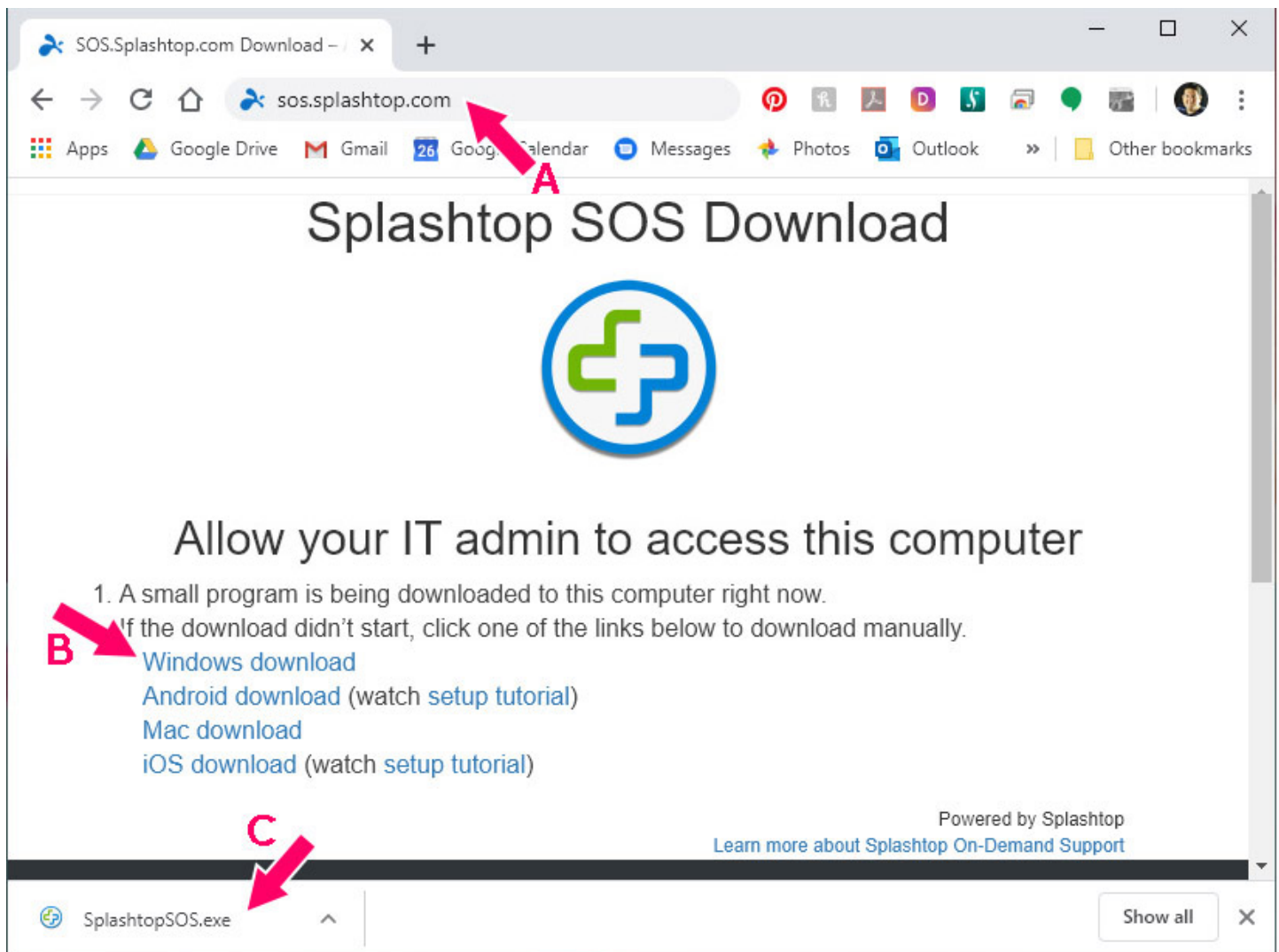


Downloading Splashtop SOS (Remote Helpdesk Assistance)

Splashtop SOS software will allow the helpdesk to remotely connect to and control a GCCCD-issued computer. To download the software, please follow the steps below:

- A) Visit sos.splashtop.com in your browser
- B) The software should **automatically download** (see step C below to check). If not, please click the **“Windows download”** option
- C) The downloaded software should be located on the **lower left corner** of your browser, **click** the file to open it.



- D) If Windows asks you to allow the install, choose “yes”
- E) The software will open and generate a **9 digit number**. The helpdesk will need this number after you call in, to connect to your computer remotely.

