

# Setting up your Splashtop account for the first time:

You will see this in your E mail...

Today

✉ You've been invited to join a Splashtop Remote Support team  
Splashtop

Once you open the E mail...

You will need to follow the directions and complete the 3 steps.



## Welcome to Splashtop Remote Support!

[markt@pointofsolutions.net](mailto:markt@pointofsolutions.net) has invited you to use Splashtop Remote Support.

With Splashtop, you will be able to access your computers from any other computer or mobile devices, from anywhere!

Just complete these 3 simple steps:

1. [Accept the invitation from your administrator.](#)
2. On the computers or mobile devices you want to remote from, install the free [Splashtop Business app](#) and log in.
3. After logging in, you will see all the computers your admin has granted you access to. Connect simply by clicking on the "Connect" button in the Splashtop Business app. If you don't see any computers, please ask your admin to help you set up the computers you want to remote to.

[markt@pointofsolutions.net](mailto:markt@pointofsolutions.net) says:


this is a test

You will need to set up and account with Splashtop, using your email address...



Please choose a password to create your account and join the team. ✕

### Create Splashtop Account

 I'm not a robot   
reCAPTCHA  
Privacy - Terms

By creating an account, you are accepting the Splashtop [Terms of Service](#).

Create

We use the 2 step verification to protect the accounts...

### Enable Two-Step Verification

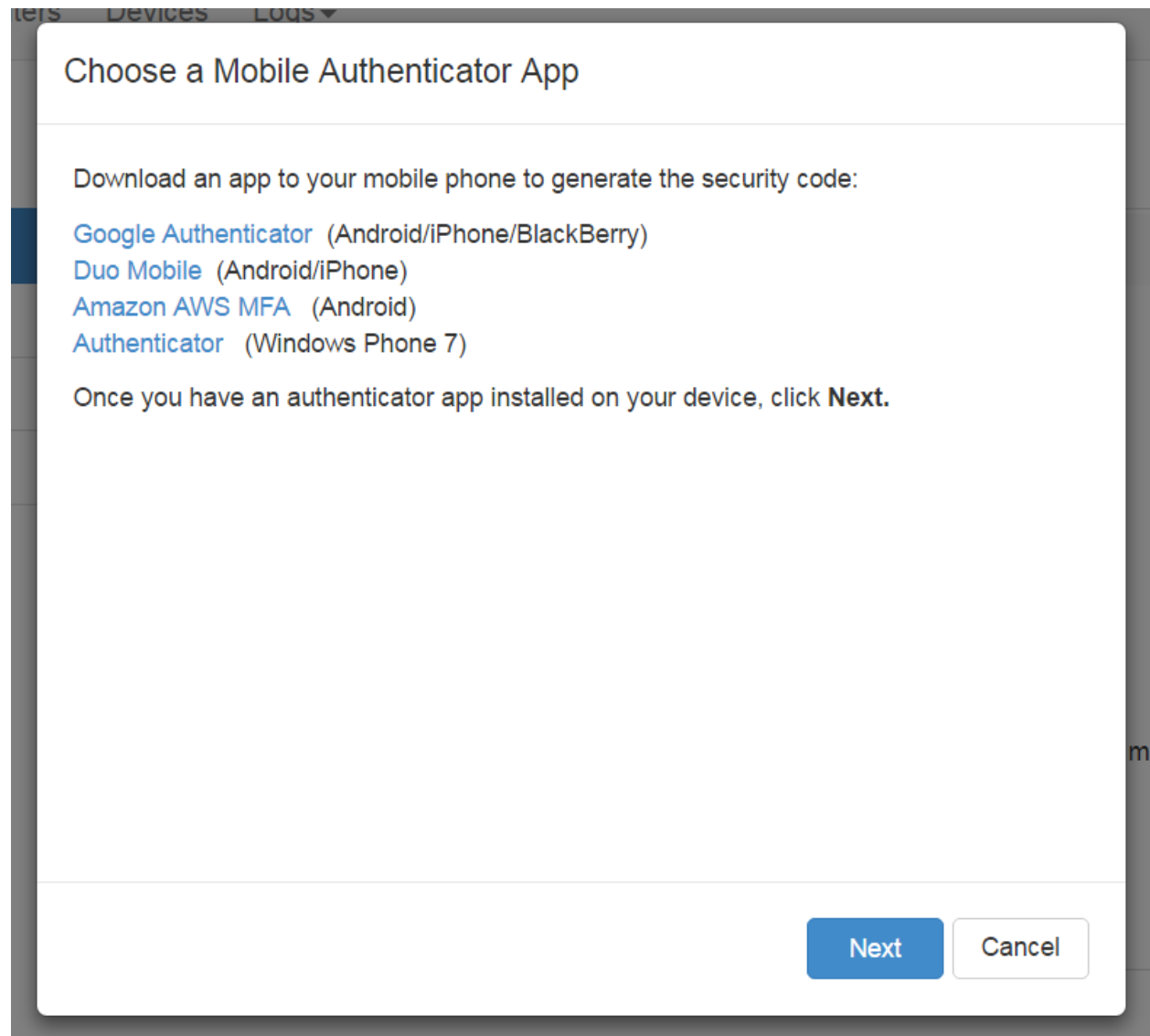
You are required to turn on two-step verification by your account owner.

