



# UNINSTALLING ATERA AND SPLASHTOP

## A User Guide

This guide will walk you through uninstalling unauthorized installations of Atera Agent, Splashtop Software, and Splashtop Streamer on your Windows PC. Please follow the steps in order as you remove these programs one by one if they are found. If you are a part of an organization that may utilize these programs, please contact your IT administrator for assistance. For help with this guide, please contact [helpdesk@videocopilot.net](mailto:helpdesk@videocopilot.net)

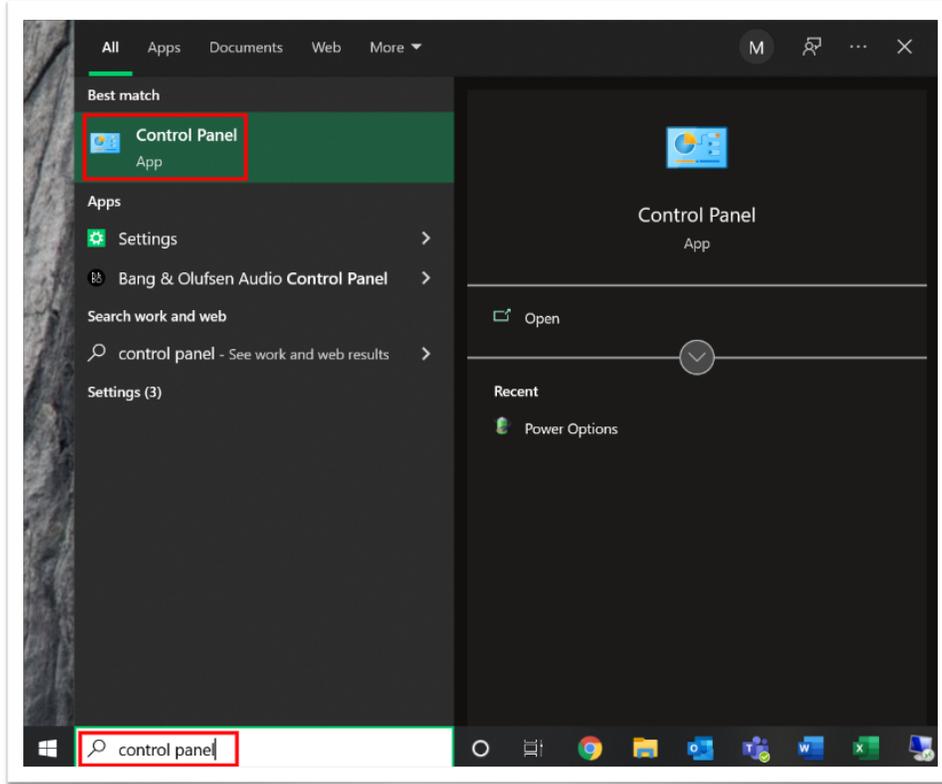
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## Uninstall Instructions

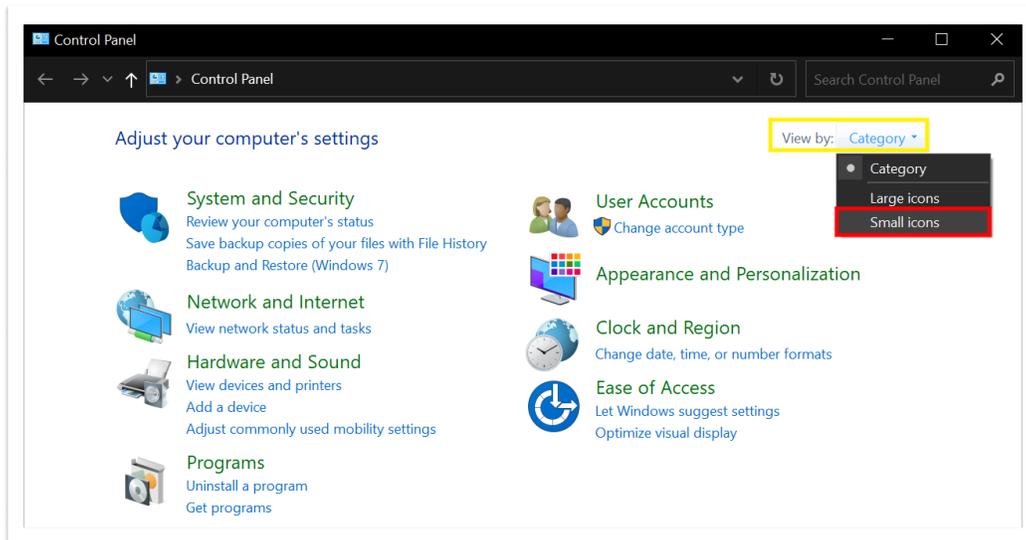
You will be uninstalling the programs Atera, Splashtop Updater, and Splashtop Streamer from the Control Panel on your PC:

- 1) From Windows Desktop, search "Control Panel" in the search bar and click on the control panel app



