At a glance for Partners

Onboard and Deploy with SupportAssist for Business PCs

SupportAssist is our smart technology that utilizes artificial intelligence, machine learning and data analytics to provide you and your clients with uninterrupted productivity and a seamless end-to-end solution from a single dashboard in TechDirect.

With ProSupport Suite for PCs, you can:

• Access a library of Dell-authored scripts to automate tasks and remediate issues across the fleet
• Gauge the health of multiple environments and remotely resolve developing issues
• Root cause issues and remotely apply solutions to individual PCs or across a fleet of PCs
• Optimize device performance based on AI-driven performance trends
• Improve employee experience by identifying and resolving issues before they develop

> **For step-by-step guidance, please review the Getting Started Guide and Deployment Guide for Partners.**

Onboard to TechDirect

To start managing your clients' PC fleet, you must first connect to TechDirect and deploy SupportAssist.

STEP 1 Create a new or connect to an existing account in TechDirect

Go to TechDirect.Dell.com and acknowledge that you are conducting business on behalf of a client.

• For a first-time user, ensure to select that you are doing business on behalf of a client when you create your account.
• If you are an existing user and unsure if you have a partner-enabled account, navigate to Connect & Manage (activate as mentioned in Step 2, if you have not already). If you see a "Manage Clients" tile, you are partner-enabled. If you do not see this tile, contact your Service Account Manager or click the "Contact Us" button in your TechDirect dashboard and select "Connect & Manage" noting that you need a partner-enabled account.

STEP 2 Activate the Connect and Manage Service

Once activated, you can create a new client relationship. A new client account will be auto-generated for your client's approval. Once approved, you will be allowed to manage on their behalf.

STEP 3 Select Deploy or Deploy & Manage

When adding a new client relationship, ensure that your client understands the difference between Deploy only or Deploy & Manage of their PC fleet.

Deploy only:
After you download and deploy SupportAssist, you will only be able to view that you've deployed SupportAssist and your client will manage their PC fleet.

Deploy & Manage:
After you download and deploy SupportAssist, you will be able to view that you've deployed SupportAssist and manage your client's PC fleet on their behalf.

Configure and Deploy SupportAssist

Now that you've connected to TechDirect, let's configure and deploy SupportAssist for your clients.

STEP 1 Create or confirm contact information and shipping details for your clients.

STEP 2 Configure SupportAssist preferences.

STEP 3 Deploy SupportAssist to the fleet of PCs to be managed.

STEP 4 Run SupportAssist self-diagnosis test (optional).

STEP 5 Start managing and optimizing the PCs in TechDirect.

> **Please visit our Knowledge Center and the Partner Portal for more training materials.**