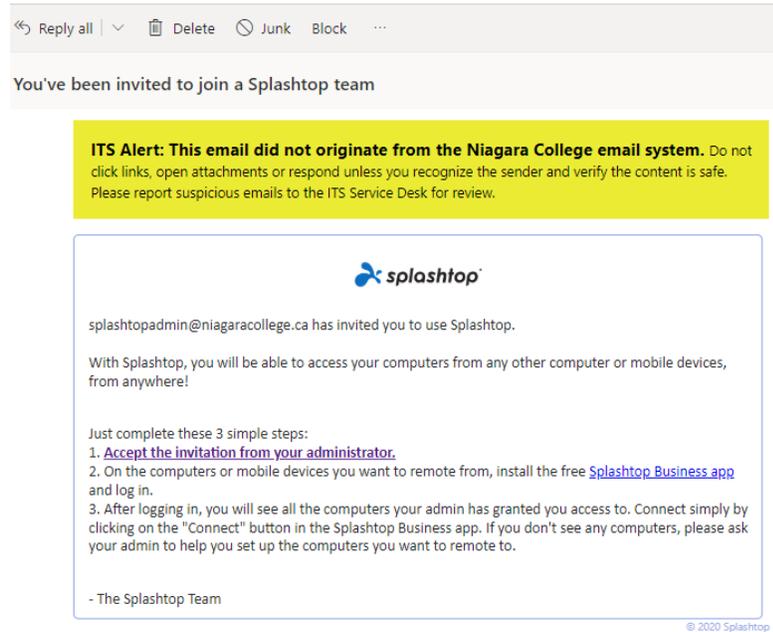


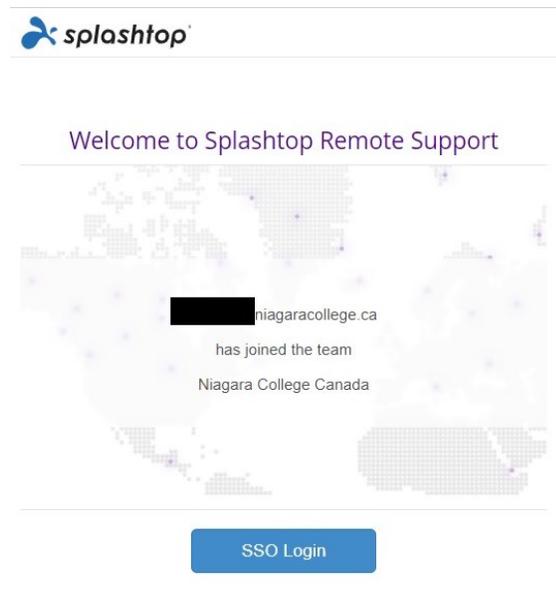
Splashtop Guide

Initial Invitation to Splashtop

To access Splashtop you will be sent an invitation through your Niagara College Student email account.

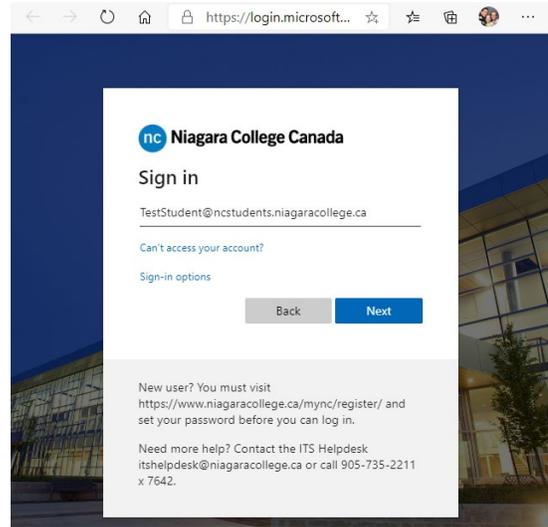


Click the link in step one to accept the invitation and logon for the first time. NOTE: you must logon using the Single Sign on (SSO) method using your Niagara College Student email address and password.