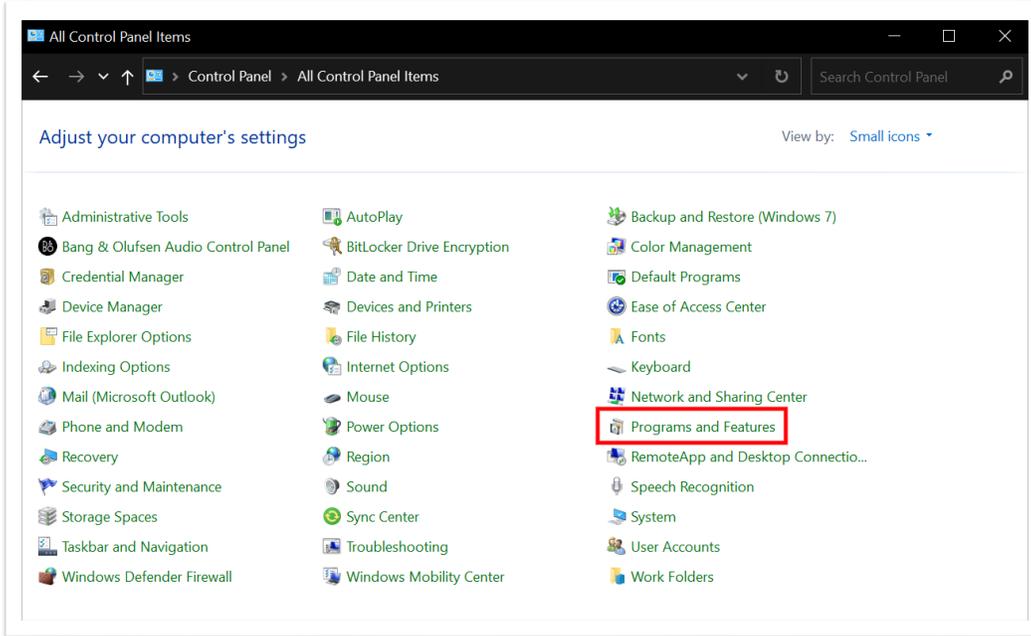
Next, you will need to increase viewable options in order to get the option you need ("Programs and Features") and you'll do that by changing the "View by:" category to small icons:

- 2) Click "Category" Drop down and select to view by "Small Icons"



Then, you need to access “Programs and Features” to see the full list of installed Programs:

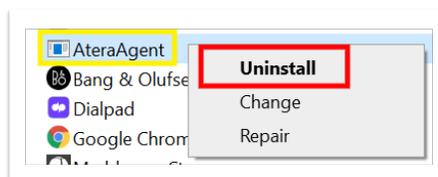
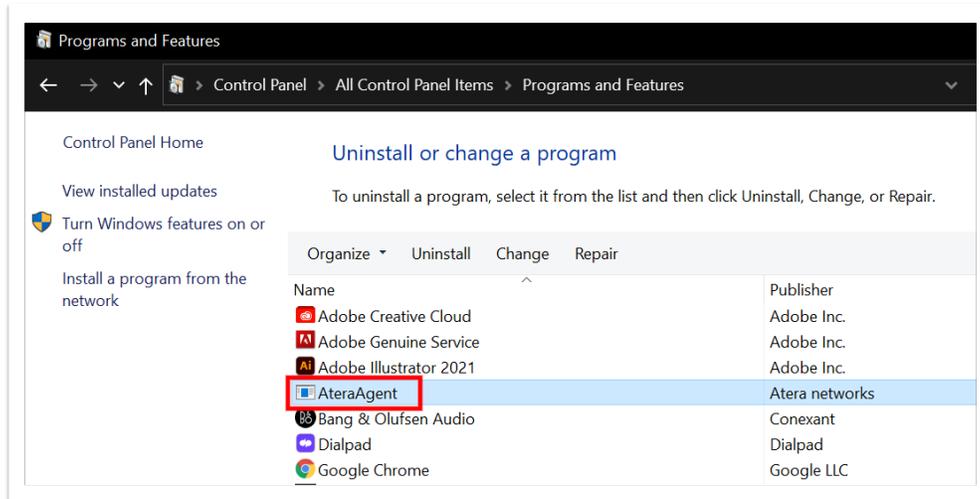
- 3) Click “Programs and Features”



Now, you will see a full list of your installed programs, find Atera Agent on the list and uninstall it:

- 4) Find “AteraAgent” on the programs list
  - a. Right click on “AteraAgent” and select “Uninstall”

**NOTE: If you do not see “AteraAgent” listed then it’s not installed, please move to the next step.**

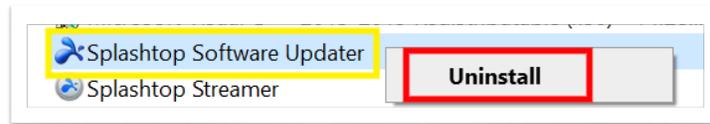


- 5) **Completed:** Atera Agent should now be uninstalled and you will proceed to uninstall Splashtop & Splashtop Streamer from the already open "Programs and Features" window. If the "Programs and Features" window is closed please return to step 1 to navigate you back to the window.

