



## Empowering you through greater online customer experience

Troubleshoot most common problems efficiently through mySWIFT and SWIFTSmart

New support pages on mySWIFT and Troubleshooting courses on SWIFTSmart provide clear and effective guidelines to help you maintain your SWIFT environment, troubleshoot the most commonly encountered problems, and provide relevant diagnostic information when detecting and solving a problem.

As part of our ongoing commitment towards our community, SWIFT is continuously improving its services and solutions. Increasing online customer experience and empowering our customers with the exact information they need is part of that continued engagement. Through enhanced information and knowledge sharing, your business and technical teams can act promptly and independently for problem detection and solving.

### New Support pages available

The Knowledge Base and the User Handbook Online provide detailed information about all SWIFT products and services. The amount of information can be overwhelming when you are looking for answers to a problem or information about a specific product or subject. To address this, we have developed new support pages in mySWIFT dedicated to specific products or subjects. At this stage, we offer the new support pages on three subjects: Alliance Lite2, Release 7.2 and Security Attestation. Over the course of next months, we will continuously be adding new support pages on other subjects too. You can use these pages as a starting point to help you find information quickly and easily:

#### New support pages on mySWIFT

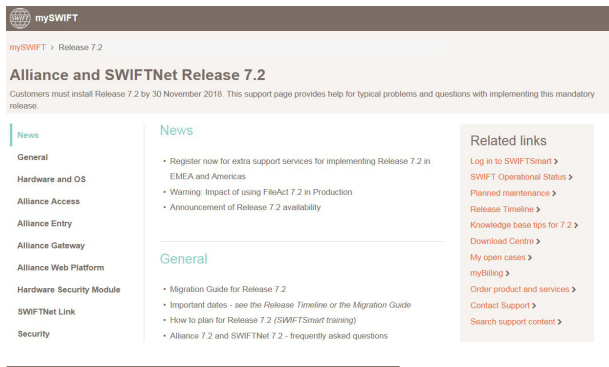
- Find all relevant resources about a specific subject or issue in one single place
- Easy to search
- Easy to understand

#### Troubleshooting courses on SWIFTSmart

- Step-by-step guide on how to troubleshoot the most commonly encountered problems
- Available anytime, anywhere and from any device
- Available for all critical SWIFT products

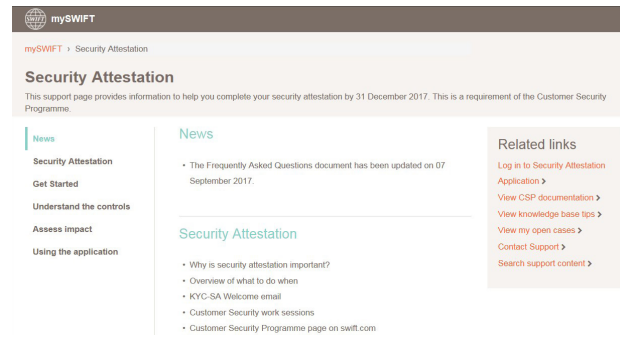
### Alliance Lite2

## Release 7.2



To access these support pages, simply login to mySWIFT using your SWIFT.com credentials.

## Security attestation



## New Troubleshooting courses available on SWIFTSmart



We created new content on SWIFTSmart to help you independently diagnose your on-premises SWIFT infrastructure, improve resolution time, and reduce business impact.

Seven modules are available:

### 1. Troubleshooting guidelines: Alliance Connect

This course helps identify and recognize the different hardware and software components used to connect to SWIFTNet.

It provides you with methods to resolve connection issues and guides you to helpful documentation and TIPS.

### 2. Troubleshooting guidelines: on premises SWIFTNet PKI

This course explores the best way to manage and monitor PKI certificates and explains how to prevent issues that could impact your message flow.

### 3. Troubleshooting guidelines: SWIFTNet Link

This course assists in identifying issues with the installation and the upgrade of SWIFTNet Link.

It offers methods to identify and solve operational issues related to SWIFTNet Link. It emphasizes on best practices to prevent issues and minimizes impact to your message flow.

### 4. Troubleshooting guidelines: Alliance Gateway

This course helps identify issues related to the installation and the upgrade of Alliance Gateway.

It also assists to diagnose and solve Alliance Gateway operational issues.

### 5. Troubleshooting guidelines: Alliance Access

This course helps recognize and solve issues with the installation and the upgrade of Alliance Access.

It also reminds of best practices, and offers approaches to diagnose and solve operational issues.

### 6. Troubleshooting guidelines: Alliance Web Platform

This course offers a method to diagnose and solve issues with Alliance Web Platform Server Embedded, following three different scenarios related to login issues.

### 7. Troubleshooting guidelines: HSM Boxes

This course explains how to resolve HSM boxes related issues and how to use the different tools and commands needed for troubleshooting.

To access these courses, simply login to [SWIFTSmart](#) using your SWIFT.com credentials.

Login to mySWIFT to experience the new ways of accessing and finding information to troubleshoot commonly encountered issues.

We are grateful if you could share your views and feedback on your experience

- For the support pages, please contact [userdoc.feedback@swift.com](mailto:userdoc.feedback@swift.com)
- For the Troubleshooting courses, please contact [swiftsmart.administrator@swift.com](mailto:swiftsmart.administrator@swift.com)