Two-step verification adds an extra layer of security to your account. Whenever you log into Splashtop on a new device, you'll need to enter both your password and also a security code from the authentication app on your mobile phone.

Get Started

Cancel

You will choose a device to use. It should be something you use all the time...



The image shows a dialog box titled "Choose a Mobile Authenticator App". The dialog box has a white background and a grey border. At the top, the title "Choose a Mobile Authenticator App" is displayed in a dark blue font. Below the title, there is a line of text: "Download an app to your mobile phone to generate the security code:". Underneath this text, there is a list of four mobile authenticator apps, each with its name in blue and its supported operating systems in grey parentheses: "Google Authenticator (Android/iPhone/BlackBerry)", "Duo Mobile (Android/iPhone)", "Amazon AWS MFA (Android)", and "Authenticator (Windows Phone 7)". Below the list, there is another line of text: "Once you have an authenticator app installed on your device, click **Next**.". At the bottom right of the dialog box, there are two buttons: a blue button labeled "Next" and a white button with a grey border labeled "Cancel".

Choose a Mobile Authenticator App

Download an app to your mobile phone to generate the security code:

- [Google Authenticator](#) (Android/iPhone/BlackBerry)
- [Duo Mobile](#) (Android/iPhone)
- [Amazon AWS MFA](#) (Android)
- [Authenticator](#) (Windows Phone 7)


Once you have an authenticator app installed on your device, click **Next**.

Next Cancel

Once you set this up you just scan the QR into your device...

Pair the authenticator app with your Splashtop Account

Launch the authenticator app on your mobile device. Pair it with your Splashtop Account by scanning the barcode below:



Or enter your secret key manually:

*[Blurred secret key text]*

Next Cancel

Your authenticator will generate a code for you to enter. The code changes all the time.

Users Devices Logs

## Enter Code

Enter the security code from your authenticator app to finish pairing.

6-digit code

If the security code does not work, please make sure system time is set accurately on your mobile device.

Splashtop Business Team mark's team

You can also load your mobile number as a backup in case the app was to be removed.

Users Devices Logs

## View recovery codes

You can use these one-time recovery codes to access your account. Please write these down and keep them safe.

1. 89233000	2. 88299047	3. 29651121	4. 73903888
5. 88213384	6. 28292847	7. 72488878	8. 88749822
9. 88482288	10. 28111488		

