

Dell Premier

User Role and Access Group Guide



Dell Premier is your own, secure, personalised purchasing and support website enabling an easy, efficient and economical buying process. With Dell Premier, we have created the ability for you to manage access levels and user roles without the need to engage Dell.

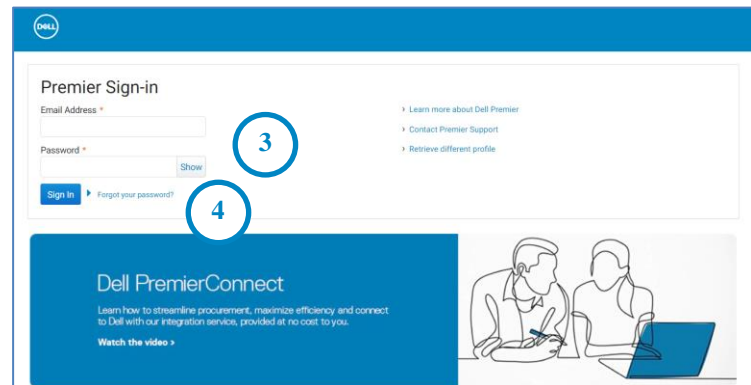
Managing Roles and Access Groups

Upon going live on your Premier Page, Dell will ask you to designate at least one User Administrator per access group to manage user access to your Premier page and handle user needs for your company. Through Dell Premier you can allocate access groups and roles. This enables you to manage what a user can see and do in Premier, depending on their roles and responsibilities. Users may be members of multiple access groups with different or same roles. Only a designated User Administrator can assign users to roles within the groups.

Logging into your Premier Page

When you were initially invited to access Premier, you were provided with a temporary personal password. This password gives you access to your customised Premier store.

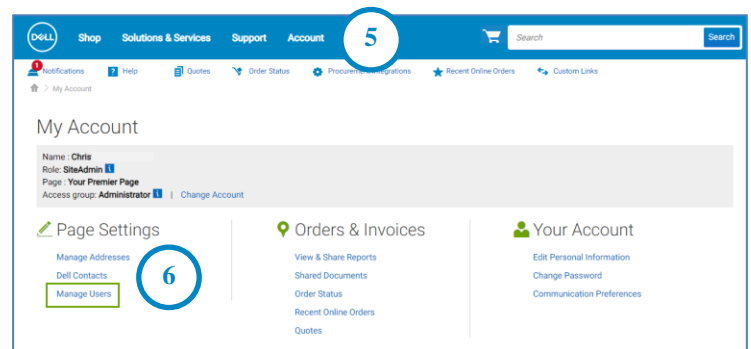
1. Go to <https://www.dell.com/premier>
2. Click on **“Premier Login”**.
3. Enter your e-mail address and your personal password.
4. If you do not remember your personal password, click on the “Forgot Password” link, enter your e-mail address, and click “Continue.” We will e-mail you a link to a page where you can easily create a new password.



Managing other Users

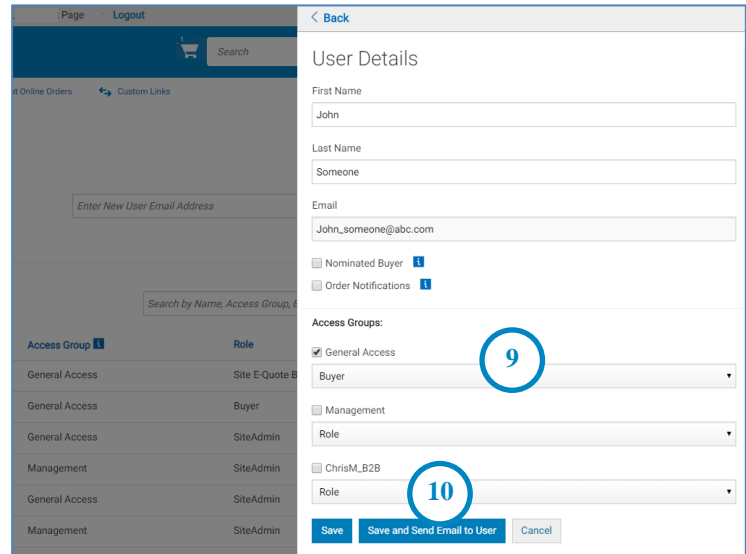
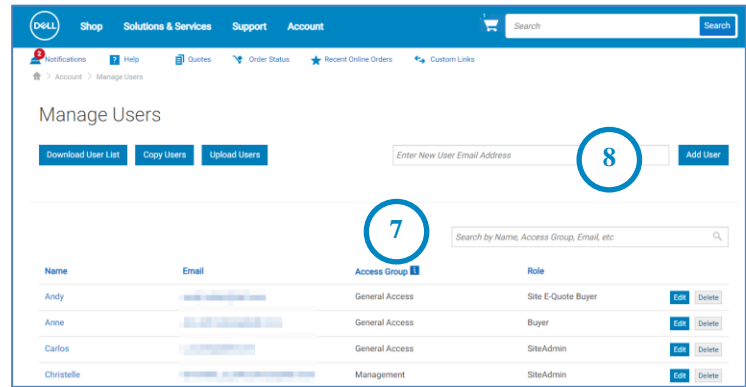
To manage the users of your Premier Page, invite new users, manage roles, and search for users:

