



# 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)



[splashtop.com](https://splashtop.com)

### Step 1: Create Your Splashtop Account

- Go to [Splashtop SOS Page](https://splashtop.com) 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](https://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

#### 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](https://my.splashtop.com) or [my.splashtop.eu](https://my.splashtop.eu) (depending on where your account is located) > “Add Computer” > Send deployment link



Remote To



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### Step 3: Connect

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

- Ask user to visit [sos.splashtop.com](https://sos.splashtop.com) or [help.splashtop.com](https://help.splashtop.com) or [sos.splashtop.eu](https://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 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](https://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](https://splashtop.com/sos) - [Detailed Feature List](#)

**Splashtop Sales** - 1.408.886.7177 or [sales@splashtop.com](mailto:sales@splashtop.com)

**Splashtop Support** - 1.408.610.1631 or [splashtop.com/support](https://splashtop.com/support)

