



Tech Assist FAQ

Product Page FAQ ([link](#))

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1. What is Tech Assist?

Tech Assist is an exclusive service for MobileSwap Plus, Fam, Starter, Premium and Family subscribers. It provides a one-stop technical solution to relieve your frustrations of resolving issues on your registered device and its connectivity to other devices. Tech Assist comprises of an online portal with a library of useful tech tips and a team of Tech Specialists who will assist you virtually no matter where you are with real-time troubleshooting.

2. How do I get started with Tech Assist?

Access Tech Assist via My Singtel app > Manage Add-ons > MobileSwap Unlimited Premium > Benefits > Visit Tech Assist.

The Tech Specialists are available from 9am to 6pm, daily, via the Tech Assist portal

3. Can I subscribe to a standalone Tech Assist?

No. Tech Assist is part of the benefits enjoyed by MobileSwap Unlimited Premium subscribers.

4. What can Tech Assist help me on?

You will get unlimited access to our online portal with many interesting tech articles, from tips & tricks on your new device to the latest cyber security threats. Plus, the team of Tech Specialists are available to resolve issues related to your registered device & connected tech. Click [here](#) to view some common examples.



5. **What issues are not supported by Tech Assist?**

Tech Assist does not support the following:

- Apps not authorised from Google Play or Apple App Store.
- Devices which are jail-broken or rooted.
- Solutions that are illegal or breach the terms of use for other apps or services. E.g., using a VPN to view streaming content from another region.
- Issues with 3rd party devices that do not relate to the connection to the registered device. E.g., troubleshooting a slow internet connection between a router and a home computer.

6. **What are the 3rd party applications that Tech Assist can help me with?**

Any 3rd party applications that are downloadable on official Google Play and Apple App stores can be assisted by us. Do note that Tech Assist cannot assist in any missing features or issues within the applications.

7. **Does Tech Assist access the personal data from my device?**

No, Tech Assist will not have access to any of your personal data on your device.

8. **How often can I make a Tech Assist request?**

You may make unlimited Tech Assist requests. Just access Tech Assist via My Singtel app > Manage Add-ons > MobileSwop Unlimited Premium > Benefits > Visit Tech Assist.

Our Tech Specialists are available from 9am to 6pm, daily.

9. **Can I access Tech Assist when I am overseas?**

Yes, you may access Tech Assist via My Singtel app as long as you have an internet connection.

10. **Can I access Tech Assist if I do not have MySingtel App on my Supplementary Device?**

Yes, you may access to Tech Assist by logging on to MobileSwop portal [here](#).