

## Dell Online Support and MyService360 Enhancements

We're delighted to offer enhanced features and self-service to manage support & services for your entire Dell infrastructure portfolio. [Here's what's new:](#)

Standardization on Location ID	
<p>In Online Support and MyService360, <i>Site ID</i> has been retired and removed. We've adopted <i>Location ID</i> (introduced in 2024) as our standard identifier.</p>	<p><b>Get up to speed on:</b></p> <ul style="list-style-type: none"> <li>Location / <i>Location IDs</i></li> </ul>
New Self-Service Feature – Create Sub-Location	
<p>With <i>Location ID</i> as our single address-based identifier, we're thrilled to launch <i>Create sub-location</i> in Online Support:</p> <ul style="list-style-type: none"> <li>This allows Company Admins to flexibly group and managed installed Dell assets – at the same physical location – by granular details such as preferences, product details and precise physical location.</li> </ul> <p>From Online Support and MyService360, authorized users can add and work with this data in <i>Custom Groups</i>.</p>	<p><b>Learn more about:</b></p> <ul style="list-style-type: none"> <li>Sub-location feature</li> <li>Where to manage or view sub-location(s)</li> <li>New visual icon</li> <li><i>Custom &amp; Access Groups</i> impact</li> </ul>
Automated Transition of Installed Base Preferences	
<p>As part of retiring <i>Site ID</i>, we've completed a one-time automated review of your entire installed base and created sub-locations as needed:</p> <ul style="list-style-type: none"> <li>The sub-location feature allows us to preserve and transfer your current preferences for grouping and managing Dell assets <u>at the same physical address</u></li> </ul> <p>If Dell auto-created sub-locations and reassigned some Dell products (at the same address), your <i>Company Administration</i> view now includes:</p> <ul style="list-style-type: none"> <li>Blue arrow icons indicating sub-locations in use at an address. Click to view details.</li> <li>More <i>Location IDs</i> at a physical address (since we assign new unique numeric IDs).</li> </ul>	<p><b>Company Admins</b></p> <p>Plan to verify the changes at Online Support asap</p> <p><b>Preview:</b></p> <ul style="list-style-type: none"> <li>How to verify auto-created sub-locations</li> <li>Self-service to modify or remove sub-locations</li> <li><i>Custom &amp; Access Groups</i> impact</li> </ul>
<p><a href="#">Read FAQs for all details</a></p>	

**We're building on recent advancements. Make sure you're using our tools to the fullest!**

Enhancements include the extension of Online Support and MyService360 capabilities across all Dell infrastructure products.

- [At-a-glance – Experience highlights for new / expanded set of Dell solutions](#)
- [Troubleshooting: Authentication for enhanced experience & visibility to Dell solutions](#)

**Need help?** [Start with Online Support help options](#)

## Frequently Asked Questions (FAQs) about experience enhancements including details of What's New\*:

### Standardization on Location ID

Q1: [What are Locations / Location IDs and why do I see them? Is Site ID still in use\\*](#)?

Q2\*: [When Dell adopted Location ID as the standard address-based identifier, why did some of the site names change?](#)

### New Self-Service Feature – Create Sub-Location

Q3\*: [What is the sub-location feature and how will it help me manage my Dell environment?](#)

Q4\*: [Who can set up and manage sub-locations at the Online Support site? How do IT staff get started with verifying and working with newly created sub-locations?](#)

Q5\*: [Where can I manage or view the details of the 'parent' location and sub-location relationship?](#)

Q6\*: [Any additional pointers about Location ID and/or the sub-location feature?](#)

### Automated transition of installed base preferences

Q7\*: [Can you tell me more about the automated transition of installed base preferences and auto-created sub-locations?](#)

Q8\*: [As a company administrator, how can I verify whether the automated transition of installed based preferences resulted in auto-created sub-locations?](#)

Q9\*: [As a company administrator, can I modify or delete auto-created sub-locations?](#)

### About recent enhancements

Q10: [Will all my Dell IT infrastructure assets be automatically added to my views now that the Online Support and MyService360 platforms support all infrastructure products? Do I need to take any action?](#)

Q11: [Why do I see different sites and/or locations in my views than my colleague?](#)

### Recent enhancements

At-a-glance – Experience highlights for new / expanded set of Dell solutions in [Online Support](#) and [MyService360](#)

[Troubleshooting: Authentication for enhanced experience & visibility to Dell solutions](#)

### Other

[Online Support help options](#). If applicable, please contact your Service Account Manager or Customer Success Manager.

