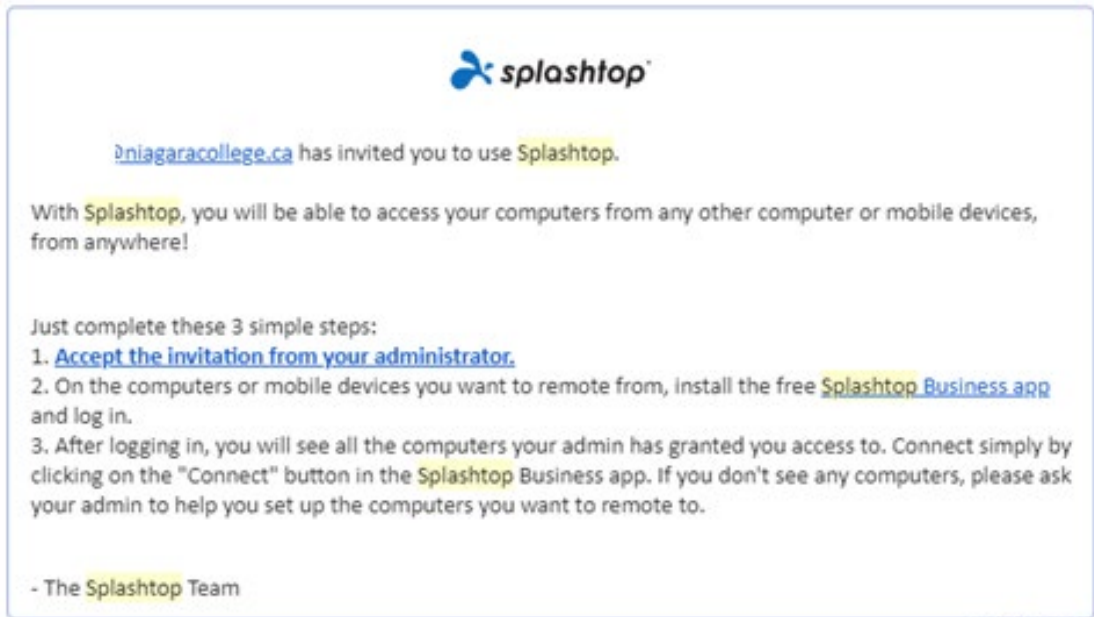


Splashtop Guide

Invitation

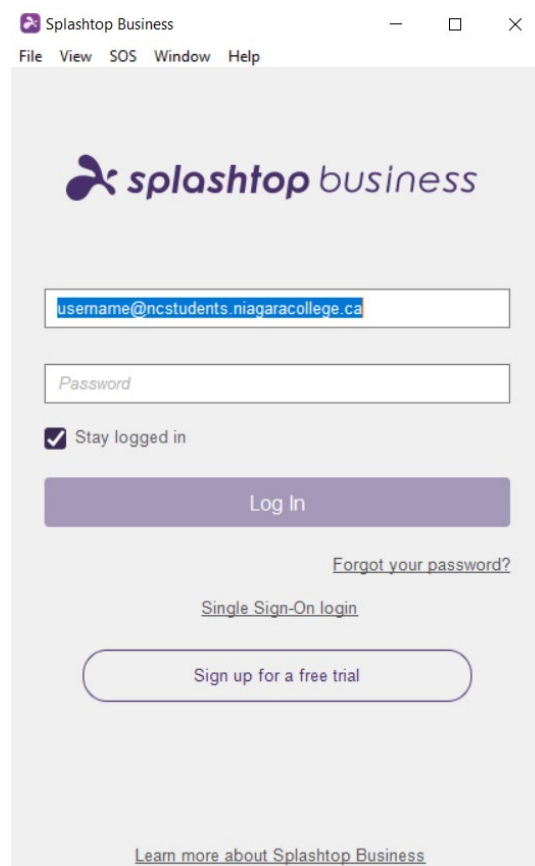
You will receive a Splashtop invitation through your Niagara College email. It will provide a link to accept the invitation and register (step 1) and have a link to download the Splashtop Business client (step 2).



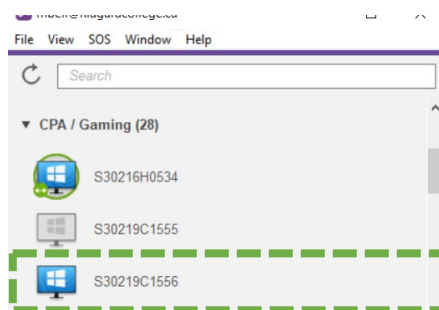
After you register your account, you can download the Splashtop Business client [here](#) and install it on any computer you will remote from.

Getting Started

Run Splashtop and sign in using your Niagara College email and password.



