

NAPLES COMPUTERS HOW-TO • MAC TIPS

How to Get Remote Help on a Mac with Splashtop SOS

A Naples Computers technician can connect to your Mac remotely with Splashtop SOS and fix things while you watch. Only do this while you're on the phone with us (239-513-1960), or at a time we've scheduled together. This guide shows the download from naplescomputers.com, opening the app, the two macOS permissions it needs (Accessibility, and Screen & System Audio Recording), reading us the 9-digit code, and ending the session. Screens are from macOS 27 Golden Gate; the steps look the same on macOS Ventura and later. (The session code shown is an example.)

First, **call us**. Then connect.

- ☐ Only while you're on the phone with us
Call Naples Computers first: 239-513-1960, or at a time we've scheduled
- ☐ Never give a code to someone who called you
Or to a pop-up that tells you to call a number or download an app
- ☐ We never cold-call for remote sessions
Sessions are scheduled. Managed Services clients get proactive maintenance.

Before you start, **you'll need**:

- ☐ Naples Computers on the phone
We'll stay on the line and walk you through it
- ☐ Your Mac's login password
Or Touch ID, to approve the permissions
- ☐ A Mac with a recent macOS
The steps look the same on macOS Ventura and later

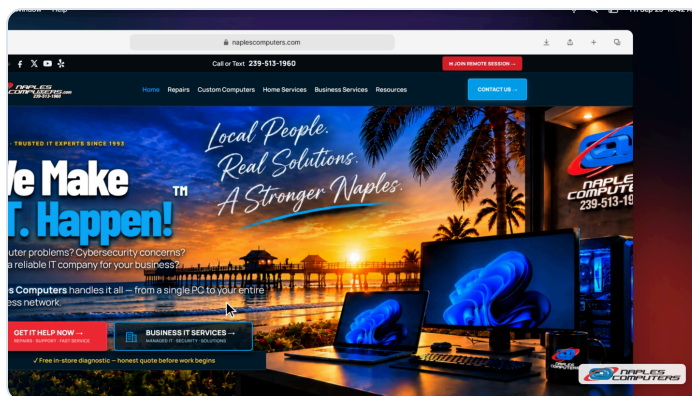
Step by step

1 Go to naplescomputers.com and click Join Remote Session

Open Safari and go to naplescomputers.com. The red Join Remote Session button is at the top right of the page.

WHAT TO DO

Click it. A new tab opens and your support app (Splashtop SOS for Mac) downloads. If it doesn't start, click Mac Download.

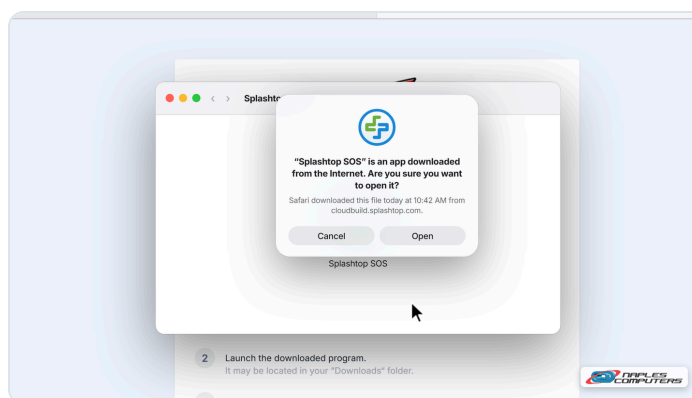


2 Open Splashtop SOS from your Downloads

Click the Downloads button in Safari's toolbar and double-click the SplashtopSOS file. In the window that opens, double-click Splashtop SOS.

WHAT TO DO

Your Mac asks if you're sure you want to open an app downloaded from the Internet. Click Open.

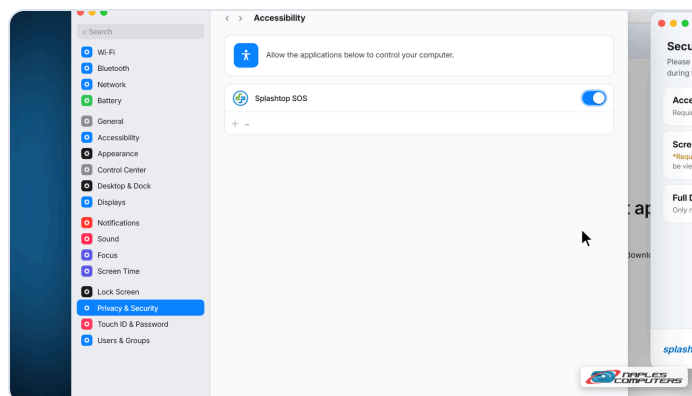


3 Allow Accessibility

The first time, Splashtop SOS asks for permissions. Click the permissions link, then click Allow next to Accessibility. System Settings opens to Privacy & Security → Accessibility.

WHAT TO DO

Turn on Splashtop SOS, then use Touch ID or type your Mac's password, and click Allow.



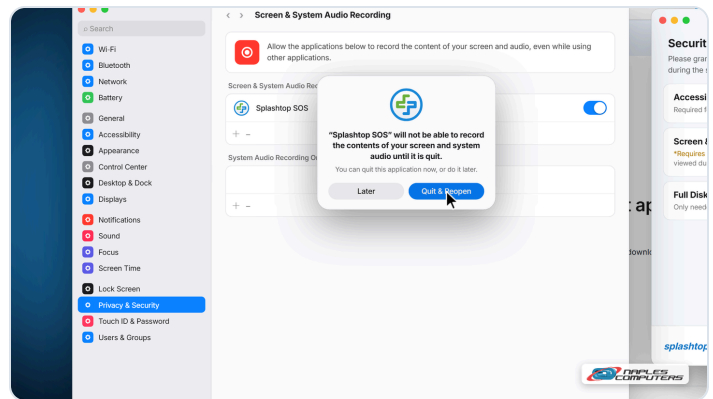
Allow Screen & System Audio

4 Recording, then Quit & Reopen

Back in the Splashtop SOS permissions window, click Allow next to Screen & System Audio Recording. Turn on Splashtop SOS and confirm with Touch ID or your password.

