02/14/2018 Rev 1

**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	← → C <sup>I</sup> ŵ ① ▲ https://www.splashtop.com
Splashtop.com.	
	Business Remote Support
STEP 2: Select the <b>Log In</b> link.	Need help?
	Need netp?   Log in
	.oads Get Streamer =
username and password.	
	Splashton Account - Log In
	mthrom@stmcsnc.org
	Log in
	Forgot password?
	Create Splashtop Account
<b>Step 4:</b> If you do not have an Authentication Code generated from	💦 splashtop
the <b>Google Authenticator</b> App, EMAIL support-	Enter Code from Your Mobile Device
business@splashtop.com to email	Enter the security code from the authenticator app on your mobile device
you a recovery code.	6-digit code
	Trust this device. Security code will not be requested any more on this device.
	suomit
	Phone or authenticator app missing? Use an emergency recovery code instead.
	Need more help? Learn more about two-step verification or contact support.(support-business@splashtop.com)

Step 5: Splashtop will send recovery codes. Once the codes are received, select "Use an Emergency Recovery Code Instead" and enter the code provided	<ul> <li>Trust this device. Security code will not be requested any r</li> <li>Submit</li> <li>Phone or authenticator app missing?</li> <li>Use an emergency recovery code instead.</li> <li>Need more help?</li> <li>Learn more about two-step verification or contact support.(support.)</li> </ul>
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 <u>https://www.youtube.com/watch?</u> <u>v=tqlum3zcW84</u>	Email Preference I would like to receive news, production On (change) View recovery codes Manage trusted devices