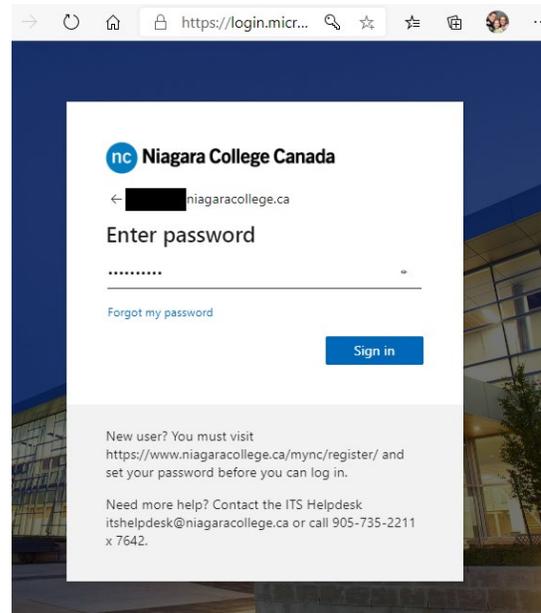


At this point you may or may not be prompted to sign into your Niagara College Student account through Microsoft's Single Sign on portal show below

Enter your Niagara College email address as shown and click Next.



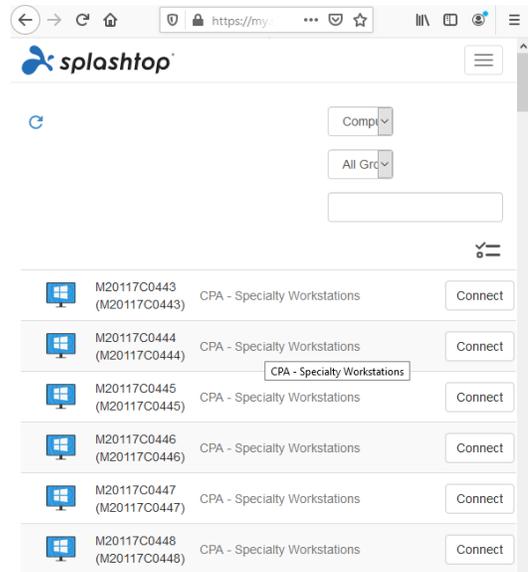
Enter your password and click Sign in



After successfully authenticating you will be asked to return to your email as a final validation, and gain access to Splashtop. After validation, return to the browser window and click "Single Sign ON" again to complete the login process.



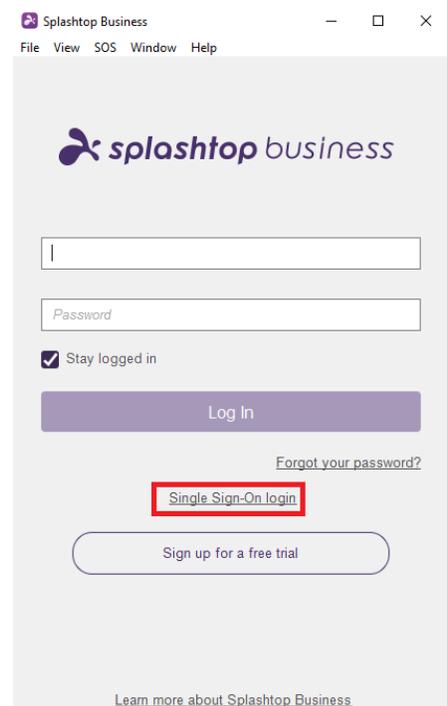
You can logon to Splashtop through the web interface at any time, however for best experience on any device you intent to utilize regularly we recommend downloading the Splashtop Business App as outlined in the next steps below.



