

Getting Started with TechDirect for Asset Recovery Services



Discover convenient control and insight in TechDirect.

Asset Recovery Services helps you retire IT equipment in a secure and sustainable manner, unlocking value that can be put towards future innovation. Managing Asset Recovery Services in TechDirect centralizes the tracking and logistics needed for a smooth process, giving you control and visibility along the way:

- **Quick appraisals** in just a few clicks to easily discover the value of your existing assets
- **Stay in control of assets and services from anywhere** by easily **scheduling services, tracking progress and managing payments**
- **See what you want, when you want with on-demand reporting** that can be customized and downloaded

How it works



Order

Place an order with your sales representative to have assets resold or recycled, data sanitized¹ or lease equipment returned.



Schedule

Provide details about assets and schedule services in TechDirect.



Service

We'll arrive to provide services onsite, or securely collect and ship assets to service locations.



Reports

Customize, view or download reports to keep track of service details and assets.



Payments

If your services include the resale of assets, easily setup payments to transfer funds.

Take the steps to get started

As your single-stop online portal for services, TechDirect provides fleet-wide visibility and proactive management throughout the PC lifecycle.



1

Register in TechDirect

After your first order is placed, you will receive an email that will take you to registration, where you will complete the details to setup your company.

Already have an account in TechDirect? [Skip to the next step.](#)

2

Enroll in Asset Recovery Services

Once you are logged-in, navigate to the **Retire your assets** tab from the home page and activate from the **Asset Recovery Services** card.

Read and accept the **Terms and Conditions** on behalf of your company to complete enrollment.

⚠️ If you are not authorized, you will submit a request and be able to access the service once completed.

3

Add users and assign roles to your team

After your company is enrolled, you can access Asset Recovery Services from the **Retire your Assets** tab on your dashboard to manage users for your team:

- **Administrator**
add and manage users · submit asset appraisal requests · place orders · schedule appointments · download reports
- **Technician**
submit asset appraisal requests · schedule appointments

Experience centralized Asset Recovery Services

Overview dashboard	At-a-glance status and links to easily manage services.
Asset Appraisal	Request an appraisal to find out how much your equipment is worth.
Manage Orders	View and manage orders.
Manage Service Credits	View your existing service credits that are used to schedule services and request to purchase more when you need them.
Schedule Appointments	Schedule and manage appointments for resale, recycle, asset pickup, lease returns, data sanitization and on-site hard drive shred.
Manage Payments	Track and manage payments, transferring funds to your company bank account when they are available.
View and Download Reports	Customize, filter and download reports that meet your unique needs for asset and services tracking.

We're here to help

Review the [User's Guide](#) for detailed instructions on managing your Asset Recovery Services in TechDirect.

If you have additional questions, you can always reach out to your Dell Technologies representative by submitting a request through the **Contact Us** feature at the footer of TechDirect.

Learn more at DellTechnologies.com/ARS

¹For more information, please see the [Dell Media Sanitization Statement](#). Dell makes no recommendations regarding the customer's security needs or representations regarding the effectiveness of one method of data removal over another. It is the customer's responsibility to protect any confidential or sensitive information contained on its hard drives recovered by Dell.

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