**Next, you will find "Splashtop Software Updater" from the list and uninstall it:**

- 6) Navigate back to the "Programs and Features" window and find "Splashtop Software Updater" on the programs list
  - a. Right click on "Splashtop Software Updater" and select "Uninstall".

**NOTE: If you do not see "Splashtop Software Updater" listed then it's not installed, please move to the next step.**



**Next, you will find "Splashtop Streamer" from the list and uninstall it:**

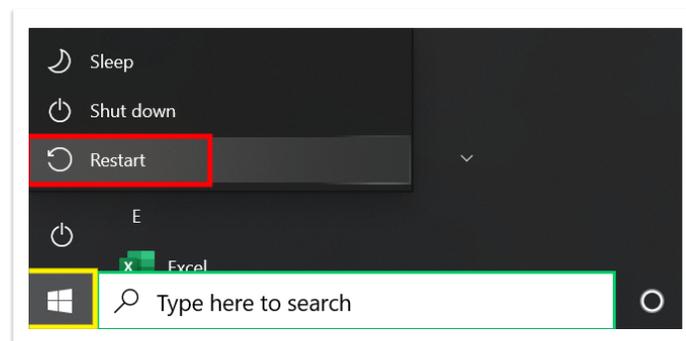
- 7) Navigate back to the "Programs and Features" window and find "Splashtop Streamer" on the programs list
  - a. Right click on "Splashtop Streamer" and select "Uninstall".

**NOTE: If you do not see "Splashtop Streamer" listed then it's not installed, please move to the next step.**



**Finally, to complete the process, restart your PC:**

- 8) Please restart your computer immediately to complete this process.



- 9) **Completed:** Atera Agent, Splashtop Software, & Splashtop Streamer have been uninstalled.

Here are a few common issues other users have encountered that have prevented them from completing the uninstallation of these applications:

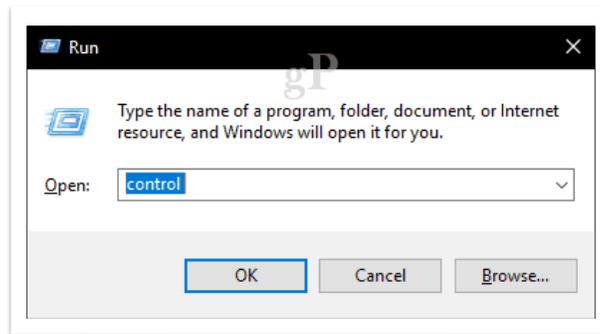
- **Lack of Admin Privileges:**

- o If you are being denied while uninstalling Atera Agent, Splashtop Software Updater, or Splashtop Streamer due to lack of administrative privileges (Or other users that are currently logged into your PC), you may need to contact your IT company for further instructions.

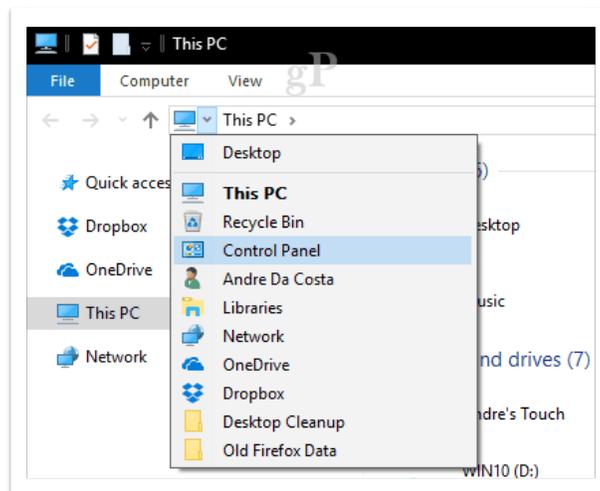
- **Microsoft Windows search bar isn't visible:**

o **Alternate methods for accessing Control Panel if Windows Search Bar is not visible:**

- 1) The first method you can use to launch it is the run command. Press Windows key + R then type "control", then hit Enter.



- 2) Another way you can access the Control Panel is from within File Explorer. Clicking on the Address Bar provides a quick link to Control Panel and other locations.



**Here are some general recommendations to have a stronger security footprint on your PC:**

- 1) Be sure your computer is up to date on the most recent version of Windows. We recommend turning on automatic updates so you can be sure this is being done monthly.
- 2) Make sure to change your password every 90-days using a minimum of 12 characters including uppercase, lowercase, symbols and numbers.
- 3) Only use Operating Systems that are still supported (i.e. that still receive updates from Microsoft). Non-supported operating systems will not receive any monthly updates (security nor performance updates) and are increasingly vulnerable the longer the systems is in use without receiving any updates.

If you have reached the end of this guide and you were still unable to uninstall Atera Agent, Splashtop Software, and/or Splashtop Streamer please feel free to email: [Helpdesk@videocopilot.net](mailto:Helpdesk@videocopilot.net)