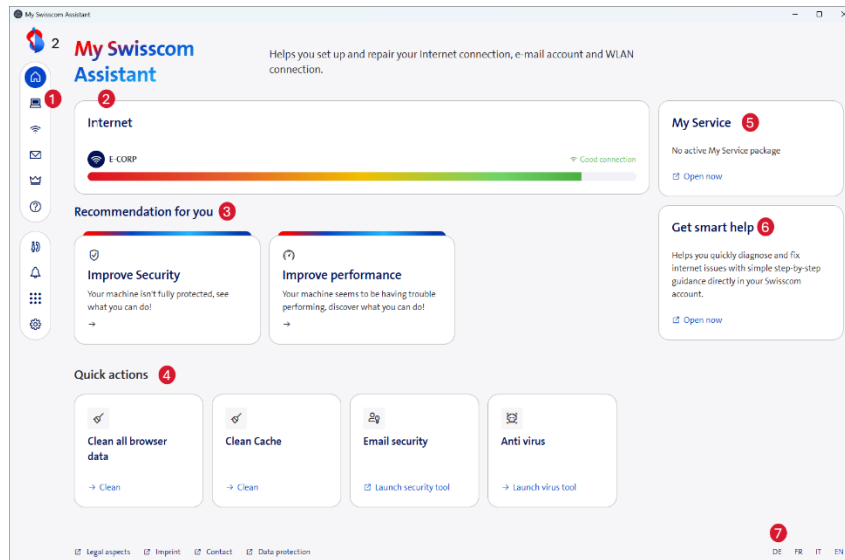


My Swisscom Assistant Guide



Dashboard – Everything at a glance

Welcome to My Swisscom Assistant. We recommend logging in with your Swisscom login so you can use all services without restrictions.

1. Navigation bar

Quick access to all areas of My Swisscom Assistant. Easily switch between Overview, Settings, or Support.

2. Connection status

See the current status of your internet connection at a glance.

Green means: Everything is working as expected. If there is a problem, you will be notified immediately.

3. Recommendations for you

If an active issue is detected, you'll find relevant recommendations and suggested solutions here to easily resolve it yourself.

4. Quick Access

Launch frequently used features directly from here (e.g., browser cleanup, antivirus checker)

5. My Service Subscription

If you are a My Service customer, you can view your current subscription information here (SC login required).

6. Technical Support

Launch Smart Support to diagnose and resolve technical issues with your Swisscom services (SC login required)

7. Language Selection

Select your preferred language for the My Swisscom Assistant – this way, you'll receive support exactly as it suits you

My Computer

Keep an eye on your computer's status.

Here you can see important system information, security status, and optimization options at a glance.

Clean Up (System Cleanup)

- You'll get an overview of storage space used by temporary browser and system files.
- You can automatically schedule regular cleanups to ensure your computer runs optimally at all times.
- A clear notification lets you know as soon as data is ready to be deleted—for full control and better performance. when files are available for deletion.

Autostart (Programs at System Startup)

- All programs that run at system startup are clearly displayed and can be enabled or disabled individually or in bulk.
- Guided optimization helps reduce autostarts to a maximum of five programs—including clear feedback as soon as changes are successfully applied

Software Update

In the Software Update section, you get a quick overview of your operating system's update status—including security notices, recommendations for missing updates, and a direct link to System Preferences

Basic Firewall (macOS)

With Basic Firewall (macOS), you can easily check whether your firewall is active, see the effects of disabling it, and enable it directly if needed.

Antivirus (Windows)

The Antivirus (Windows) section clearly shows you whether your antivirus protection is active and working properly.

Email Security

The Email Security section checks whether your email address appears in known data breaches and provides you with direct access to a trusted verification tool.

Processor (CPU)

Shows you your current CPU usage and potential factors affecting performance.

Hard Disk

Provides an overview of disk usage and its impact on system performance.

Memory (RAM)

Informs you about the current RAM usage and its impact on your system's overall performance.

Operating System

Gathers all important information about your operating system in one place—including version, user, language, network details, and other technical data

Internet

Keep track of your entire internet connection.

