

# Meet SupportAssist

# YOUR PERSONALIZED PC SUPPORT EXPERIENCE

Think of SupportAssist as your very own IT team living inside your PC catching and solving issues before you even notice.





best performance.

# New to SupportAssist for Home? Let's get started:

### **Find Your Dashboard**

You can find your SupportAssist dashboard by searching "SupportAssist" in your Windows start menu. SupportAssist for Home PCs is factory installed on most systems leaving the factory.1 Chances are, you've already got SupportAssist doing it's magic in the background.

Explore your benefits at <a href="Dell.com/SupportAssist">Dell.com/SupportAssist</a>.

# **Confirm Your Info**

Use your Dell My Account credentials to sign in or create an account. Ensure your contact information is up to date in case we need to get in touch or mail replacement parts.

### Your Personalized Dashboard

Now that you know how to access SupportAssist and have set up your profile and confirmed your contact information, let's take a moment to understand your dashboard.



**Check for Updates** We are always pushing the limits of what our Al-powered technology can do for you. Allowing SupportAssist to check for updates and automatically apply them ensures your PC will continue to function at peak performance.



**Get in Touch** 

Check out our virtual assistant chat hub for intelligent step by step solutions. If you want to speak directly with an agent, it's a seamless transfer.









**Boost Performance** Whether you are gaming or editing photos, SupportAssist has your back with the latest drivers and downloads so your PC is always up to date.

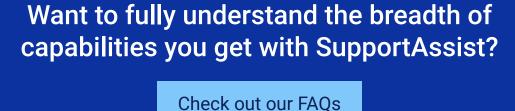


**Optimize Network** SupportAssist keeps your active applications running at optimal capacity so you never miss a beat.



### **Remove Viruses** In addition to any malware software you may

add to your PC, SupportAssist also scans to protect your system from any unwanted viruses or malware.





**PRO TIP** 

# Setting up your new Dell PC for the first time? Dell Migrate can help you transfer your files and settings to your

new PC, and securely erase data from your old one. Once purchased, access this tool from your SupportAssist dashboard. Learn how to get started with Dell Migrate

### Our **Premium Support Suite** offers hassle-free, 24/7 access to experts, by phone or chat. If

Want some extra support?

needed, we come onsite to you for fast repairs at home, school or work. Depending on the level of Premium Support you want, you begin to unlock these additional **SupportAssist** features: Remediate PC when failure to boot-up

- Critical updates provided by Dell Optimizes PC performance
- Proactively detects and resolves issues
- Predicts problems before they start
- Detects and removes viruses and malware Simplified parts dispatch initiated by hardware
- scans without user interruption

**Explore Premium** 



curated just for you:

**SupportAssist** 

**Explore** our resources

**Learn more** about

**Getting Started Video** 

**Watch** the

Want to learn more about how SupportAssist keeps your PC updated and healthy? Explore the content we've

Review guides for release information and more user help.



SupportAssist for Home PCs

For supported system and requirements, please refer to our user guide (SupportAssist for Home PCs version for personal use) and select supported PCs. Proactive and predictive capabilities depend upon your active service plan and Dell Technologies business rules. For Premium Suite for PCs capabilities view

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