

Feature Enhancements to Custom Groups

We wish to notify you about new capabilities for creation of custom groups, and about some changes that may impact your existing custom groups, effective July 30, 2020. **You are not required to take any action.**

Note: Your existing custom groups may have been modified by this update. Keep reading to learn more.

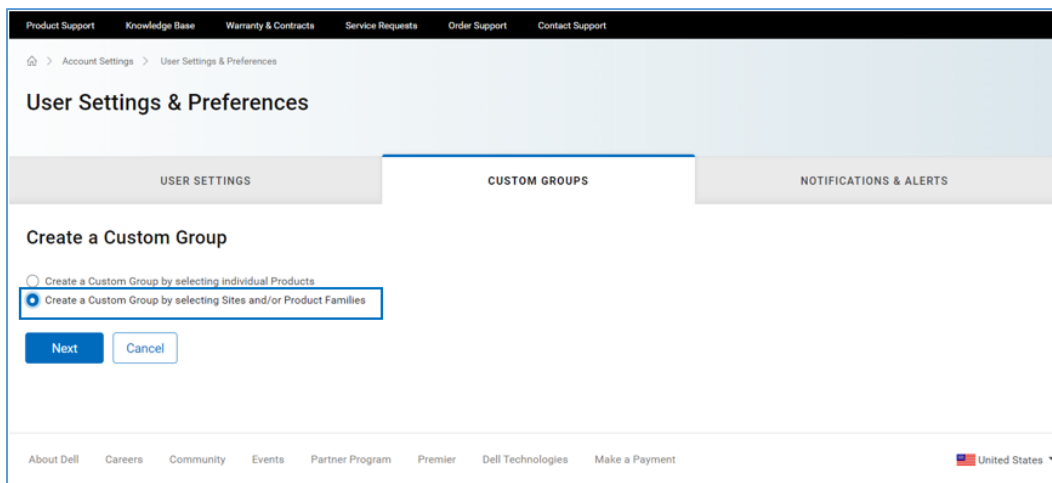
Introduction

Custom groups allow you to customize your online support experience by creating a unique filter of products and/or sites to personalize your view in many areas of our online support site such as MyService360. This feature can be accessed under Dell EMC Preferences > [User Settings & Preferences](#) from the Dell.com Support home page and the MyService360 experience.

1. What's happening?

As of July 30, 2020, when setting up custom groups, you will now be able to create a group for a selected product family or site/product family combination. This will give you more flexibility and make it faster to create product-based groups.

View of new option for creating custom groups by Product Family



Additionally, starting July 30, 2020, any new custom groups will be limited to a single business entity. Existing custom groups that include more than one business entity will be impacted. For some users, the default view in MyService360 may need to be reset. More details are provided on the next page.

2. What will happen to my existing custom group that includes more than one business entity?

As of July 30, 2020, your custom groups that include more than one business entity will be split into multiple custom groups, one for each unique business entity. The name shown for each of the newly created custom groups will automatically include the original custom group name and a business entity identifier.

Exception: Some custom groups which span a very large number of businesses will not be migrated.

3. What will happen if my default view in MyService360 includes one of the custom groups that has been impacted by these changes?

In some cases, when you first log in to MyService360 on or after July 30, 2020, you will see a change in your default view. It may no longer exist i.e., no data is shown, or you may see a different data set in your view. We recommend setting up a new default view with the custom group of your choice.

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