## Q1: What are Locations / Location IDs and why do I see them? Is *Site ID* still in use?

In 2024, we introduced a consolidated view of your account assets and, with that, a new approach to representing where your datacenters and Dell infrastructure products are located.

As an interim step, your Dell product may have displayed both a *Site ID* and *Location ID*, or only the *Location ID*. Both IDs provided address information. *Location ID* is a new identifier for additional physical location details. We are using *Location ID* when consolidating information about the assets located at a specific facility.

We've now fully implemented our new approach. As a result, Online Support and MyService360 have now:

- Adopted a single address-based identifier – *Location ID*
- Retired *Site ID* and removed it from your view (where shown alongside *Location ID*)

## Q2: When Dell adopted *Location ID* as the standard address-based identifier, why did some of the site names change?

You may see a minor update as part of the one-time automated review of your installed base linked to the retirement of *Site ID*. See Q7 for details.

Dell displays the company's legally registered name from public records as the site name associated with a 'parent' location. See Q6 for more on 'parent' location.

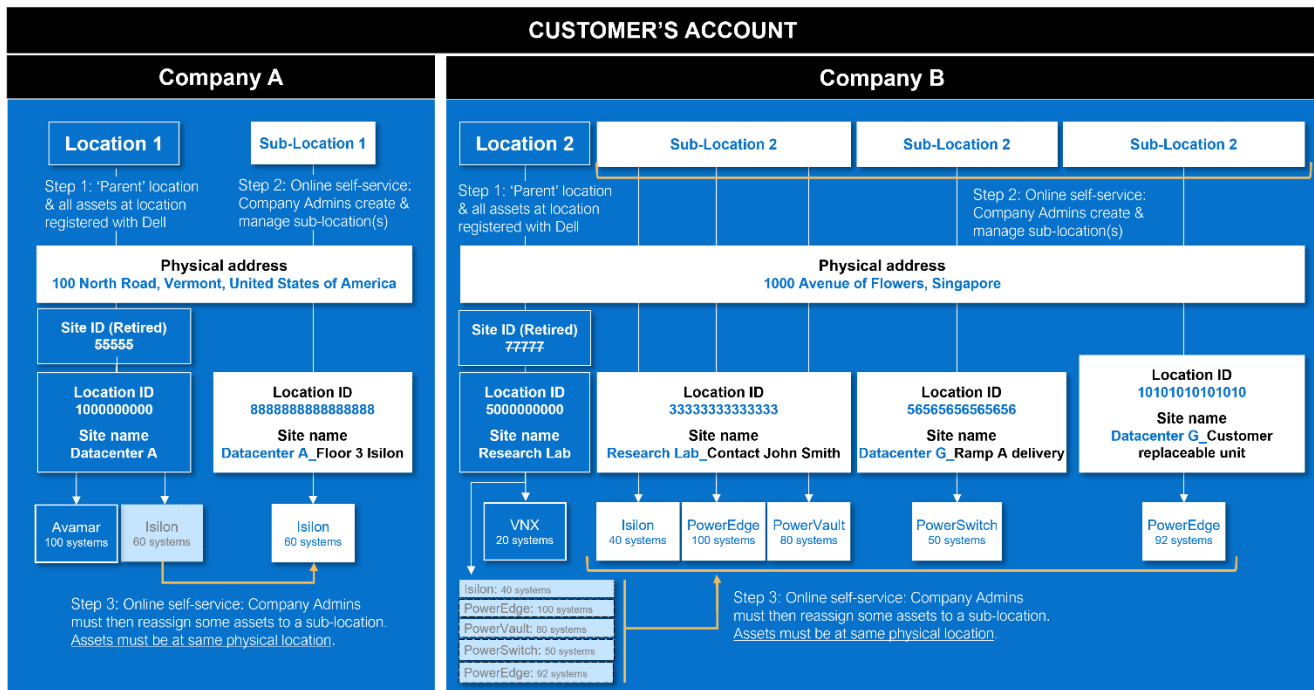
Currently, the site name for a 'parent' location in your Online Support and MyService360 views cannot be customized.