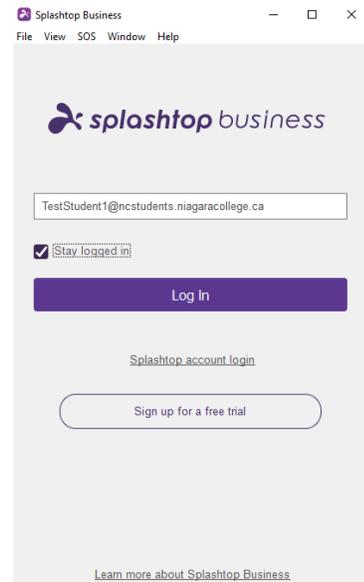
Splashtop Business App

Download the Splashtop Business App (<https://www.splashtop.com/downloads#ba>) and install it on your preferred device. This application is available on most platforms including Windows and Macintosh computers, iPad, Android and other mobile devices, as identified on the Splashtop website. Niagara College is recommending students have a Windows based computer, however a Macintosh with full keyboard and mouse will work as well. For anyone hoping to use a tablet, ie. iPad or Android, these devices will work with Splashtop, however they are not recommended for frequent use due to screen size, and the lack of a keyboard in most cases. Adding a keyboard to your tablet will improve the experience considerably.

Launch the Splashtop Business App, and click the “Single Sign On” login option to change the type of login used.

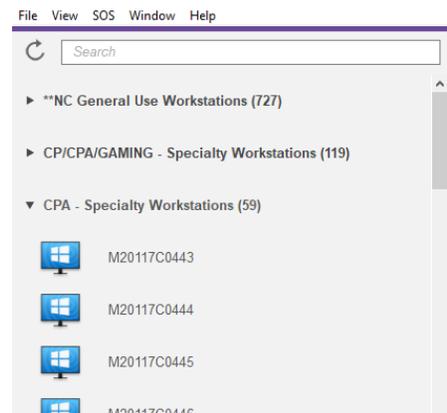


Enter your Niagara College email address, and click the “Stay logged in” check box if you wish, then click “Log in”.



Splashtop Business App - Navigation and Configuration

After signing in, you will see a list of groups and computers you can remote to.



The symbol representing each workstation identifies the status of the computer based on the following 4 options



AVAILABLE – Workstations with this status are available for you to connect to.



OFFLINE – powered off, or rebooting

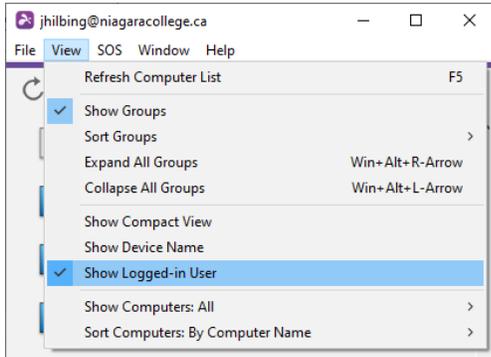


UNAVAILABLE / IN USE



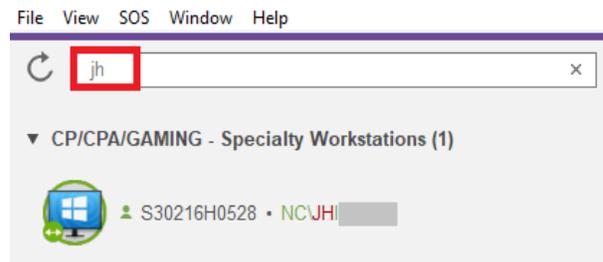
UNAVAILABLE / IN USE

After signing into the Splashtop Business App the first time we recommend turning on “Show Logged-in User” using the “View” menu. This option makes it easier to identify computers that are in use.



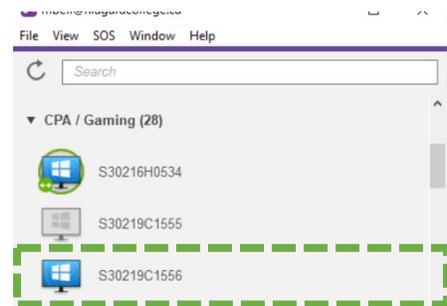
This will also help you to find your machine if you are disconnected unintentionally due to an internet issue, or other reason.

