

Splashtop Remote Support

Onboarding Guide



Welcome to Splashtop SOS!

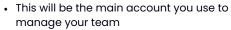
This guide will help you set up and start using Splashtop SOS, your fast, secure, and cost-effective remote support solution that enables best-in-class support for computers and mobile devices. With Splashtop SOS, you can:

- · 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







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.



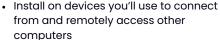
 In Business App, select computer from your list to make the connection



Remote From

Step 2: Set Up Devices







- 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



Invite Team Members

 If setting up for your entire team, invite members to create their accounts under your main account

Step 4: Set Up Your Team (Optional)

 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.



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 SOS

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

To view our complete SOS feature matrix, click here. Need advanced security, IT support capabilities and more?

Check out Splashtop Enterprise. Visit 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/sos - Detailed Feature List Splashtop Sales - 1.408.886.7177 or sales@splashtop.com Splashtop Support - 1.408.610.1631 or splashtop.com/support