### Q3: What is the sub-location feature and how will it help me manage my Dell environment?

Per Q1, Dell provides a consolidated view of your account assets and, with that, a new approach to representing where your datacenters and Dell infrastructure products are located. With *Location ID* as our standard address-based identifier, we're pleased to offer enhanced self-service with the *Create sub-location* feature. **Diagram 1** provides an introduction. Continue to Q4 – Q6 for additional details.

## Diagram 1: Self-service sub-location feature at Online Support

Flexibly group and manage installed Dell products with a *Location ID* at the same physical address



#### Why use the sub-location feature? For the Dell assets you are authorized to manage, you may need to group & represent some products located at the same physical address by granular details such as:

- Preferences e.g., a shipping address, customer replaceable unit (CRU), company contact information
- Product details e.g., a specific product type
- Precise physical position e.g., the specific floor of a datacenter

#### Only Company Administrators can manage the sub-location feature from *Company Administration* view

- Work with your Company Admins for sub-location requests. You can view the details of the 'parent' location and sub-location relationship from the *Company Administration* view.

#### The *Location ID* for the sub-location will be a new & unique numeric identifier with no tie to the 'parent' *Location ID*.

- However, the sub-location name includes the 'parent' location name and the Install Base address remains the same.

#### Note: Group types used in Online Support & MyService360 may be affected by sub-location creation and asset reassignment

Pre-existing group types affected	The initial impact on assets when moved to a sub-location & are no longer associated with the 'parent' <i>Location ID</i>
<ul style="list-style-type: none"> <li>• Pre-existing <i>Custom Group</i> lists based on <i>Location IDs</i></li> <li>• Pre-existing <i>Access Group</i>* lists based on <i>Location IDs</i></li> </ul>	1. The assets & their data will be automatically removed from these group lists
<ul style="list-style-type: none"> <li>• Pre-existing <i>Custom Group</i> lists based on <i>Products</i></li> <li>• Pre-existing <i>Access Group</i>* lists based on <i>Products</i></li> </ul>	1. No change to assets shown in these group lists 2. Auto-update of the <i>Location ID</i> field for the asset to the new & unique sub-location <i>Location ID</i>

\*Only viewed and managed by Company Administrators

Then, to work with this data in new or pre-existing *Custom Groups* or *Access Groups*\* based on *Location IDs*, you must manually select & add the new *Location ID* for the sub-location(s) (& thus the assets) to these lists.

## Q4: Who can set up and manage sub-locations at the Online Support site? How do IT staff get started with verifying and working with newly created sub-locations?

Refer to Diagram 2 for more on how Company Administrators and IT staff should collaborate to manage and use the sub-location features.

- Note: Only Company Administrators can create, modify or delete sub-locations, working from the *Manage Sites* tab in the *Company Administration* view in Online Support.

### Diagram 2: Getting started with the sub-location feature at Online Support

#### Company Administrator

##### Step 1

To get started, your **Company Administrator** will use this self-service feature under the *Company Administration > Manage Sites* view.

**Click open the *Location ID* for an existing 'parent' location** to initiate the set-up of one (or more) sub-locations at the same physical address via the *Create Sub-Location* feature. Next, the assets you wish to group must be reassigned to the sub-location.

#### Standard Company User

##### Step 2

Next, **standard Company Users** can verify the sub-locations at a 'parent' location in the *Company Administration > View Sites* view.

Then, to work with this data in new or pre-existing *Custom Groups* based on Location IDs, they **must manually select & add** the new *Location ID* for the sub-location(s) (& thus the assets) to these lists. *Custom Groups* lists are leveraged in the **Online Support and MyService360** platforms.

**Note:** The sub-location (& thus, the reassigned assets) are given a new unique numeric *Location ID* even though the assets are not physically moved & keep their original installed address. If desired, the Company Administrator can keep the *Preferences* of the 'parent' location for the sub-location.

