

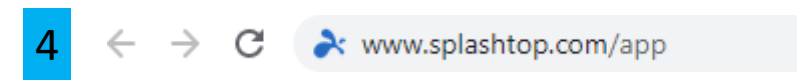
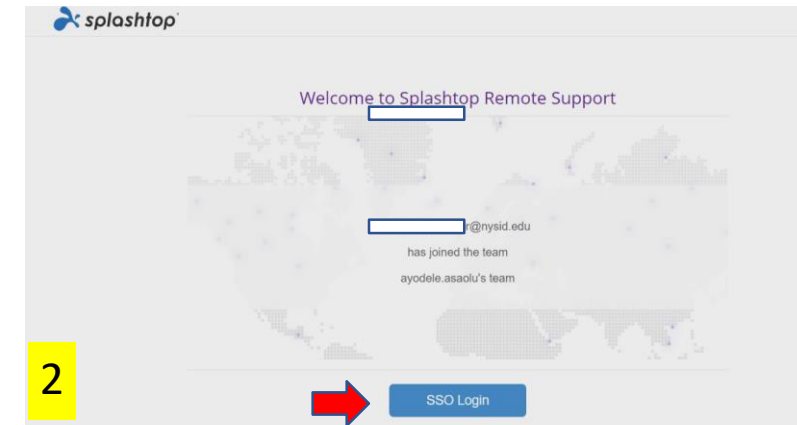
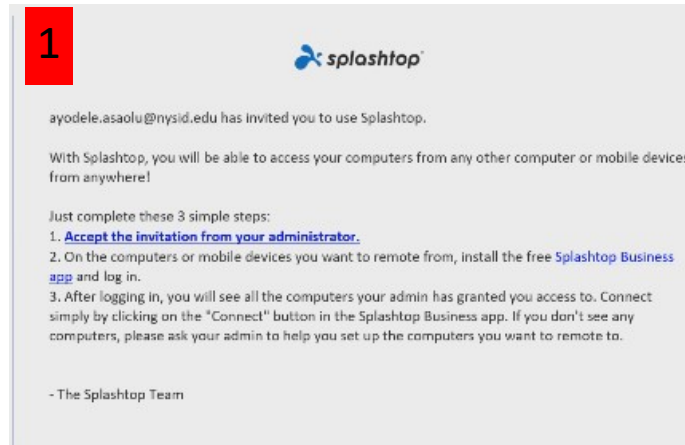
HOW TO SETUP SPLASHTOP REMOTE APPLICATION



- Remote in and use a NYSID computer as if you were literally sitting in front of it!

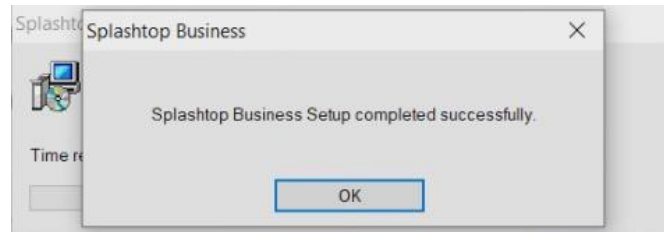
Splashtop Authentication Message

- You will receive an invitation from NYSID (Splashtop) to your NYSID email. Click the “accept the invitation” link. **1**
- Once your credentials have been authenticated, you will see the “SSO Login” icon. Click on it. **2**
- Sign in with your NYSID email address. Ex: John.Doe@nysid.edu(Not portal/Canvas password) **3**
- Open up a new browser and type: www.splashtop.com/app to download the Business App **4**



Setting Up Splashtop Business Application

- Once you have successfully downloaded the Splashtop Business App, click on the recent downloaded file **or** go to your download folder and double-click the icon; allow it to run on your computer. Once done, you will get this prompt:



- Now Open up the Splashtop app (which should now be set up on your desktop.)

- First, check the box "Stay logged in", **THEN** Click the "Single Sign-On login" link

- Type your NYSID email (ex.:John.Doe@nysid.edu) and make sure the "Stay logged in" box is checked then click "Log in".