From available networks to your home network and router details—everything is clearly displayed and easily accessible here.

Network Overview

- You can see all Wi-Fi networks in your area clearly displayed and immediately recognize which one you're currently connected to.
- Signal strength is easy to compare, and with a single tap on the icon button, you can quickly select or switch to the most stable network

My Internet Subscription (SC Login required)

Shows you at a glance which Swisscom subscription you're currently using and opens the detailed information directly in My Swisscom with a single click.

Home Network

Displays your router's model name for quick identification and shows "Recommendations for you" as soon as active issues are detected.

Connected network

Shows immediately whether your device is connected to Wi-Fi and how strong the signal is, allows for easy connection via QR code or disconnection via quick access, and provides additional technical information in expandable sections.

Guest Wi-Fi

Shows whether your guest Wi-Fi is active or inactive and can be conveniently turned on or off with a toggle switch.

Router Details

Clearly displays your router's model name, serial number, current firmware, and IP address. All information is immediately available—without having to log in to the router's admin interface.

Email

Set up your email account on your preferred platform and keep track of your email subscriptions. Whether managing addresses, checking storage, or setting up your mailbox – everything is clearly available in one place.

Email Access (with Swisscom Login)

Provides access to your Swisscom email inbox after logging in and appears only if you have an active email subscription.

Address overview

Displays all registered email addresses for your Swisscom account, including storage usage for each mailbox, and allows you to quickly configure or reconnect mailboxes via “Set up email.”

Configure email

- Select your preferred email client—such as Outlook, Thunderbird, or “Other.”
- The required configuration parameters are filled in automatically, while you can manually enter missing information such as your password or personal settings.

Email subscription (SC Login required)

Displays your current active email subscription (e.g., Bluewin Mail) and takes you to a detailed subscription overview in My Swisscom with a single click (opens in a new tab).

Additional services

My Service

As a My Service customer with Swisscom, the My Swisscom Assistant offers you advanced tools for in-depth system diagnostics, optimization, and personal support—so your computer stays running smoothly, securely, and efficiently. (Swisscom login required)

Main features overview

Here you can see all available features with real-time information on hard drive space, processor load, startup programs, and remaining support calls – you can launch each feature directly or use it for optimization.

Additional Quick Access

Here you get direct access to system and diagnostic tools – you can open operating system modules such as Windows Settings or Control Panel with a single click.

My Service Subscription

This shows which My Service subscription is currently active (My Service Mobile S not included)— with one click, you can access the detailed subscription overview in My Swisscom (opens in a new tab).

My Service (System Diagnostics – Windows only)

Here you can get a complete system diagnosis, regardless of whether you have an internet connection.

- Internet Usage & History
- Storage and Drive Usage
- Autostart programs
- Internal & PC Security
- CPU and RAM status

In addition, the overview provides quick access to key system areas and optimization tools.

My Service – Quick Links (Windows only)

Direct access to frequently used system and network applications.

Windows Settings

With a single click, you can open Device Manager, uninstall programs, and access the Network and Sharing Center.

Command Prompt (CMD)

Open Command Prompt (Administrator) or Standard CMD.

Additional Windows commands

- View network information
- Share IP address
- Obtain a new IP address
- Set up regular system cleaning

You haven't subscribed to My Service

Here you'll find an overview of My Service features and customer benefits, as well as direct access to sign up.

My Security (Swisscom login required)

As a My Security customer with Swisscom, the My Swisscom Assistant shows you the security products you've subscribed to and takes you directly to the detailed overview in My Swisscom with just one click (opens in a new tab).

Remote assistance

You'll receive the code during your call with the specialist so they can quickly and securely access your device remotely and provide you with the best possible assistance.

News

Here you'll find an overview of all important messages regarding the My Swisscom Assistant, such as updates, additional information, and offers.

Other apps

Get quick access to all important Swisscom services and apps

Settings

- You can see at a glance whether you're logged in, which account you're using for My Swisscom Assistant, and whether your connection or version is up to date.
- In the settings, you can easily manage updates, security options, and your login. External sites and status changes are clearly displayed so you always stay safe and informed.