

Getting Started Connect & Manage with TechDirect

Get connected to TechDirect for smarter support when you need it most

Working from home means PC performance is king. Your team needs PCs to run at full speed with lightning-fast issue resolution if they run into trouble. But with limited real-time feedback on PC performance, you may be reacting to issues after your employees are impacted with frustration and downtime.

Get the power to be proactive. Connect to TechDirect by deploying SupportAssist for business PCs to unlock insights and tools that deliver the best PC performance to your team so they can work anywhere, anytime, without the stress of technology hiccups.

Centrally manage and monitor your PCs — anytime, anywhere — for uninterrupted PC performance



Sign-up for a free account in [TechDirect](#), our online customer portal



Remotely deploy SupportAssist to your fleet of PCs



Manage and monitor PCs centrally, unlocking additional features with the [ProSupport Suite for PCs](#)

Once connected, unlock the power to:

Deliver a hassle-free experience anytime, anywhere

- **Ensure productivity** with updates to drivers, BIOS and firmware
- **Optimize PC experience** for your team
- **Protect your environment** with automated virus and malware removal

Get smarter support with AI that predicts issues

- **Save time and effort** with real-time monitoring that proactively identifies and resolves issues up to 84% faster than our competition²
- **Virtually eliminate unplanned downtime** by predicting issues before they happen³

Anticipate your team's needs with data-driven insights

- **Get ahead of disruptions** with insight into performance impacting issues
- **Make better data-driven decisions** based on refresh and utilization tracking



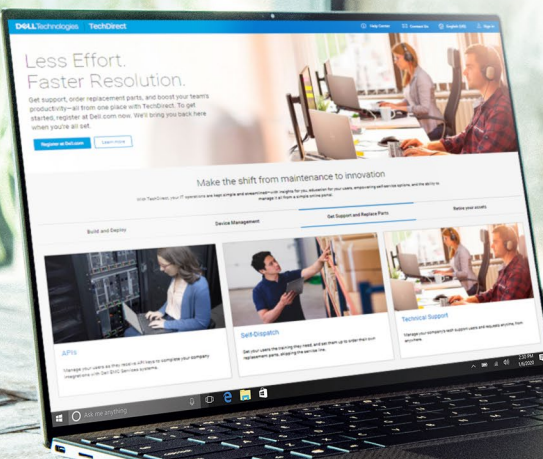
Securely collect only the information needed to resolve issues

With security and privacy built-in, you're in control of authorizing what diagnostic information is collected. Diagnostics are kept safe during transport and storage with 256-bit encryption and firewall protected one-way communication from your sites to Dell.

Learn more about how [SupportAssist securely monitors your Dell PCs](#).

Take the steps to get connected

Before getting started, review the [Deployment Guide](#).



Do you have what you need to deploy?

- Meet [minimum system requirements](#)
- A TechDirect account with administrator access
- Your proxy details
- A deployment tool (e.g. SCCM)

1

Sign-in to TechDirect with your existing credentials, or setup a new account in minutes for first-time users.

2

Set up your company for Connect & Manage in TechDirect.

- If you are a new user, you must associate your account with your company and enroll as a company administrator.
- Enroll in the service by reviewing and accepting the Terms & Conditions.
- Add technician users and designate for administration.

3

Configure your download package by completing the settings for how you will monitor and manage PCs across your environment.

4

Download your customized package, **launch** the deployment package manager, and **save** the package to your PC.

5

Use your preferred deployment tool to push SupportAssist to your fleet.

6

Start using TechDirect to easily manage your Dell PCs and alerts, take action to update and optimize systems, and gain insight into the performance of your fleet.

Have more questions? [Attend a webinar](#) to connect with an expert or view a recording!

Tips and Tricks

- **Turn on auto-update** during configuration to ensure you always have the latest version running in your environment
- You can **configure groups** to deploy multiple configurations based on location, departments, personas or test group requirements
- By default, your SupportAssist agent runs in the background and doesn't interrupt employees. If you want to grant **end-user interface** with TechDirect independently, you can **enable the end-user interface** during configuration
- **Route alerts** to your existing tools, like ServiceNow
- **Google® Chrome** provides the best experience for TechDirect

How do I access the features in TechDirect?

Features vary depending on your service level. You can experience the full set of features with ProSupport Plus.

	Basic Hardware Service	ProSupport	ProSupport Plus	ProSupport Flex ⁴
Self-service case management and parts dispatch	•	•	•	•
Proactive automated issue detection, notification, and case creation		•	•	•
Visibility of asset base for easy management and alerts		•	•	•
Early detection of performance issues with hardware and software utilization		•	•	•
PC optimization through remote resolution (including BIOS and drivers)			•	•
Predictive automated issue detection for failure prevention			•	•

Resources

- [TechDirect Online Portal](#)
- [Technical Documentation](#)
- [White Paper: How TechDirect Securely Monitors Dell PCs](#)
- [Attend a webinar](#)
- Contact sales or your Services Account Manager to learn more about the [ProSupport Suite for PCs](#)

1. TechDirect features that require SupportAssist connectivity are not available on Linux, Windows RT, Android, Ubuntu or select Chrome based products. TechDirect, when connected through SupportAssist, automatically detects and proactively alerts Dell to operating system issues, software upgrades, driver updates and patches, malware, virus infected files, failures of hard drives, batteries, memory, internal cables, thermal sensors, heat sinks, fans, solid state drives and video cards. TechDirect, when connected through SupportAssist, enables predictive analysis failure detection for hard drives, solid state drives, batteries and fans.

2. Based on a Principled Technologies test report, "Dell ProSupport Plus warns you about hardware issues so you can fix them before they cause downtime" dated April 2019. Testing commissioned by Dell, conducted in the United States. Actual results will vary. Full report: <http://facts.pt/0vxze8>.

3. Based on an April 2020 Principled Technologies test report, "Diagnose and resolve a hard drive issue in less time with Dell ProSupport Plus." Testing commissioned by Dell, conducted in the United States. Actual results will vary. Full report: <http://facts.pt/ddv0ne9>.

4. Customers must commit to purchase 1,000 Dell client assets with ProSupport Flex within 12 months.

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