#### Best practice tips for Company Administrators

- When creating the sub-location name (by adding an extension to the 'parent' location name), include the common grouping attribute for easy identification.  
Ex.: Your Company Inc\_Lab 2 on Third Floor
- Promptly notify authorized company users about the sub-location creation & asset reassignment as this may impact *Custom* or *Access Groups* in use.

For more on the sub-location feature, check out Q1, Q3, Q5 & Q6. Q6 covers how to edit or delete a sub-location.

## Q5: Where can I manage or view the details of the 'parent' location and sub-location relationship?

### Diagram 3: 'Parent' location and sub-location relationship shown in Online Support

Company Administrators and Company Users can manage and/or view the 'parent' location and sub-location relationship from the *Company Administration* view in the **Online Support** site. Depending on your role, start from the *Manage Sites* or *View Sites* tab. *Manage Sites* tab shown.

The screenshot shows the 'Company Administration' page in the Online Support site. The 'MANAGE SITES' tab is selected. Below the navigation tabs, there are two sub-sections: 'Company Sites' and 'My Customer's Sites'. A table of sites is displayed with columns: LOCATION ID, SITE NAME, SITE ADDRESS, SITE ACCESS REQUIRED, SITE VISIBILITY, and CRU PREFERENCE. The table contains several rows, including a sub-location row (CompanyZ Inc\_Lab 3) which is highlighted with a blue box and a blue circle (C). A blue arrow (A) points to the sub-location row, and another blue arrow (B) points to the dropdown arrow next to the parent location ID (1000000001).

LOCATION ID	SITE NAME	SITE ADDRESS	SITE ACCESS REQUIRED	SITE VISIBILITY	CRU PREFERENCE
1000000000	CompanyZ HQ	100 Street, Fresno, CA, 00001, US		Open	
1000000001	CompanyZ Inc	200 Avenue, Boston, MA, 00000, US		Open	
1111111111111111	CompanyZ Inc_Lab 3	200 Avenue, Floor 3, Boston, MA, 00000, US		Open	
1000000002	CompanyZ Intl	456 Circle, London, 4ZLE63, EN		Open	
1000000003	CompanyZ	123 Blvd., Houston, TX, 11111, US		Open	
1000000004	CompanyZ	789 Lane, Marlboro, MA, 99999, US	Yes	Open	

**A:** A blue arrow indicates sub-locations are in use at a physical address.

**B:** Click on the blue arrow to open the dropdown and view the sub-location detail(s) nested under the 'parent' Location ID.

**C:** The sub-location is given a new unique numeric Location ID even though it is at the same physical address. Click to view the reassigned asset details.

Note: Over time, an asset can be flexibly reassigned back to the 'parent' location and then aligned to newly created sub-locations.

#### Note:

- Dell Technologies provides the initial 'parent' Location ID (which is address based) for an installed asset that you see in the **Online Support** and **MyService360** views. Thus, several installed assets can share the same Location ID.

For more on the sub-location feature, check out Q1, Q3, Q4 & Q6.

## Q6: Any additional pointers about *Location ID* and/or the sub-location feature?

### More about *the Location ID* for the 'parent' location vs for sub-location (Also see Q1, Q3 – Q5)

1. Dell Technologies provides the initial 'parent' *Location ID* (which is address based) for an installed asset that you see in the **Online Support** and **MyService360** views. Thus, several installed assets can share the same *Location ID*.
2. Subsequently, at the **Online Support site**, the self-service sub-location feature only allows Company Administrators to select & group the Dell assets located at the same address as the 'parent' *Location ID*.
3. The *Location ID* for the sub-location will be a new & unique numeric identifier with no tie to the 'parent' *Location ID*. However, the sub-location connections to the 'parent' location are apparent in the sub-location name (which includes the 'parent' location name) and via the Install Base address (which remains unchanged).

### Editing sub-location details

4. When Company Administrators need to update details in the editable extension to the 'parent' location name, add or remove assets, or change the *Preferences* info, they can click into the sub-location *Location ID* for the *Edit Sub-Location* feature.