- The password is your NYSID email password you use to normally log on to the computer.

1

2

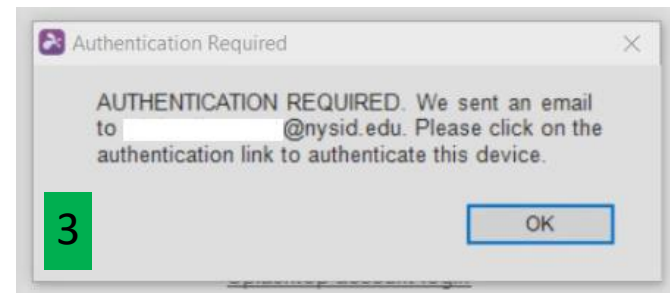
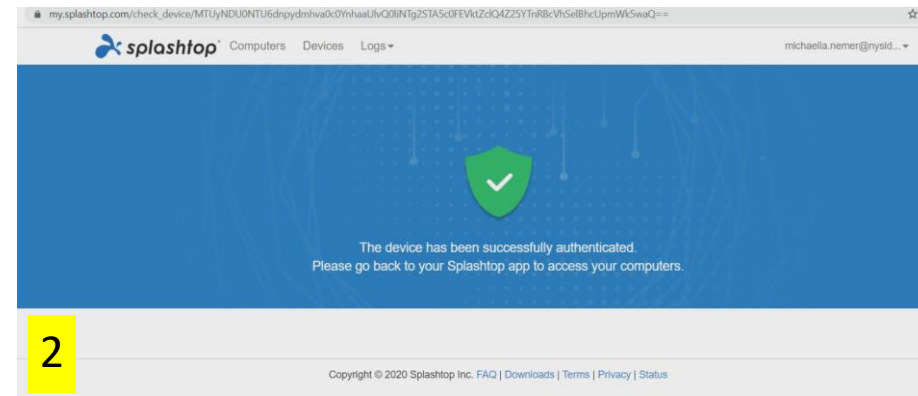
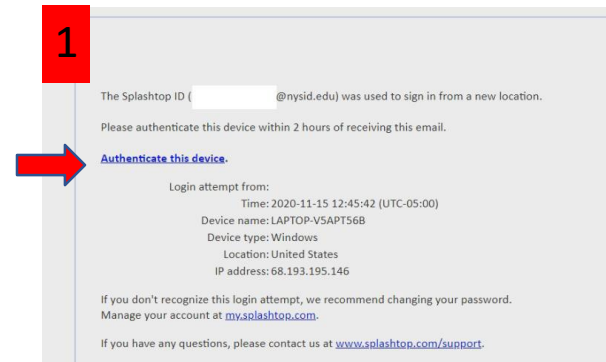
3a

