

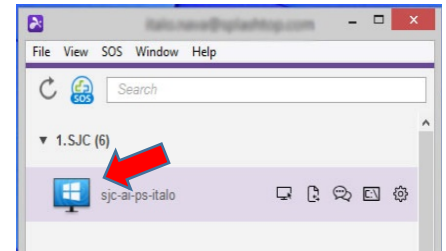
# WORK FROM HOME: Splashtop Remote Access Guide



Splashtop Business should be installed on the Desktop of your device, if not, download [HERE](#)

## START REMOTE SESSION:

1. Open the Splashtop Business app on your device
2. Sign in using your GCCCD email and Splashtop password  
*NOTE: On first login, Splashtop will send you an authorization email*
3. Select your work computer from the list and double click  
*NOTE: If prompted, use your GCCCD email username and password to login to your work computer*



## SPLASHTOP TOOLBAR:

These icons will help control your remote experience when connected to your work computer



	<b>Disconnect Splashtop Session</b> <i>(Does NOT shut off Work Computer)</i>		<b>Ctrl+Alt+Del</b> <i>opens ctrl+alt+del menu on work computer</i>
	<b>Switch Between Work Monitors</b> <i>(If you have dual monitors on work computer)</i>		<b>Work Computer Privacy Settings</b> <i>Hide video on work monitor</i>
	<b>View Specific Work Monitors</b> <i>(If you have dual monitors on work computer)</i>		<b>File Transfer</b> <i>Between work and personal computer</i>
	<b>Video Quality Settings</b> <i>Adjust quality if connection is blurry/slow</i>		<b>Record Session</b> <i>Record your Splashtop screen</i>
	<b>Fullscreen</b> <i>Make Splashtop image full screen</i>		<b>Hide Toolbar</b> <i>Hides the Splashtop Toolbar</i>
	<b>Chat</b> <i>(Not used)</i>		<b>View Toolbar (when Hidden)</b> <i>Reveals the hidden splashtop toolbar</i>



## TROUBLESHOOTING:

- No computer is listed in Splashtop or the computer is “grayed out” / Offline
  - Your Office Computer is turned off or there is an issue, Contact District Helpdesk
- My Apps aren’t opening, or I can’t see my second Screen
  - Do you have multiple monitors on your work computer? Make sure you are viewing all of them in Splashtop by clicking the **Switch** or **View monitor** buttons in the toolbar.
- The Remote Computer is too small or blurry
  - Make sure you are **fullscreen** and adjust **video quality settings** in the toolbar.
- I Can’t connect my home webcam/mic to my office computer (or vice versa)
  - Audio/Video does not pass through Splashtop. Use your home computer for webcam
- My Connection is choppy/slow/disconnecting me
  - Splashtop is sometimes unstable. Make sure your Laptop has good WIFI reception. You may wish to move certain files onto OneDrive or your home computer for a better experience.

District Helpdesk: 619-644-7547 / [ISOPS@gcccd.edu](mailto:ISOPS@gcccd.edu)