### View of the 'parent' location and sub-location relationship (Also see Q5)

5. The *Company Administration* view in the **Online Support site** provides these details.
  - a. Tip: Depending on your role, start from the *Manage Sites* tab (for Company Administrators) or *View Sites* tab (for Standard Company Users). Click on the blue arrow to open the dropdown and view the sub-location details nested under the 'parent' *Location ID*.
  - b. Note: Over time, an asset can be flexibly reassigned back to the 'parent' location and then aligned to newly created sub-locations.

### MyService360

6. In your **MyService360** views, the *Location ID* value for an asset will be automatically updated with the sub-location *Location ID* (replacing the 'parent' *Location ID*). No change notification will be shown.

### Deleting a sub-location

7. From the **Online Support** view for *Company Administration > Manage Sites*, **Company Administrators can delete a sub-location (after disassociating all assets).**

#### **This will trigger the following realignments:**

- a. The initial 'parent' *Location ID* and related *Preferences* / site contact data will be automatically realigned to the Dell assets & shown in your **Online Support** and **MyService360** views.
- b. In addition, the asset data will be returned to the pre-existing *Custom Group* and *Access Group* lists that use the initial 'parent' *Location ID*.

## Q7: Can you tell me more about the automated transition of installed base preferences and auto-created sub-locations?

As part of retiring *Site ID*, we've completed a one-time automated review of your entire installed base and created sub-locations as needed:

- The sub-location feature allows us to preserve and transfer your current preferences for grouping and managing Dell assets at the same physical address.

If Dell auto-created sub-locations and reassigned some Dell products (at the same address), your *Company Administration* view now displays:

- **New visual icon:** The blue arrow icon indicates sub-locations in use at an address. Click to open details.
- **More *Location IDs* associated to the address** (because auto-created sub-locations & associated assets will be given new unique *Location IDs*) BUT there should be no change to the number of assets at the same physical address.

If Dell decides there are no preference settings for Dell assets that require the creation of a sub-location, then the Dell asset will be associated with the 'parent' *Location ID* at the same physical address.

### In addition, please note as part of this one-time action:

#### 1: Site Name displayed for auto-created sub-location:

Auto-created sub-locations (and the reassigned assets) will display the site name in use before *Site ID* was retired. Note: This is an exception to Q2. In addition, no preference details are added to the name.

- **Best practice tip for Company Admins:** Consider adding an extension to this 'parent' location name to recapture the common grouping attribute for easy identification.
  - Ex.: Your Company Inc\_[Lab 2 on Third Floor](#)

#### 2: Site Name displayed for 'parent' location:

You may see a minor update in your views. Dell will now display the company's legally registered name from public records as the site name associated with a 'parent' location. Refer to Q2.

[Q7 continues on the next page...](#)

**Q7 cont'd: Can you tell me more about the automated transition of installed base preferences and auto-created sub-locations?**

**In addition, please note as part of this one-time action:**

**3: Group types used in Online Support and MyService360 may be affected as follows:**

Pre-existing group types	Impact of <i>Site ID</i> retirement & one-time automated transition of installed base preferences
<ul style="list-style-type: none"> <li>• Pre-existing <i>Custom Group</i> lists <u>based on <i>Site IDs</i></u></li> <li>• Pre-existing <i>Access Group</i>* lists <u>based on <i>Site IDs</i></u></li> </ul>	<p>Continue to see these groups in your Online Support and MyService360 views. In addition:</p> <ol style="list-style-type: none"> <li>1. No change to assets shown in these group lists</li> <li>2. <i>Site ID</i> information will be removed</li> <li>3. Auto-updated with <i>Location ID</i></li> <li>4. Depending on where the assets are assigned, the group may display one or a combination of the following:               <ul style="list-style-type: none"> <li>• <i>Location ID</i> aligned to 'parent' location</li> <li>• <i>Location ID</i> aligned to an auto-created sub-location</li> </ul> </li> </ol>
<ul style="list-style-type: none"> <li>• Pre-existing <i>Custom Group</i> lists <u>based on <i>Location IDs</i></u></li> <li>• Pre-existing <i>Access Group</i>* lists <u>based on <i>Location IDs</i></u></li> </ul>	<p>More assets may be shown in these group lists if they've been reassigned to <i>Location IDs</i> within this group.</p>
<ul style="list-style-type: none"> <li>• Pre-existing <i>Custom Group</i> lists <u>based on <i>Products</i></u></li> <li>• Pre-existing <i>Access Group</i>* lists <u>based on <i>Products</i></u></li> </ul>	<ol style="list-style-type: none"> <li>1. No change to assets shown in these group lists</li> <li>2. Auto-update of the <i>Location ID</i> field for the asset. Depending on where the assets are assigned, this may be:               <ul style="list-style-type: none"> <li>• <i>Location ID</i> aligned to 'parent' location</li> <li>• <i>Location ID</i> aligned to an auto-created sub-location</li> </ul> </li> </ol>
<p><i>*Only viewed and managed by Company Administrators</i></p>	