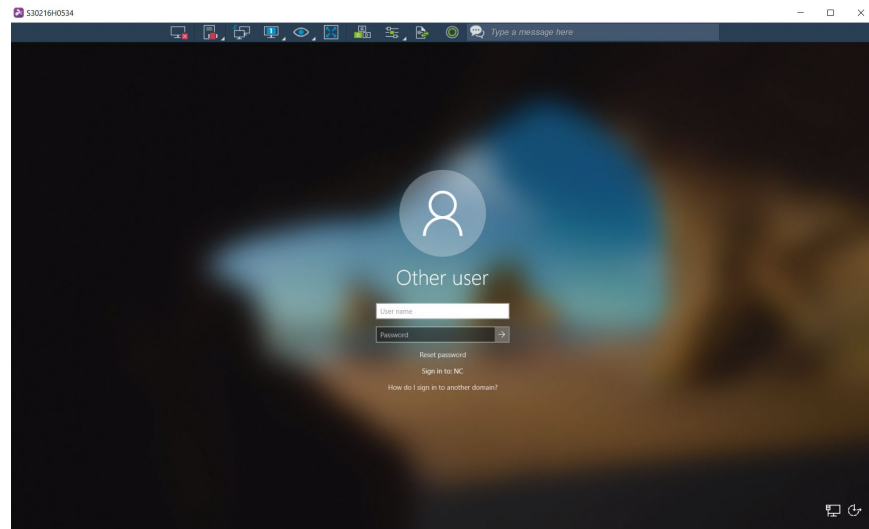
After signing in, you will see a list of computers you can remote to. Choose an open computer (🖥️) to start your remote session. A green circle means someone is connected and the computer is in use, and if the icon is greyed out the computer is offline.



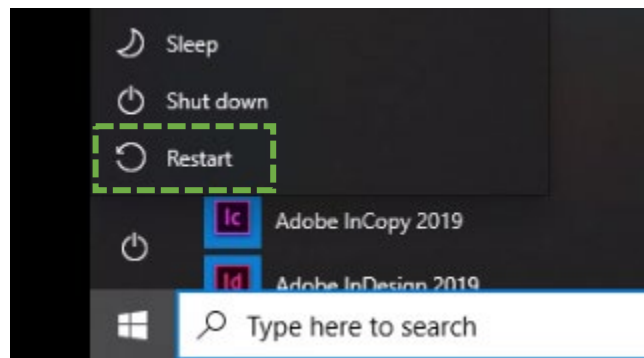
Connect by double-clicking the computer icon or selecting the computer and hitting the connect button.




When you remote to a computer you should see a login screen as if you were signing into a college computer on campus. Sign in using your Niagara College username and password.



Save your work regularly to your college OneDrive or File Transfer to your home computer. You will lose anything on the college computer when the computer is restarted, as it will be reset for the next person to use.



Please make sure to **restart** the computer then **disconnect** your session () when you have saved your work and are finished. This will ensure the computer is reset and ready to use for the next person.

Remote Session Controls

All the session controls are accessible through the top menu bar.



Disconnect

Disconnects your session.



Next Monitor

Will toggle your display through available monitors (for multi-monitor setups).



Switch Monitor

Choose a specific monitor to display from a list. Or display all monitors on one screen or in separate windows.



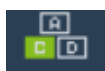
View Options

Changing image scale will show the full size of the monitor or scale it to fit on your home display. Lowering frame rate will lower the quality but be less demanding on your internet connection. Raising the frame rate will increase quality but require high speed internet.



Full Screen

Toggles full screen on and off.



Ctrl-Alt-Delete

Button shortcut for pressing Ctrl-Alt-Delete.



Actions

You can enable Blank Screen and Lock Keyboard and Mouse, which blanks the physical screen of the PC you're remoting to (to prevent sensitive data being shown on screen) and prevents the physical mouse and keyboard from being used while the remote session is active. Share Desktop will provide you with a link which you can share when you want someone to view your session.



File Transfer

Transfer files between your local computer and the computer you are remoted to.



Start Recording

Record your session. Recordings are stored in Documents\Splashtop Business\ by default.



Chat

A chat feature, for the user to communicate with support or their professor when they join the chat session.

Computer List Controls

Depending on your level of access (support, professor, student) you will also have some controls in the computer list.



Connect

Remotes to the selected computer.



File Transfer

Transfer file to or from selected computer (requires login).



Chat

Start chat with current session.



Info

Shows computer and session information. May include some basic computer controls for professors and support.

FAQ

Q: How long do remote sessions last?

A: Sessions time out after 3 hours of inactivity. Your session will continue if you have an internet connect and you are active on the computer.

Note: There may be scheduled restarts outside of class hours. Save work frequently.

Q: My internet went down, and my session disconnected. Did I lose all my work?

A: Your work will not be lost until the computer is restarted. You will have 3 hours to reconnect to the previous session (it must be the exact same computer as before), where you will simply log back in from the lock screen.

Q: What if I connect to a computer and it is on someone else's login screen?

A: The previous user disconnected without restarting the machine. They may have had a temporary internet issue and will reconnect later, or they forgot to restart when they were finished.