WHAT TO DO

When your Mac says SOS must quit first, click Quit & Reopen.

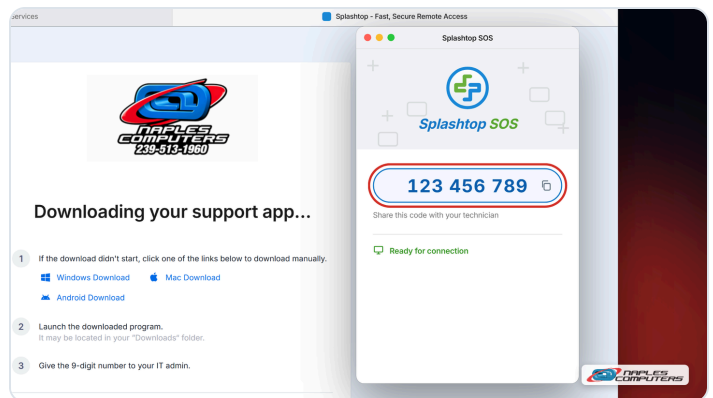


5 Read the 9-digit code to your technician

Splashtop SOS opens again and shows a 9-digit session code. A new code is made every time you open it.

WHAT TO DO

Read the code on your screen to your Naples Computers technician, over the phone. Only share it with us.



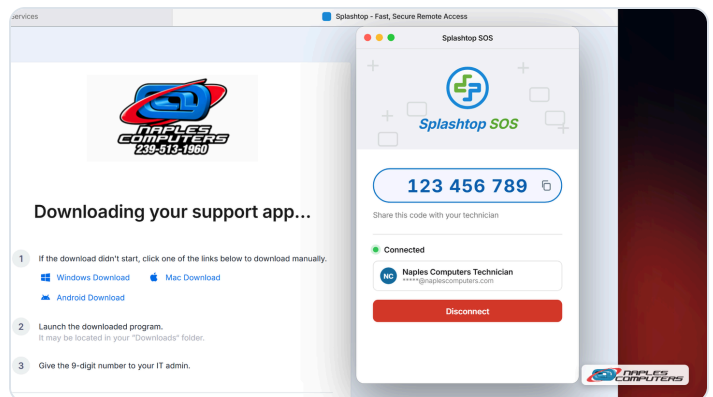
CONNECTED

✓ Your technician connects

When your technician enters the code, the Splashtop SOS window shows Connected, and who is connected.

WHAT TO DO

Stay on the phone. You can watch everything your technician does, and ask questions as they work.



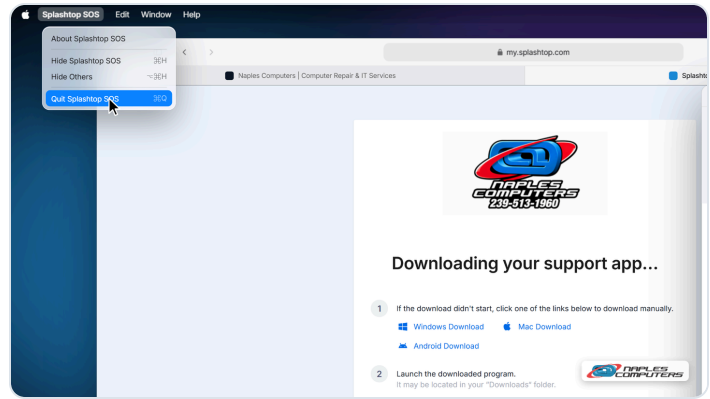
6

End the session: Disconnect, then quit

When you're done, click Disconnect in the Splashtop SOS window.

WHAT TO DO

Then quit the app: click Splashtop SOS in the menu bar and choose Quit Splashtop SOS (or press Command-Q). No one can connect again until you open it and share a new code.



Something not working? Check this.

- ☐ Your technician sees a black screen
Turn on Screen & System Audio Recording ("Screen Recording" on older Macs), then quit and reopen SOS
- ☐ They can see, but can't click or type
Turn on Accessibility for Splashtop SOS in Privacy & Security
- ☐ SOS won't open, or closes right away
System Settings → Privacy & Security → Open Anyway
- ☐ Need to send files?
Full Disk Access is optional: only needed for file transfer

Recap: remote help on a Mac

- ☐ On the phone with us? Go to naplescomputers.com
- ☐ Click Join Remote Session
- ☐ Open the download, then click Open
- ☐ Allow Accessibility + Screen Recording, Quit & Reopen
- ☐ Read us the 9-digit code
- ☐ Done? Disconnect, then quit SOS

For businesses: Managed IT clients

- ☐ Nothing to download
We set up secure, unattended access on your computers ahead of time
- ☐ Proactive maintenance
Updates and checkups are scheduled and arranged in advance
- ☐ Train your staff
No remote access for unexpected callers, even ones who say they're "I.T."

Never give a session code to someone who called you out of the blue, or to a pop-up that tells you to call a number or install an app. Naples Computers never cold-calls for remote sessions: they're always scheduled or started by you, and Managed Services clients get proactive maintenance arranged in advance. Managed IT clients don't need to download anything: we set up secure unattended access for you.



Need help with your Mac? We can connect remotely, the same day in many cases.

Call 239-513-1960

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