**Q8: As a company administrator, how can I verify whether the automated transition of installed based preferences resulted in auto-created sub-locations?**

**You can verify auto-created sub-locations** from the *Manage Sites* tab under *Company Administration* in Online Support. Here's how:

- Open the blue arrow which indicates nested sub-location information. See Diagram 3. Next, for each sub-location, click into its link for details such as reassigned assets.
- In addition, you can download your data to a CSV file where the sub-locations will be clearly delineated along with their 'parent' location(s).

**Check out Q7 for additional context & best practice tips.**

**Q9: As a company administrator, can I modify or delete auto-created sub-locations?**

**Yes. The self-service sub-location feature** allows you to easily modify details or remove sub-locations (after reassigning the assets). Preview how to use this feature in Q4 – Q5.

## Q10: Will all my Dell IT infrastructure assets be automatically added to my views now that the Online Support and MyService360 platforms support all infrastructure products? Do I need to take any action?

Please note that your Company Administrator determines access and visibility for sites and Dell products. For those who onboarded & have been using the Online Support and MyService360 platforms prior to the enhancements to support all Dell infrastructure products:

- With the introduction of *Location ID*, you may be shown more Dell products at sites you manage and more sites across your company.

In order to work with this data in the Online Support and MyService360 platforms, you must manually select & add the new sites and products to existing views. Be sure to review and update the details of:

- Each of your pre-existing **Custom Groups** lists:
  - *Custom Groups* can be modified within the *Preferences* feature in **Online Support**.
  - Alternatively, in **MyService360**, get started from the *Choose your Sites/Products* link. From the *View Products* by menu, select *My Custom Groups*. Then *Add/Modify Custom Group*.
- Your default **All Sites** view in **MyService360**:
  - Get started from the *Choose your Sites/Products* link in the MyService360 banner. Proceed as outlined above.

For users just getting started in the Online Support and MyService360 platforms which support all Dell infrastructure products:

- You must manually select & add your sites and products to your views in order to work with this data.
  - Get started in the *Preferences* feature in **Online Support** or *Choose your Sites/Products* in **MyService360** to create or modify **Custom Groups** lists.
  - Follow the guidance above for the default **All Sites** view in **MyService360** to review & update details.

Review the recap of recent enhancements to [Online Support](#) and [MyService360](#).

## Q11: Why do I see different sites and/or locations in my views than my colleague?

The sites and locations that a user will be shown are dependent on several factors including:

- The organization your account is linked to
- Your designated role i.e., Company Administrator vs. a standard user
- The security settings implemented by your company

Based on the above criteria, your default *All Sites* view will host all the sites and locations that you are authorized to view.

The *Custom Groups* feature allows the user to custom filter from all the available sites, locations, and products for your organization.

The current composition of the default *All Sites* view, or your *Custom Groups* filter may be a reason why a given site or asset is not in your views. You should verify that they include the desired sites and/or locations. See Q10.

