Services: Remote Support (Splashtop SOS)

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Splashtop SOS is a tool that LTS support technicians use to access remote computers and mobile devices. Splashtop SOS is safe and secure. All communication between the customer and the technician is SSL-encrypted. Follow one of the following instructions to start the Splashtop SOS session when you have an LTS Technician on the phone.

Important: The applet is a small program that must be running on your computer for the technician to be able to help you. The applet is automatically removed from your PC or Mac at session end.

Note: Actual screens and procedures may vary slightly depending on your operating system and LogMeIn Rescue settings on the technician's side.

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Launch a Splashtop SOS Session on Windows Computers

The following instructions are written assuming you are using Firefox and may vary slightly for different browsers; Splashtop SOS is compatible with most modern web browsers and operating systems.

1. Go to sos.splashtop.com. The *Splashtop SOS Download* page is displayed.
2. The applet download should start automatically, select **Save File**. If download doesn't start, select the download that is appropriate for your your computer. Follow the directions on the screen, repeated here.
3. Launch the downloaded program. It may be in your **Downloads** folder.
4. When prompted for *User Account Control: Do you want to allow this app to make changes to your device?*, select **Yes**.
5. Give the 9-digit number to your LTS IT admin.

6. When you are ready to end the support session, be sure to quit the program. This ensures your computer cannot be remotely accessed any more until you download and run the program again.

What can you do during a SOS session?

Exact capabilities may vary according to Splashtop SOS settings on the technician's side.

- Chat with the technician(s)
- View a detailed session log
- End a session by clicking the small X in the upper-right corner or selecting **Disconnect.**

Launch a Splashtop SOS session on Mac Computers

The following instructions are written assuming you are using Firefox and may vary slightly for different browsers; Splashtop SOS is compatible with most modern web browsers and operating systems.

1. Go to sos.splashtop.com. The *Splashtop SOS Download* page is displayed.
2. The applet download should start automatically, select **Save File** and **OK**. If download doesn't start, select the download that is appropriate for your your computer. Follow the directions on the screen, repeated here.
3. Launch the downloaded program. It may be in your **Downloads** folder.
4. Follow the instructions to double click the Splashtop SOS icon to start the support session.

5. When prompted for *Splashtop SOS is an app downloaded from the Internet. Are you sure you want to open it?*, select **Open**.
6. Splashtop SOS may prompt that Screen Recording needs to be turned on for Splashtop SOS in Security & Privacy Settings. Please follow the instructions provided in the Splashtop window. You will need to quit and relaunch Splashtop SOS after enabling this setting.
7. Once Splashtop OS opens, give the 9-digit number to your LTS IT admin.
8. When you are ready to end the support session, be sure to quit the program. This ensures your computer cannot be remotely accessed any more until you download and run the program again.

What can you do during a SOS session?

Exact capabilities may vary according to Splashtop SOS settings on the technician's side.

- Chat with the technician(s)
- View a detailed session log

- End a session by clicking the small X in the upper-right corner or selecting **Disconnect.**

Launch a Splashtop SOS session on Mobile Devices

Android using a PIN Code Session

Prerequisite: You must have Splashtop SOS for Android from Google Play to use this tool.

Note: Actual screens and procedures may vary slightly depending on your device model and Splashtop SOS settings on the technician's side.

1. Download the Splashtop SOS for Android app. If the app is already installed on your device, tap Splashtop SOS on your Home page or app tray.
2. Once Splashtop OS opens, give the 9-digit number to your LTS IT admin.
3. To end the support session tap the **Disconnect** button on the Splashtop SOS app.

iPhone/iPad using a PIN Code Session

Prerequisite: You must have Splashtop SOS for iOS from the App Store to use this tool.

Note: Actual screens and procedures may vary slightly depending on your device model and Splashtop SOS settings on the technician's side.

1. Download the Splashtop for iOS mobile app. If the app is already installed on your device, tap Splashtop SOS on your Home page or app tray.
2. Once Splashtop OS opens, give the 9-digit number to your LTS IT admin.
3. Once session begins follow the instructions in the Splashtop SOS app to begin screen broadcast.
4. To end the support session tap the **Disconnect** button on the Splashtop SOS app.

What can you do during a Splashtop SOS session?

Exact capabilities may vary according to Splashtop SOS settings on the technician's side.

- Chat with the technician(s)
- Allow or deny the technician the right to perform certain actions
- End a session by tapping **Exit**, or selecting **Disconnect**