

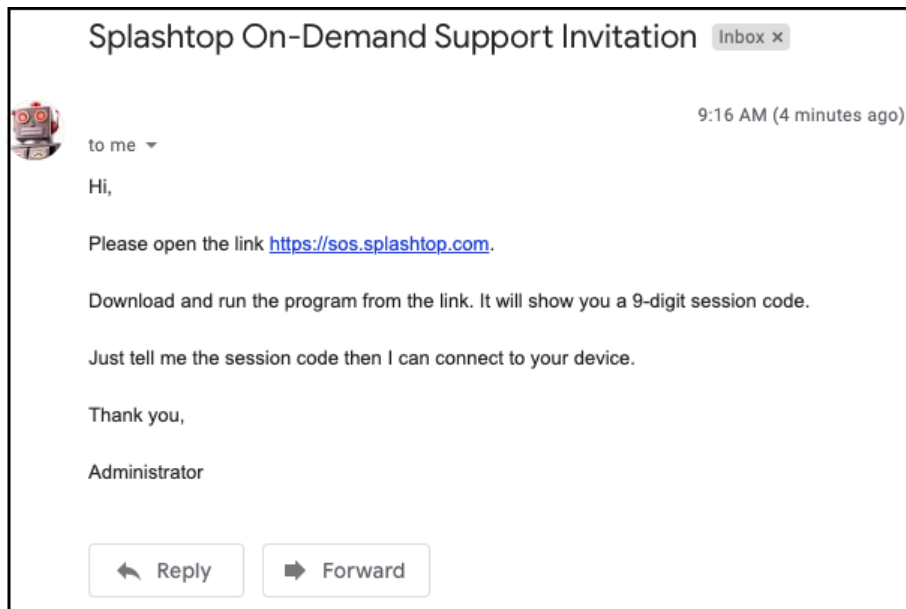
Splashtop for Customers

Suzie Nacar - 2025-08-19 - Comments (0) - Support

If you need remote support, and your IT Support person sends you an invitation to Splashtop, here is what the process will look like.

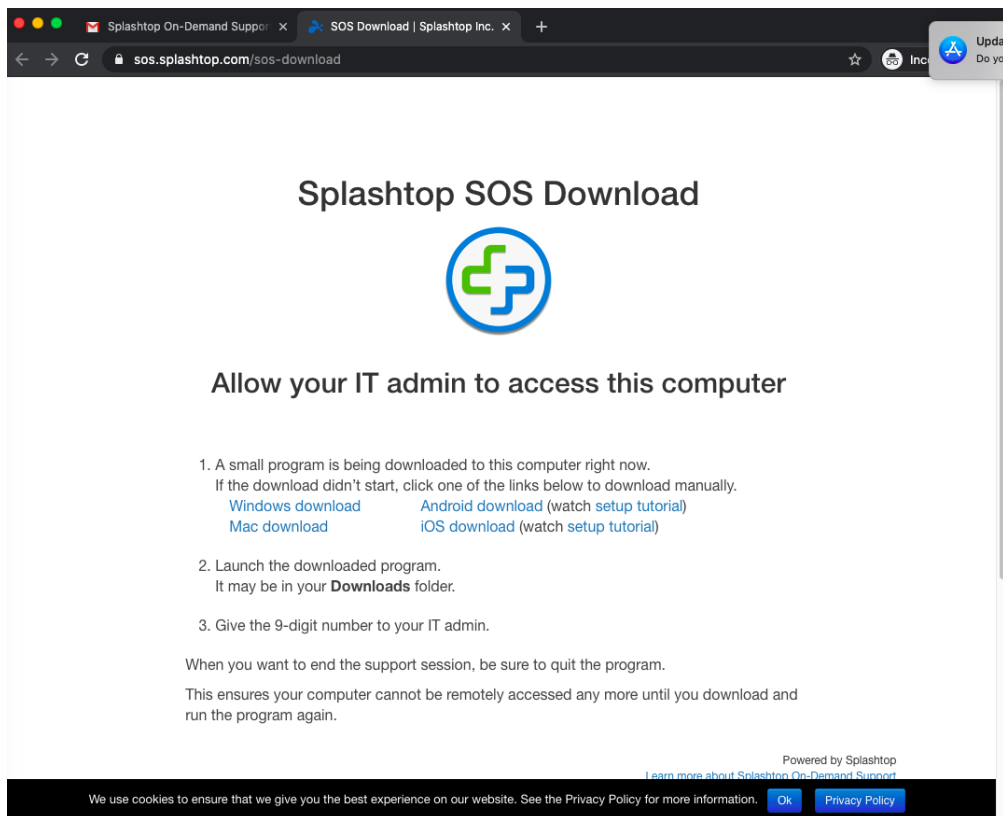
A - if you are on a PC (using Windows):