# Recap of recent enhancements to Online Support and MyService360

## 1-A: At-a-glance – Experience highlights for new / expanded set of Dell solutions

### Online Support | Supported solutions

Evolving towards a unified, modern support experience for the entire Dell IT infrastructure portfolio

	Current products	New or expanded products
Converged / Hyperconverged Infrastructure	CloudLink   Integrated System for Microsoft Azure Stack Hub Hybrid Cloud Platforms   Enterprise Hybrid Cloud Pivotal Ready Architecture   VSPEX   VxRack   VxRail	PowerOne   VxFlex Ready Nodes   XC Family VxBlock   Vblock   vSAN
Data Protection	AppSync   Avamar   Centera   CloudBoost Cloud Snapshot Manager   Data Domain Data Protection Suite   Integrated Data Protection   MirrorView Networker Family   ProtectPoint   PowerProtect Rainfinity   SourceOne   VMware	
Data Storage	Atmos   AppSync   CLARiiON   CloudArray   Celerra ECS   Isilon   PowerFlex   PowerMax   PowerScale PowerStore   RecoverPoint   ScaleIO   Symmetrix   SRM Unity   Unity XT   XtremIO   XtremSF   VPLEX VNX / VNXe   VMAX   VxFlex	Compellent FS, SC and SCv Series EqualLogic (PS Series)   PowerVault Metro node appliances
Networking	Connectrix   Network Management Software PowerPath Intelligent Multipathing Software	Access Platforms   Big Switch Networks PowerSwitch   Other Switches   Ruckus Wireless
Servers		PowerEdge Portfolio <i>including</i> PowerEdge Modular PowerEdge Rugged   PowerEdge Rack PowerEdge Tower   PowerEdge XE
Other		Data Center Infrastructure: Network Adapters Rack Infrastructure   Storage Adapters & Controllers

Select Online Support capabilities are enhanced or now available for these products. Highlights include:

#### Visibility, access & security tools:

- **Now enabled!** *Custom Groups, Access Groups and Manage Sites* features in *Company Administration*.

#### Product Support experience:

- Asset's *Alias* (previously nickname) populated throughout Online Support and MyService360 views
- **Now enabled!** Geographical map for location
- Connectivity-eligible products populated in *Access Key* creation views

#### Contact Technical Support experience:

- Auto-populated in *Contact Support > Identify Your Device* install base view
- Enhanced *Service Request Creation* form allows larger attachment file size for authorized business users

**Also see Q1** (introduction of *Location ID*), **Q10** and **Q11**

# Recap of recent enhancements to Online Support and MyService360 cont'd

## 1-B: At-a-glance – Experience highlights for new / expanded set of Dell solutions

### MyService360 | Supported solutions

View and manage your entire Dell IT infrastructure portfolio in your services analytics dashboard

	Current products	New or expanded products
Scope	Incident Management, Install Base and Health & Risk capabilities for hardware & software	Note: Incident Management as well as select Install Base and Health & Risk capabilities <u>for hardware assets only</u>
Converged / Hyperconverged Infrastructure	CloudLink   Integrated System for Microsoft Azure Stack Hub Hybrid Cloud Platforms   Enterprise Hybrid Cloud Pivotal Ready Architecture   VSPEX   VxRack   VxRail	PowerOne   VxFlex Ready Nodes   XC Family VxBlock   Vblock   vSAN
Data Protection	AppSync   Avamar   Centera   CloudBoost Cloud Snapshot Manager   Data Domain Data Protection Suite   Integrated Data Protection   MirrorView Networker Family   ProtectPoint   PowerProtect Rainfinity   SourceOne   VMware	
Data Storage	Atmos   AppSync   CLARiiON   CloudArray   Celerra ECS   Isilon   PowerFlex   PowerMax   PowerScale PowerStore   RecoverPoint   ScaleIO   Symmetrix   SRM Unity   Unity XT   XtremIO   XtremSF   VPLEX VNX / VNXe   VMAX   VxFlex	Compellent FS, SC and SCv Series EqualLogic (PS Series)   PowerVault Metro node appliances
Networking	Connectrix   Network Management Software PowerPath Intelligent Multipathing Software	Access Platforms   Big Switch Networks PowerSwitch   Other Switches   Ruckus Wireless
Servers		PowerEdge Portfolio <i>including</i> PowerEdge Modular PowerEdge Rugged   PowerEdge Rack PowerEdge Tower   PowerEdge XE
Other		Data Center Infrastructure: Network Adapters Rack Infrastructure   Storage Adapters & Controllers

As MyService360 extends its capabilities to more Dell products, some areas of the experience may not display all asset data. The following capabilities are NOT available for the new / expanded set of infrastructure products.