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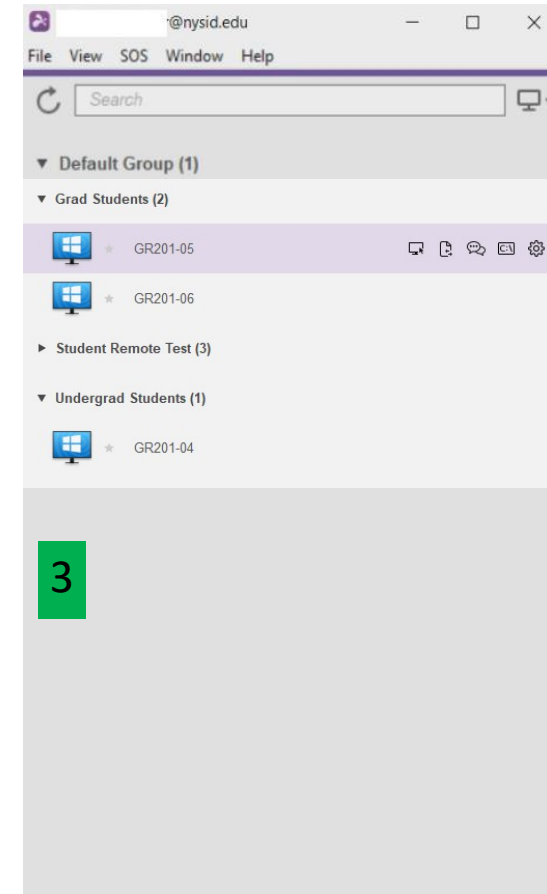
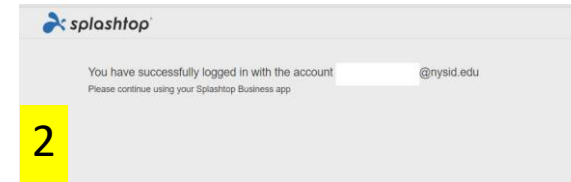
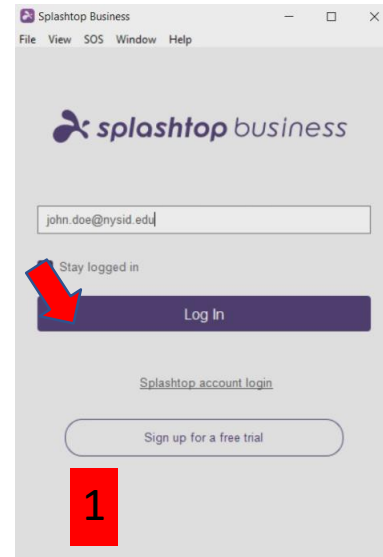
Authenticate Your Device

- A confirmation email will be sent to your NYSID email; check your email and click the “Authenticate this device” **1**
- You will get a “successfully authenticated” pop up. **2**
- The Splashtop business app will pop up and ask for authentication, (which you have already done) just click ok. **3**



Computer Displays On Splashtop

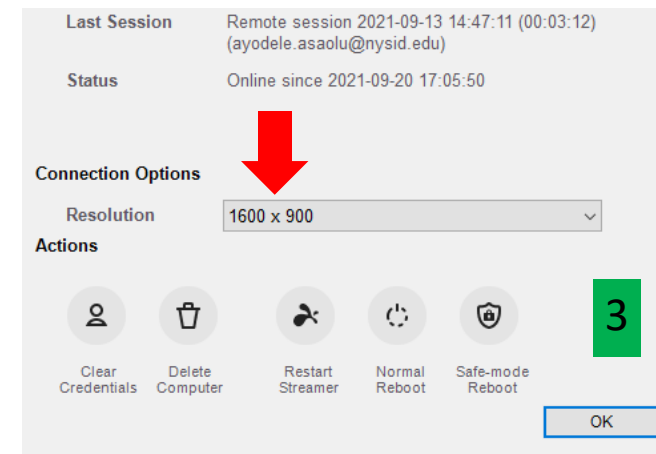
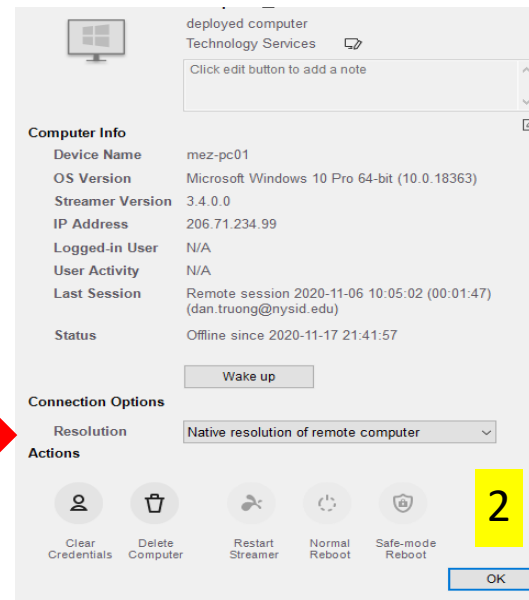
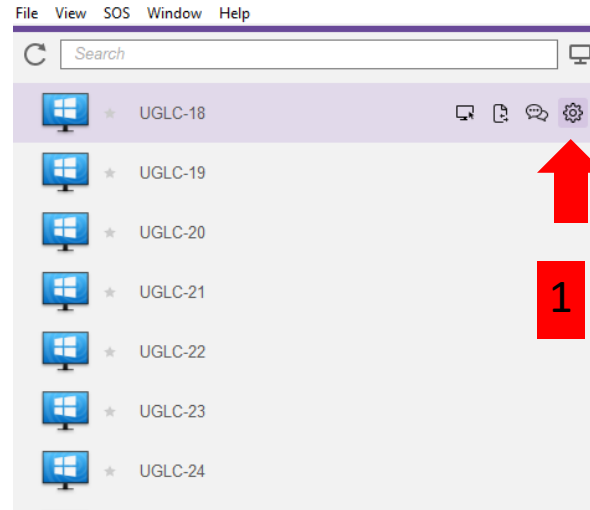
- Go back to the Spashtop Business app and click “Log in”. **1**
- You should get another **2** “successfully logged in” pop up.
- Back on your Splashtop app, you will see a list of the computers available to you on the Splashtop App window (**Note**: Grad students with designated computers will only see their computer). **3**
- **Important**: Undergrad students, please view the next slide for further information