1. If your IT Support person sent you an email, it will look like this:

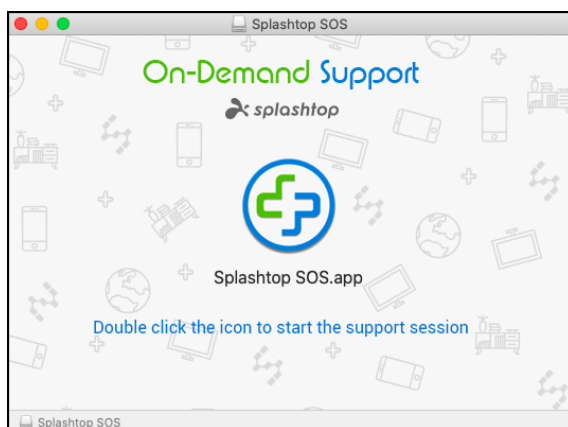


1a: Alternatively, if they directed you to the [Splashtop page](#), go there in your browser.

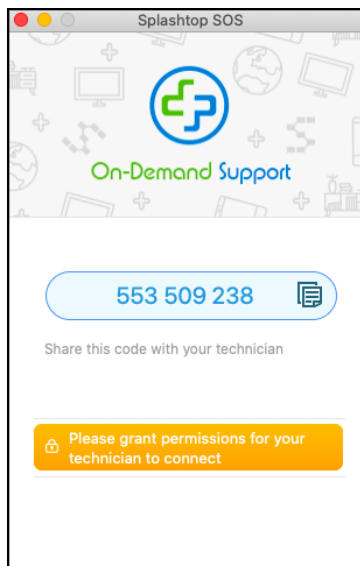
2. When you click the link, or when you simply go to the link location directly, you will see this:



3. From this page, the download kicks in automatically. Splashtop will launch, also automatically, throwing up this window:

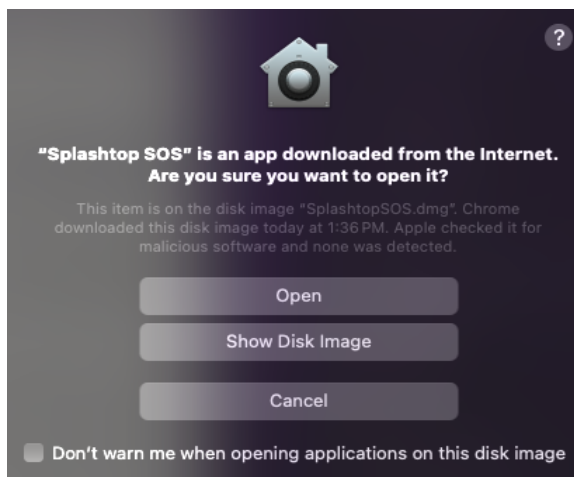


4. Double-click on the icon. You will get a code. Give that code to your IT support person.

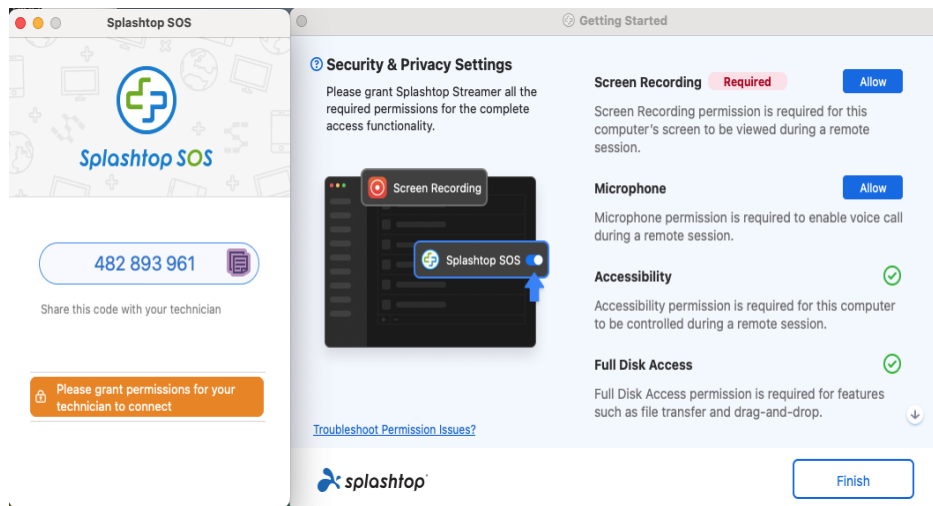


B - If you are on a Mac:

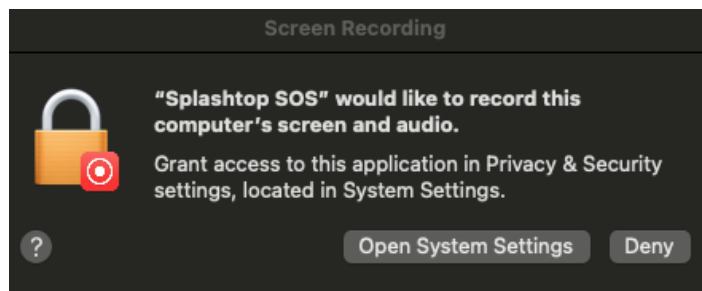
1. (See steps 1 - 2 above.)
2. Find Splashtop in your Downloads folder and double-click on it to launch it.
3. Once SplashtopSOS is launched, the window in step 3 above will appear.
4. (First time use only): Double-click on the icon and confirm that you want to open Splashtop (click the Open button).:



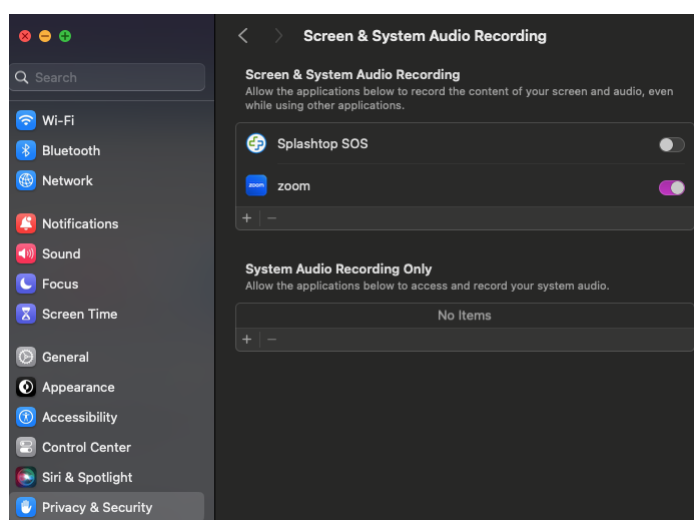
5. You will be prompted to grant "Splashtop Streamer" access to Screen Recording. Click on the blue "Allow" button on the right side.



