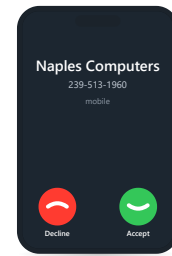


Get Remote Help on Your Mac

Let a Naples Computers technician connect to your Mac with Splashtop SOS, safely.



*We Make
I.T.
Happen!™*

1 Call Us First

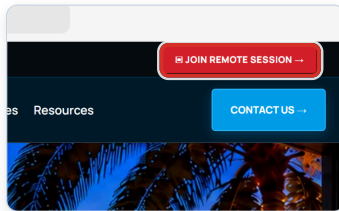
Only do this while you're **on the phone with Naples Computers: 239-513-1960.**



Never give a code to someone who called you.

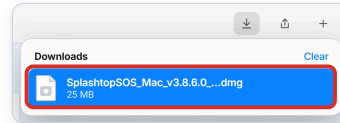
2 Join Remote Session

Go to **naplescomputers.com** and click the red **Join Remote Session** button.



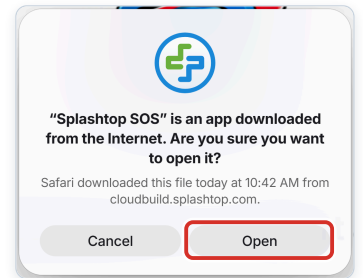
3 Open the Download

Click **Downloads** in Safari, then double-click the **SplashtopSOS** file.



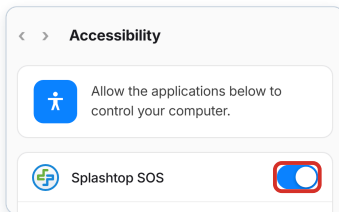
4 Click Open

Double-click **Splashtop SOS**. When your Mac asks, click **Open**.



5 Allow Accessibility

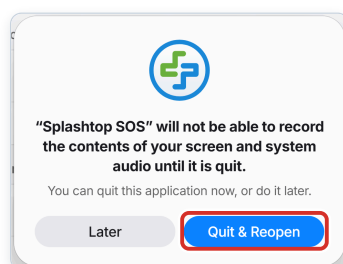
Click the permissions link → **Allow** next to Accessibility. Turn on **Splashtop SOS**.



Approve with Touch ID or your Mac's password.

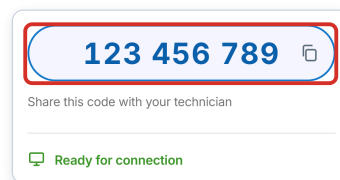
6 Allow Screen Recording

Do the same for **Screen & System Audio Recording**, then click **Quit & Reopen**.



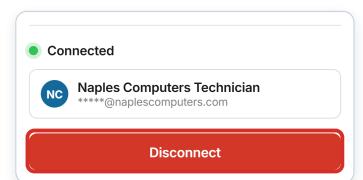
7 Read Us the Code

Read the **9-digit code** to your technician. A new code is made each time SOS opens.



8 Disconnect & Quit

Done? Click **Disconnect**, then **Splashtop SOS** menu → **Quit** (⌘Q).



Good to Know

- **Never** give a code to someone who called you out of the blue, or to a pop-up. Naples Computers **never cold-calls** for remote sessions.
- Black screen? Turn on **Screen & System Audio Recording**, then quit and reopen SOS. Can't control? Turn on **Accessibility**.
- **Managed IT clients:** nothing to download. We set up secure unattended access for you.



Need Help?

Contact Naples Computers
239-513-1960
We Make I.T. Happen!™