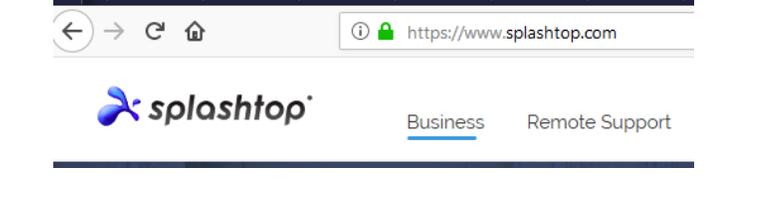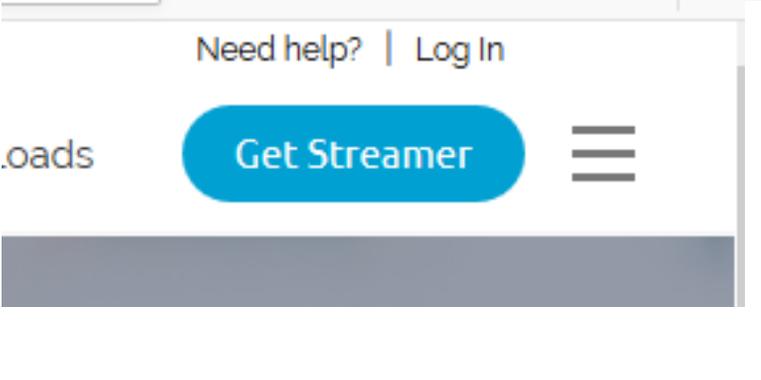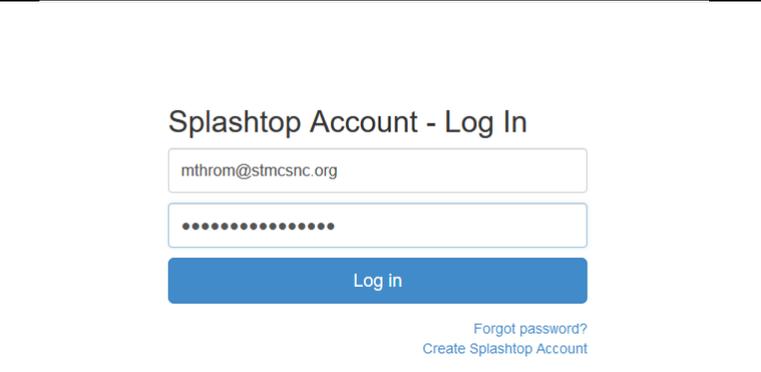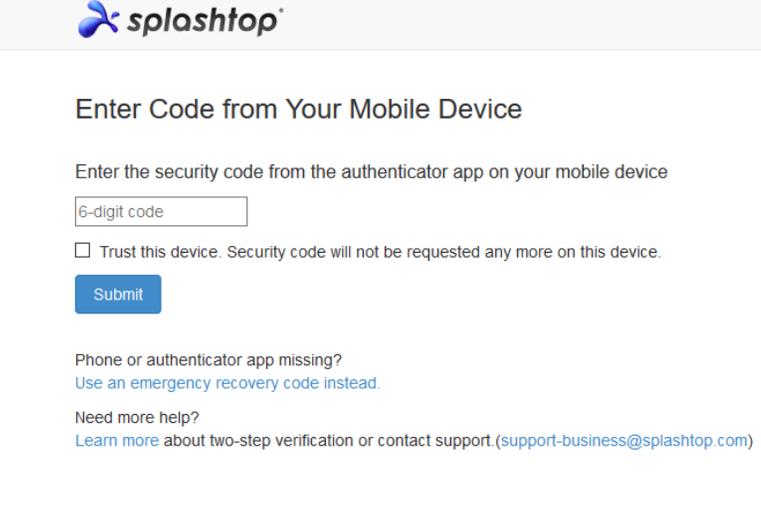**PURPOSE:** The purpose of this procedure is to demonstrate how **Recover Splashtop Authentication**.

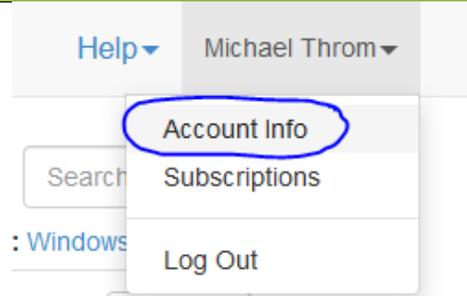| PROCESS STEP	REFERENCE IMAGE
STEP 1: Open the browser and go to **Splashtop.com**.	
STEP 2: Select the **Log In** link.	
STEP 3: Enter your **SPLASHTOP** username and password.	
Step 4: If you do not have an Authentication Code generated from the **Google Authenticator** App, EMAIL **support-business@splashtop.com** to email you a recovery code.	

Step 5: Splashtop will send recovery codes. Once the codes are received, select "**Use an Emergency Recovery Code Instead**" and enter the code provided	☐ Trust this device. Security code will not be requested any r [Submit] Phone or authenticator app missing? Use an emergency recovery code instead. Need more help? Learn more about two-step verification or contact support.(su|
Step 6: Next**, Select Account Info** located in the menu below the username.	Help▾ Michael Throm▾ Account Info Search Subscriptions : Windows Log Out
Step 7: Follow the directions for how to reset "**Two-Step Authentication**" Here is a video link to help through the process **https://www.youtube.com/watch?v=tqlum3zcW84**	Email Preference ☐ I would like to receive news, produ Two-Step Verification On (change) View recovery codes Manage trusted devices