

MySupport

MySupport's diagnostic tools and self-repair utilities identify and auto correct many common problems, thereby preventing some of the issues that prompt you to call technical support.

Go to www.mywilkes.net, login, click on MyAccount, click MySupport from the menu on the left.

MySupport is a simple, lightweight application you install on your computer that provides diagnostic, troubleshooting and communication tools in one easy to access place.

Desktop Features:

- Computer Details — gathers all of your computer's vital information in an easily accessible place so there's no need to search through various Windows property panels.
- Computer Tune-Up — allows easy access to Windows tools to help you keep your computer running smoothly.
- Network Performance — tool that helps optimize high-speed network performance.
- ISP News and Alerts — Wilkes Telecommunications displays up to date information concerning your service.
- Email Management — add a new account or modify an existing account to your email client quickly and easily. Wilkes' settings are already configured in MySupport for Windows (Vista) Mail, Outlook, Outlook Express, or Thunderbird; all you do is enter your name and email address.

Help and Support:

- Customer Service Chat — allows you to connect, live, with a Help Desk Agent rather than calling in over the phone, if you have a working Internet connection.
- Desktop Assistance — allows support personnel to remotely connect to your computer to make necessary changes, but only when you initiate (allow) the session.

Internet and Networking Support

- Modem Status — allows you to see the modem status regardless of where the modem is located within the home.
- Network Map — gives you a visualization of your home network showing any device that is connected to the network whether it is a PC, gaming console, or appliance setup box.
- Networking Information — displays the network devices and details for each device or adapter associated with your PC.