5. Go to **“Account”** located on top of your Premier Page”.
6. If you have an Administrator user role, you will see the **“Manage Users”** section.



From this screen you have the ability to add a new user, copy existing users, upload users, download your own user list and remove users.

7. At any time, you can use the real-time filtering search box
8. For a new user to access the Premier Page, enter the new user's email and click „Add User“
9. Select an access group and a role applicable to this new user.
10. Click “Save and Send Email to User”



For most organizations, users will have general access and reporting/management access groups. In most cases, Dell turns off reporting gadgets in the general access category and makes these reports available only to the members of the reporting management access group. It is, however, the customer's choice as to what is made available to each access group.

Different Roles available

User roles fall into the following three main categories: Shoppers, Buyers, and Administrator.

- Shoppers cannot place orders but are allowed to shop, save e-quotes and view their own eQuotes.
- Site eQuote shoppers have the same abilities as shoppers, but can view all users' eQuotes saved on the page.
- Shopper-no-price users have the same abilities as shoppers, but do not have access to view pricing.
- Buyers can place orders, save eQuotes, and view and purchase their own eQuotes.
- EQuote buyers can do everything buyers can do plus view and purchase eQuotes from other users who belong to the same access group.
- Site eQuote buyers can do everything buyers can do, plus view and purchase eQuotes from all users from all access groups saved on the page.
- The last user role is that of User Administrator. User Administrators can place orders like eQuote buyers, but they can also invite, revoke or edit users within their same access group.



User Access Management

You can allocate access groups and roles within Premier. This enables you to manage what a user can see and do within the site, depending on job roles and responsibilities. Access groups and roles can be created by your Dell Account Manager.

Capabilities	Individual Level			Access Group Level		Premier Site Level		
	Shopper No Price	Shopper	Buyer	eQuote Buyer	User Administrator	Site eQuote Shopper	Site eQuote Buyer	Site Administrator
View own eQuotes	✓	✓	✓	✓	✓	✓	✓	✓
View all eQuotes for Access Group				✓	✓	✓	✓	✓
View all eQuotes for Premier Page						✓	✓	✓
Purchase from Premier Page			✓	✓	✓		✓	✓
Add/Edit/Remove Users in Access Group					✓			✓
Add/Edit/Remove Users for Premier Page								✓
Create and Manage Access Groups								✓

Premier Website Support Teams

The two main teams available to assist with most requests that may arise about Premier pages are the Premier Helpdesk and the Premier Account Managers.

Premier Helpdesk

The Premier Helpdesk is the support team for all technical queries relating to Premier, B2B/PremierConnect and Global Portal pages. This team provides assistance with technical issues relating to site performance, stability as well as issues with logging in to the site.

Premier Account Managers

The Premier Account Managers (PAM's) provide administrative and maintenance support for ALL Premier Pages. They work closely with the Dell sales teams to ensure a Premier page is optimized and meets customers' purchasing needs.

Engage the Premier Website Support Teams

[Americas](#) | [Europe, Middle East & Africa](#) | [Asia Pacific & Japan](#)