Important Splashtop Notes (Undergraduate ONLY)

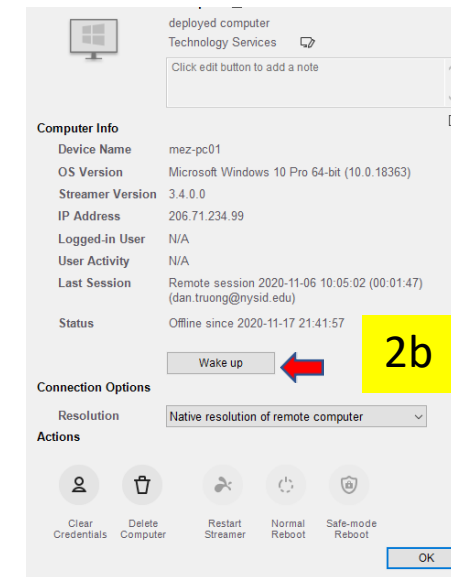
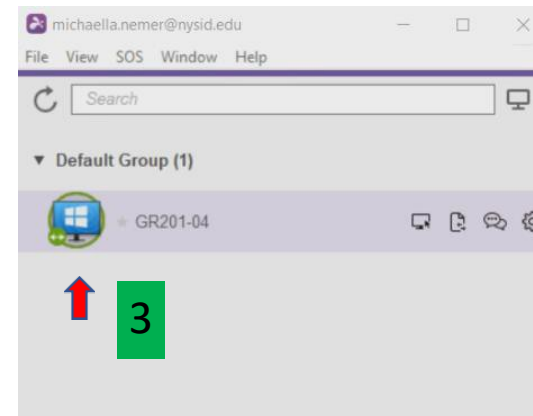
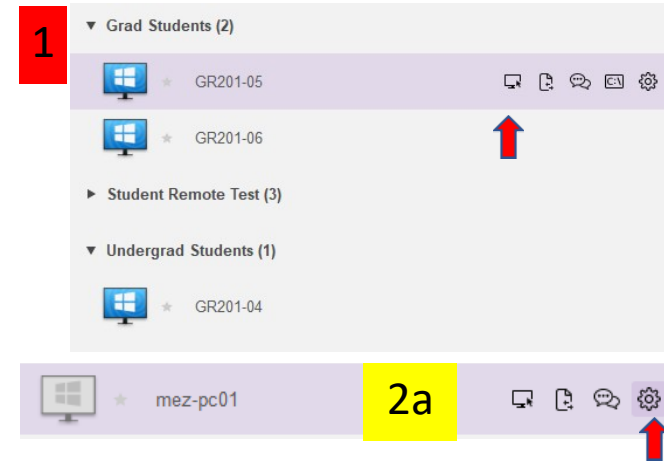
- Before you choose a computer, click on the cogwheel icon. **1**
- Under “Connection Options” click on the resolution drop down box. **2**
- Switch the resolution from “Native resolution of remote computer” to “1600 x 900” and click Ok. **3**

You may now connect to the computer.