Enabling this option also makes it possible to find the workstation you were working on by searching for your Niagara College Username



Connecting to a Workstation via Splashtop Business App

Choose an available computer () to start your remote session.

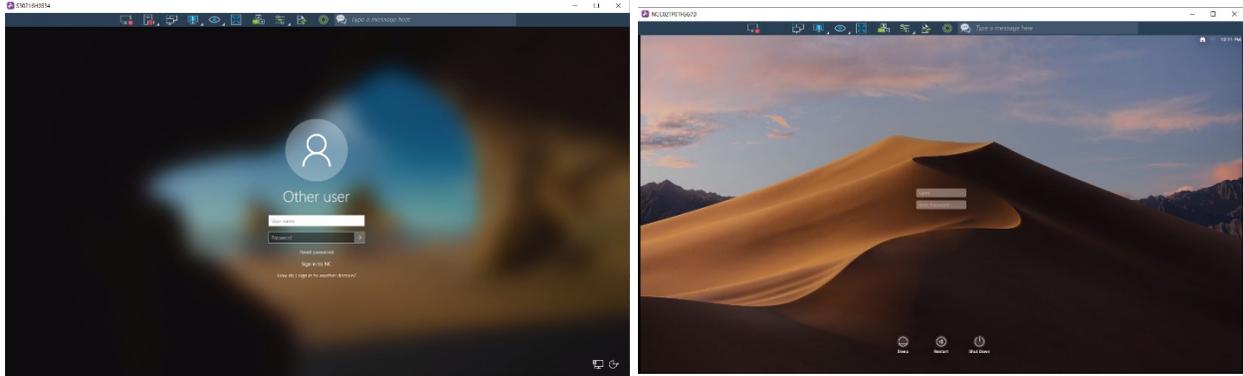


Connect by double-clicking the computer icon or selecting the workstation and clicking the connect button.



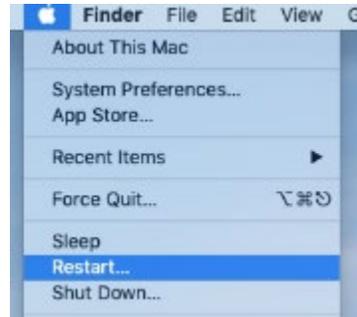
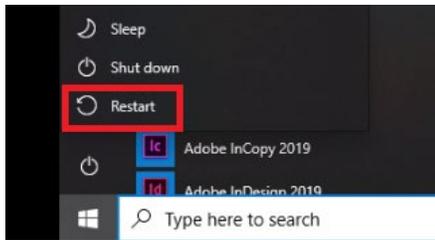
When you remote to a computer you will see the Windows or Macintosh login screen the same as if you were signing into a College workstation on campus.

Sign in using your Niagara College username and password.



NOTE: Save your work frequently to your College OneDrive account or using some other external storage option. You will lose any unsaved work when the workstation is restarted.

Please make sure to **restart** the workstation when you are finished using it.



Then **disconnect or close** your session



Additional Splashtop Session Controls

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



Disconnect

Disconnects your session, but does NOT restart the computer or release the workstation for others to use.



Next Monitor

Will toggle through available monitors on the remote workstation (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.

Business App 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.

Frequently Asked Questions

Q: How long do remote sessions last?

A: Sessions time out after 3 hours of inactivity. Your session will continue indefinitely if you remain actively working on the remote workstation. If activity stops you will be disconnected after one (1) hour, if activity does not resume

Q: Are College computers available 24 hours per day?

A: College computers are available almost all the time, however a reboot of all computers is performed at 5am daily to ensure machines are available and working optimally

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 1 hour to locate and reconnect to the same workstation you were using prior to disconnect, after which the workstation will be restarted and unsaved work will be lost.

Q: I connected to a workstation and it is on someone else's login screen?

A: Most likely the previous user disconnected without releasing the machine. They may have had a temporary internet issue and will reconnect later, or they forgot to restart when they were finished. You cannot utilize this workstation and should choose one that is available.