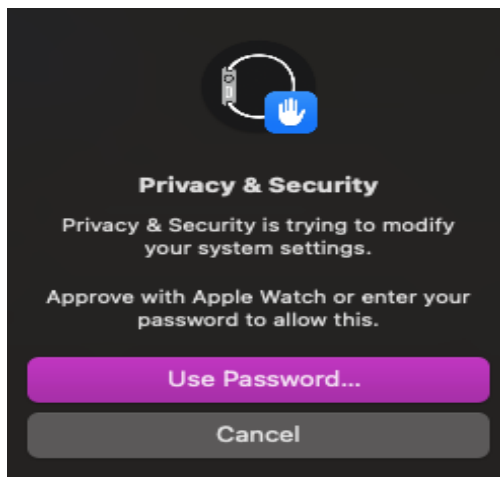
For Catalina (OS X.15) you will see a window (Screen Recording) that will prompt you to 'Open System Preferences'



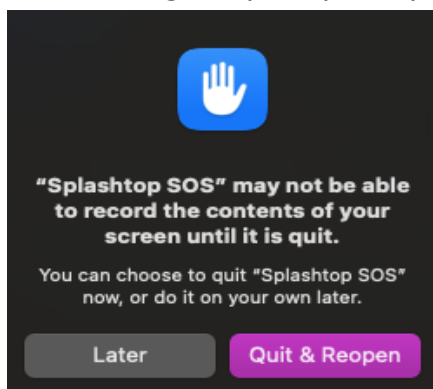
Click on 'Open System Settings'. This opens System Settings > Security & Privacy. Then grant Splashtop SOS access by toggling the switch to the right:



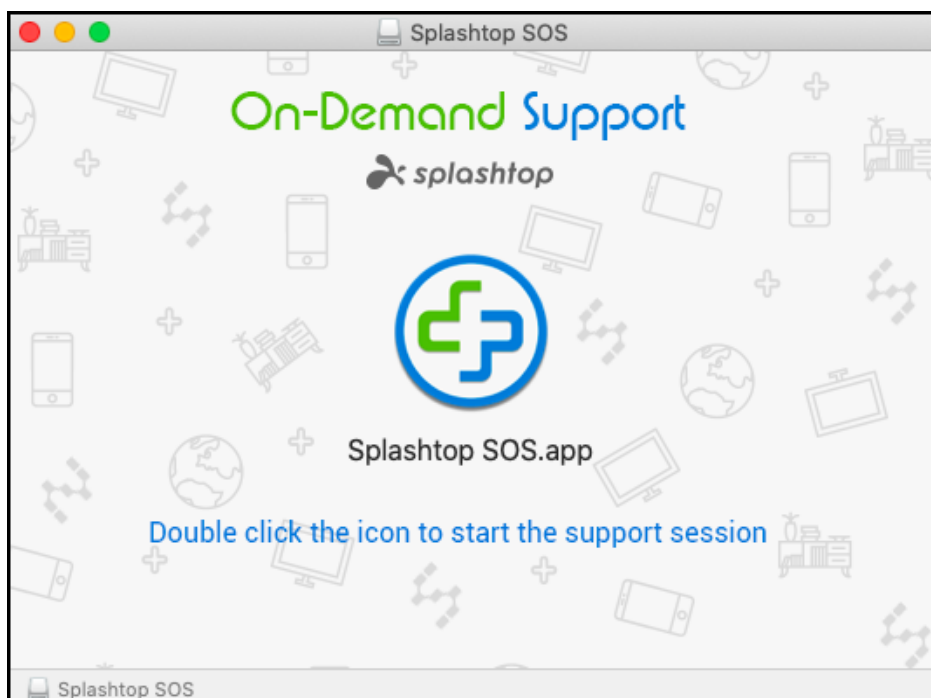
6. You will need to enter your password to change this setting:



7. You will get a prompt to quit Splashtop. Click on "Quit & Reopen" :



... and then relaunch from the splashtop launch window (below) so that the full permissions are in place upon launch.



8. Double-click on the icon. You will get a code. Give that code to your IT

support person.