Important Splashtop Notes

- You can only access one computer at a time. Double-click on the monitor or click the “Connect” icon to connect. (Applies only to Undergrad) **1**
- Available computers will have a blue monitor icon. Grayed-out monitors means asleep. You can wake it up by connecting to it or clicking the cogwheel icon. Then click the “wake up” icon. **2a**
- Computers currently in use will have a green circle around the monitor icon. **3**
- You will not be able to access or view a computer already in use.
- When done with the computer, sign-out as you would at NYSID.
- If you are not using a computer, you will be kicked out after 30 minutes of idleness.
- Do not prevent the computer from going idle if you are not using it. Please be considerate towards others. (I.T. can and will monitor such behaviors and will respond accordingly)



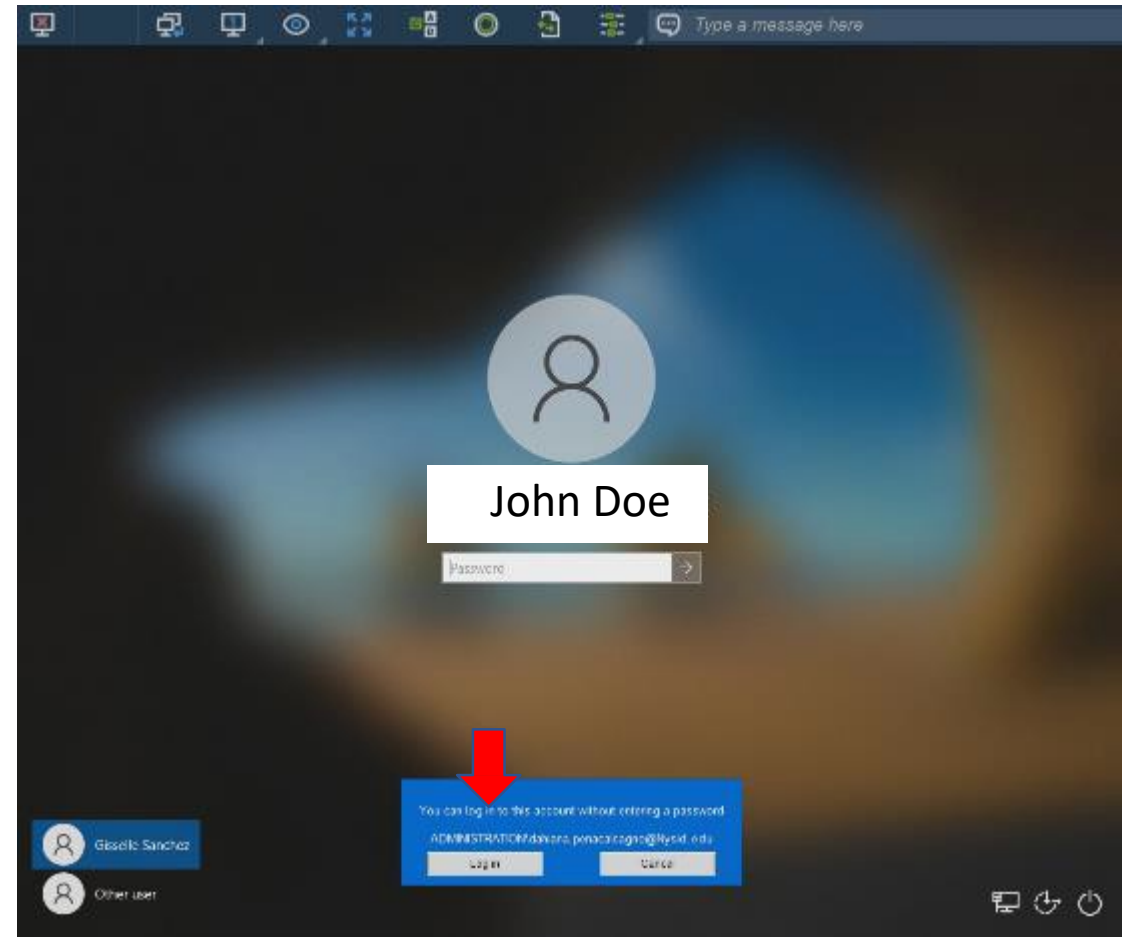
Computer Access

- Once again, sign in using your email as your username and type in your password.
- DO NOT change “ADMINISTRATION”
- **Note:** Grad students with assigned seats should check the “Save credentials” box because they have designated computers.
- **Note:** All Undergrad students & some Grad students (that opted out for Distant Learning at the beginning of the semester) will have a pool of available computers to use freely. You may not always have access to the same computer so it is not mandatory to check the “Save credentials” box.



Signing Into a Computer

- You do not need to sign in, simply click on the “log in” icon in the blue box at the bottom of the screen.
- **Reminder** for those that see a cluster of computers on their Splashtop business app: Make sure you log out of the computer the same way you do at school when you are finished using it so that it becomes available for others to use.



Setting Up Multifactor Authentication (MFA) For Splashtop

- 1) First, Log into your account (on the web) at:
https://my.splashtop.com/account_info
- 2) There will be a section at the bottom labeled **Two-Step Verification**. Click the **change** link to start the setup process
- 3) A box will pop up that will start the setup process. Click on **Get Started** to continue.

Two-Step Verification

Off ([change](#))

Enable Two-Step Verification

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

4) The next window states which authenticators we currently support. Please download one of the authenticator apps in the list onto your mobile device from your respective play store. After the app has finished downloading, please click on **Next** to get the QR code for pairing.

NOTE: I suggest choosing Microsoft Authenticator because you also need this app for your NYSID email. If you already have the Microsoft Authenticator App, please click on next and continue to follow the directions.

Set Up Two-Step Verification

Install an authenticator application on your mobile device to get started.

Supported authenticators:

- [Google Authenticator](#)
