



First log into Splashtop using the username and password. When it asks for the authentication code, select the link “Use an emergency recovery code instead.” These codes were given when initial Splashtop was set up.

If the codes are missing, email support.business@splashtop.com and request new codes.

splashtop

Enter Code from Your Mobile Device

Enter the security code from the authenticator app on your mobile device

☐ Trust this device. Security code will not be requested any more on this device.

Submit

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)

Log in with username and password and emergency recovery code.

Once logged in, click on the username in the top right corner and Account Info. Under Account Summary, go to Two-Step Verification and choose (change) next to the “On.”

Choose OK when asked to turn off two-step verification.

Two-Step Verification

On (change)
[View recovery codes](#)
[Manage trusted devices](#)

Turn off two-step verification

Are you sure you want to turn off two-step verification? Your authenticator app pairing will be cleared. All trusted devices will also be cleared. You will need to set them up again next time.

OK

Cancel

Choose (change) next to “Off” on the Two-Step Verification.

Go through the setup steps outlined in the [Point of Solutions Resource website](#)

Link:

<https://nebula.wsimg.com/84e28b47cb0ad8f74f283ba7e5683167?AccessKeyId=D41E53F2476CE57B4D3D&disposition=0&alloworigin=1>

Two-Step Verification

Off ([change](#))