

User Manual

Splashtop SOS – Quick Guide for IT Support

Document Information

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Revision History

Rev	Rev. Date	By (initials)	Edits
X1	24.10.2025	AB	Initial version
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Purpose

Splashtop SOS enables the IT department to remotely control a user's computer for rapid support, without requiring permanent software installation.

Instructions for End Users

1. Go to <https://my.splashtop.eu/sos/packages/download/HYWATZKWY5KSEU>
2. Click Download SOS app.
3. When the file is downloaded:
 - Windows: Open SplashtopSOS.exe
 - macOS: Open SplashtopSOS.dmg, drag the app to the desktop and open it.
4. The app will display a 9-digit code (e.g., 123 456 789).
5. Provide the 9-digit code to the IT technician (via chat, phone, Teams, etc.).
6. Keep the Splashtop SOS window open while waiting for connection.

Instructions for Support

1. Open the Splashtop Business app on your PC/Mac (log in with company account).
2. Go to the SOS tab.
3. Enter the 9-digit code from the user.
4. Click Connect.
5. You have full access to the user's screen.
6. Use mouse and keyboard as if you were at the machine.
7. Transfer files, copy text, restart PC, and retrieve system information.

Tip: On macOS, the user must grant Splashtop access under System Preferences → Security & Privacy → Accessibility / Screen Recording.

Ending the Session

Either technician or user can close the Splashtop SOS window to end the session.

No software remains after the session; the app runs temporarily.

Security

- Connection is end-to-end encrypted (TLS/256-bit AES).
- Each code is unique and for one-time use.
- The user must actively approve access by opening the SOS app.

Troubleshooting

Problem	Solution
Cannot open .exe/.dmg	Right-click → “Run as administrator” (Windows) or “Open anyway” (macOS)
IT cannot connect	Check code validity and that SOS window is open
Mac user sees black screen	Grant Splashtop access to “Screen Recording” and “Accessibility” in system settings

Example Message for End User

Hi!

To help you via remote control, please:

1. Go to <https://sos.splashtop.com>
2. Download and run the programme
3. Read out the 9-digit code displayed

When the session is finished, you may close the window – the programme will be removed automatically.

Contact Information

itsupport@scaleaq.com