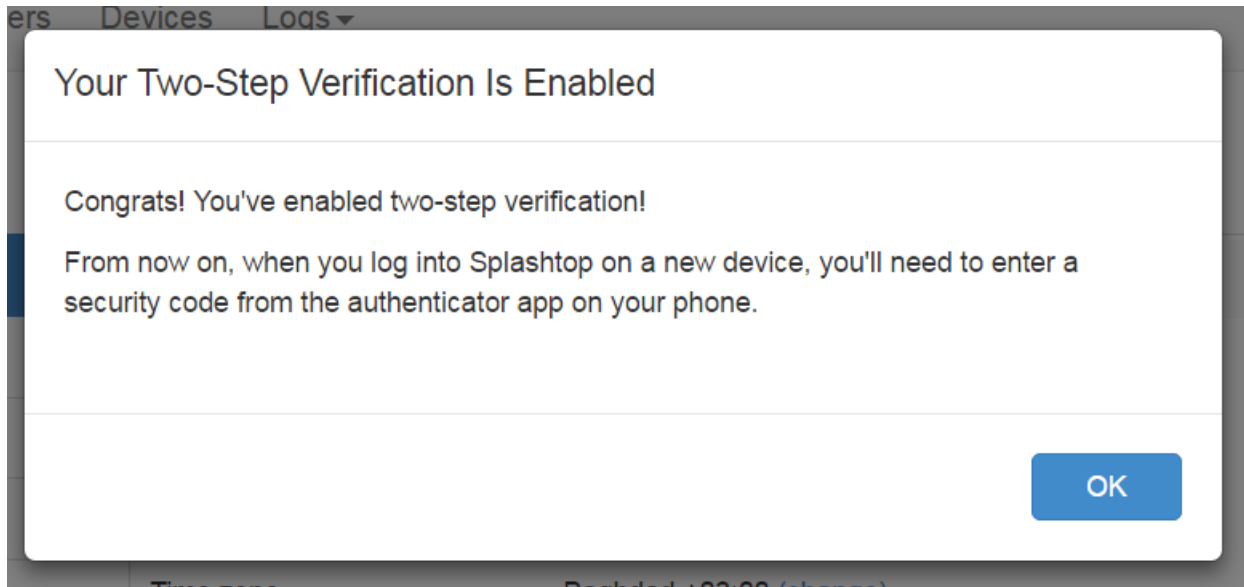
**Backup mobile phone number**

When you lose access to your primary security code source, we can send them to your backup mobile phone instead.

[Regenerate 10 recovery codes](#)

m

This is required...

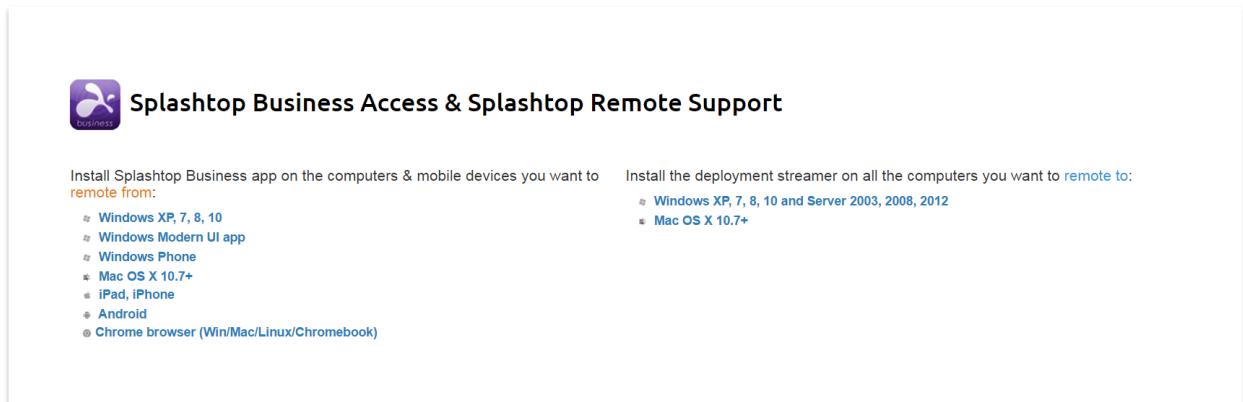


You will need to set the time zone you are currently using.. You can also add you Name to this screen

## Settings

Account Summary	Account Information
Subscriptions	Splashtop Account <a href="#">[redacted]@splashtop.com (change email)</a>
Payment	Password <a href="#">Change password</a>
Redeem Code	Your Name <a href="#">[redacted] (change)</a>
	Time zone <a href="#">UTC +00:00 (change)</a>
	Splashtop Business Team <a href="#">mark's team</a> Role: Member <a href="#">(remove myself from this team)</a>
	Email Preference <input checked="" type="checkbox"/> I would like to receive news, product updates, and marketing events from Splashtop.
	Two-Step Verification <a href="#">On (change)</a> <a href="#">View recovery codes</a> <a href="#">Manage trusted devices</a>

You will need to install the program to the device to intent to access the account computers from..



**Splashtop Business Access & Splashtop Remote Support**

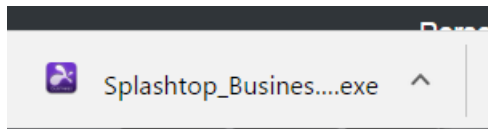
Install Splashtop Business app on the computers & mobile devices you want to **remote from**:

- Windows XP, 7, 8, 10
- Windows Modern UI app
- Windows Phone
- Mac OS X 10.7+
- iPad, iPhone
- Android
- Chrome browser (Win/Mac/Linux/Chromebook)

Install the deployment streamer on all the computers you want to **remote to**:

- Windows XP, 7, 8, 10 and Server 2003, 2008, 2012
- Mac OS X 10.7+

Once installed, simply execute the installable file..



You will now have a new icon on your system.



Double tap or click the icon to see the computers you have been allowed to access. You log on will be the two step verification and any additional passwords form those requested.

