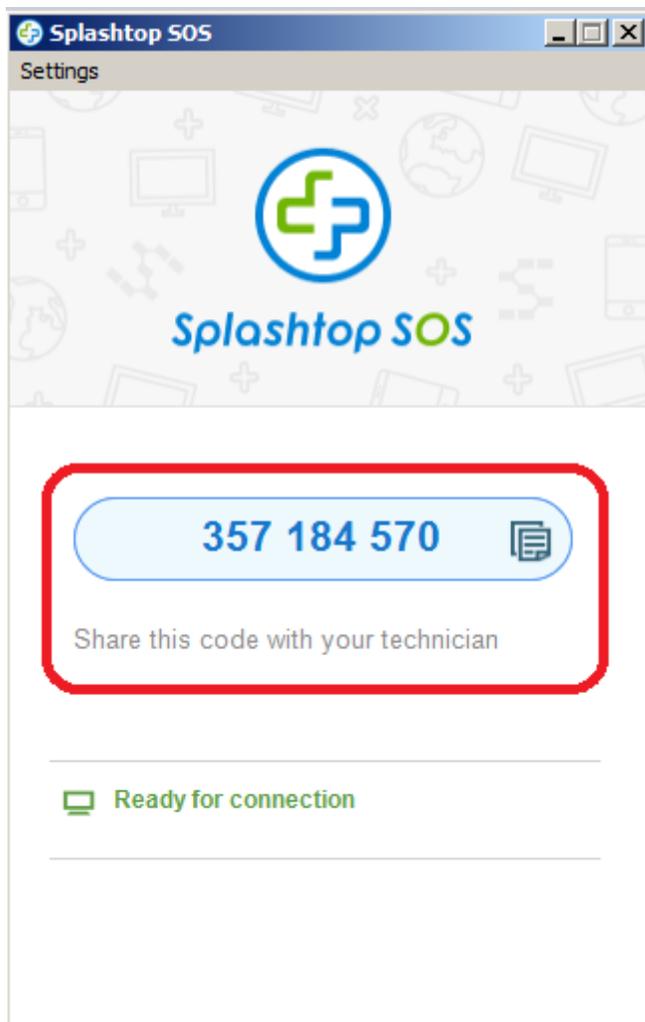
SplashTop will generate a unique, 9-digit code.

The one below is for demonstration & instructional purposes only!!

Your code will be different and is unique every single time you launch SplashTop, to ensure maximum security!

Please read or send the below code to your Calm Computing technician - this will allow us to remotely login to your PC to assist you.

Please note that additional steps will be required for Mac computers.



Done!

