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Splashtop for Customers Suzie Nacar - 2021-01-21 - Comments (0) - Support

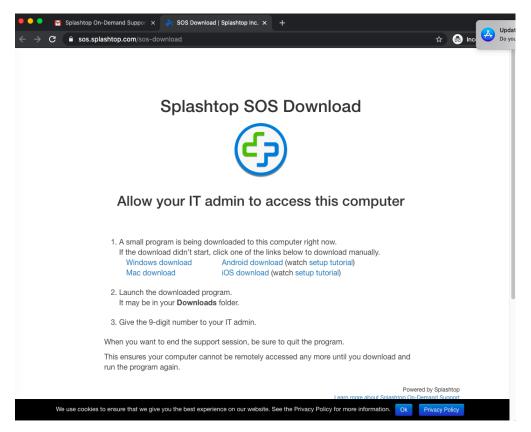
If you need remote support, and your IT Support person sends you an invitation to Splashtop, here is what the process will look like.

- A if you are on a PC (using Windows):
- 1. If your IT Support person sent you an email, it will look like this:

Splashtop On-Demand Support Invitation	Inbox ×
to me ▾ Hi,	9:16 AM (4 minutes ago)
Please open the link <u>https://sos.splashtop.com</u> .	
Download and run the program from the link. It will show you a 9-digit	session code.
Just tell me the session code then I can connect to your device.	
Thank you,	
Administrator	
Reply Forward	

1a: Alternatively, if they directed you to the <u>Splashtop page</u>, go there in your browser.

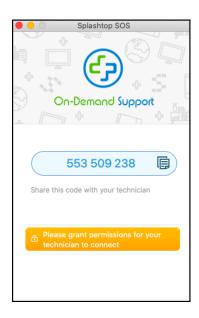
2. When you click the link, or when you simply go to the link location directly, you will see this:



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

● ● ● Splashtop SOS
On-Demand Support
🕂 🔪 splashtop
Splashtop SOS.app
Double click the icon to start the support session
try D fry
Splashtop SOS

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).:

	"Splashtop SOS.app" is an app downloaded from the Internet. Are you sure you want to open it?		
	This item is on the disk image "SplashtopSOS.dmg", Chrome downloaded this disk image today at 1:45 PM. Apple checked it for malicious software and none was detected.		
	Don't warn me when opening applications on this disk image		
2	Cancel Show Disk Image Open		

5. You will be prompted to grant "Splashtop Streamer" access to Screen Recording:

Splashtop SOS	Security & Privacy Settings			
	Please grant Splashtop Streamer all the required permissions for the complete remote access functionality			
On-Demand Support		Accessibility Streamer requires Accessibility to control this computer.		
604 312 004 	Corrent Recording Screen Recording Corrent Recording	Screen Recording Streamer requires Screen Recording to capture the computer screen. Allow		
Share this code with your technician	Splashtop SOS.app	Full Disk Access Streamer requires Full Disk Access for features such as file transfer and drag-and-drop.		
Please grant permissions for your technician to connect	splashtop			

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

	"Splashtop SOS.app" would like to record this computer's screen.
	Grant access to this application in Security & Privacy preferences, located in System Preferences.
?	Open System Preferences Deny

Click on 'Open System Preference's' and then 'Security and Privacy'.

Click on the 'Privacy Tab' and scroll down to Splashtop and check the box .



6. Click on the blue "Allow" button on the right side. This opens System Preferences >

Security & Privacy. Click on the Privacy tab and grant Splashtop SOS.app access by adding a checkmark in the box:

		Security & Privacy	Q Search
	General	FileVault Firewall Privac	
Speech Recognition	n	Allow the apps below to rec screen, even while using oth	
Accessibility			
Input Monitoring		Splashtop SOS.	app
Full Disk Access			
Files and Folders			
Screen Recording			
Automation			
Analytics & Improv	/ements		
Advertising			
Click the lock to make	changes.		Advanced ?

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

\odot	"Splashtop SOS.app" will not be able to record the contents of your screen until it is quit.				
	You can choose to quit "Splashtop SOS.app" now, or do it on your own later.				
	Later Quit Now				

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

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

