



Vendor Access for Cloud Servers

Jason Molaison - 2024-11-19 - General Support

The below steps will guide you on how to remotely access the hosted servers.

Step1: Accessing the SuperOps portal

We use an RMM product called SuperOps, which has an integrated remote control tool called Splashtop.

- Upon setup, you should receive a welcome email from SuperOps with details on how to create your account.
- Once your account is active, you can use the URL <https://gtscomputers.superops.ai> to access the SuperOps portal.

Step2: Installing the Splashtop client on your device

- Before you can use the Splashtop Remote Control tool, a viewer is required to be installed on your device.
- Use the URL <https://my.splashtop.com/rmm/win> to install the needed Windows client for Splashtop.

Step2: Accessing the server resource

- Within the SuperOps console, click on Assets, then the Tools icon next to the Server you want to Remote Control.
- Within the sub menu, select Splashtop to start the Remote Session.

- Once in the Remote Session, you will login to the server with the provided domain account that has administrative privileges'. The username format is [user@domain.com](#).
- When logging into the server, you may need to click "Other User", if another user has locked the screen.

If have any issues, we are here to help. Simply send an email to helpdesk@gtscorp.com for assistance.