- [Duo Mobile](#)
- [Microsoft Authenticator](#)

Click **Next** to view QR code and finish setting up Two-step Verification.

Next

Cancel

5) After downloading your authenticator app, follow the instructions in the app to pair your account. When pairing an account, you will be given an option to scan the QR code or enter the secret key. Use your phone's camera to scan the QR code on screen, or manually type in the secret key. After scanning, click on **Next** to go to the next step.

6) When pairing, the account will show up on the authenticator app on your phone, with six digit codes that refresh every 30 seconds.

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:

Secret Key

Next

Cancel

7) On the next page, please enter a six digit code from the authenticator into the box, and then hit **Check** to make sure your codes are working. If it has paired successfully, you'll see a green check and you can then hit **Next**. If you see a red X, either there is a typo, the code has expired, or the pairing process was not successful. Please try entering in another code to test and if that does not work, delete the account from your authenticator app and start from Step 5

Note: Unlike for your NYSID email, the Microsoft authenticator app will not prompt you on your phone. You have to manually open up your App on you phone and look for the Splashtop account (it is the one called nysid) for the 6 digit code.

Enter Code

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

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

Enter Code

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

 ✓

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

Enter Code

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

 ✗

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

8) On the final page, you will see your 10 recovery codes. Please save the recovery codes in a safe place. If you switch phones and forget to export your authenticator or you lose your phone, you will not be able to log into your account unless you have your recovery codes. After saving, click on the checkbox labeled **I have printed or saved these codes**.

9) For the backup number, please use a number that can send text messages. If you lose your authenticator, you will need to text our 2FA phone number using the same backup number to get your recovery codes. Enter in the number and hit **Check** to see if the number is valid. Good options would be your mobile phone, a work mobile phone, or a Google Voice number.

10) Hit **OK** to finish the setup process. You'll see one more box telling you the process is complete.

View recovery codes

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

1. [REDACTED] 2. [REDACTED] 3. [REDACTED] 4. [REDACTED]
5. [REDACTED] 6. [REDACTED] 7. [REDACTED] 8. [REDACTED]
9. [REDACTED] 10. [REDACTED]



* I have printed or saved these codes.

Backup mobile phone number

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

[REDACTED] ✓

OK