**Install Base page:**

- Evaluate and manage secure **connectivity** for devices, up to gateway and cluster levels
- Evaluate and act on **code level** recommendations by asset

**Health & Risk page:**

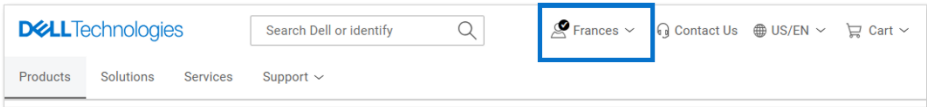
- Centralized management of **technical advisories** to assess potential risks as well as document and track remediation

**Also see Q1** (introduction of *Location ID*), **Q10** and **Q11**





## 2: Troubleshooting: Authentication for enhanced experience & visibility to Dell solutions

First, double check that you have the appropriate authentication level. Here's how:

### Unlock experience enhancements with a business-level account



**Easily verify business-level access:** You'll have a black check mark next to your name when you sign in.

	<b>Basic user (green checkmark):</b> A user who is not connected to a business, either as a customer or partner. This may be an account that is used only for Dell products that are purchased for personal use. Anyone with a valid email address can create such an account.  If there is a green checkmark next to your name on the sign-in icon for the site and you must <b>UPGRADE</b> your account for business-level access, follow the steps below for <b>New User Registration for Business Users</b> .
	<b>Limited access user (yellow or orange checkmark):</b> An account that is not fully configured for business access.  If there is a yellow or orange checkmark next to your name on the sign-in icon for the site and you are using a business-specific email address, you must seek Dell assistance by contacting <a href="#">Administrative Support</a> to have your account upgraded. Follow steps below for <b>Contacting Administrative Support to Upgrade Your Account Type</b> .
	<b>Dell Enterprise Customer or Partner (black checkmark):</b> As an employee of a company or organization that has either purchased Dell Technologies products or is a Dell Partner, the black checkmark next to your name on the sign-in icon for the site indicates that your account is set up as a business account; no further action is required.
	When accessing <a href="#">Dell.com/support</a> , the user login appears with a blue checkmark: See <a href="#">Dell Support</a> to verify your account type; checkmark changes to the relevant user type color.

**Seeing a green, yellow or orange checkmark? Contact us to upgrade your existing account to business-level access.**

**Do even more with your business account:** Registering once unlocks access to all online support features at Dell.com/Support.

### Key link:

- Learn [how to register for or upgrade to a business-level account](#) at [Dell Technologies Online Support](#). Includes overview of benefits of registering once for a Dell account.

### Still not seeing one or more of the new or expanded product set in your Online Support or MyService360 views?

- **Verify that you've added the new sites and products to your views.** See Q10.
- **Contact your Company Administrator:** Your company determines your access and visibility for sites and Dell products.

### Cannot access the MyService360 dashboard?

- To access MyService360, you must first have an online account using a business email domain validated for your enterprise. [Learn more about MyService360](#) including [how to access your online dashboard for the first time](#) with your credentials.

## Online Support help options

**Need help?** Get started from the Online Support links below. If applicable, please contact your Service Account Manager or Customer Success Manager.

Topics	Help Links <i>Tip: Be sure to sign in to the Online Support site to view all available support options</i>
Get <b>Technical Support</b> for your products	<a href="#"><u>Contact Technical Support</u></a>
<b>Enterprise Online Account assistance</b> <i>View and manage company information, contacts, and service requests</i>	<a href="#"><u>Administrative Support</u></a> <ul style="list-style-type: none"> <li>• Select <b>Enterprise Online Account Help</b></li> <li>• Open <b>Tell us more</b> menu &amp; select the appropriate option</li> </ul>
<b>Asset / Install Base management</b> <i>Product registrations</i> <i>Site/location transfers</i> <i>Asset and Install Base management</i>	<a href="#"><u>Administrative Support</u></a> <ul style="list-style-type: none"> <li>• Select <b>More Support &amp; Solutions</b></li> <li>• Open <b>Tell us more</b> menu &amp; select <b>Product Registration &amp; Transfer</b> option</li> </ul>