

Dell Management Portal

Streamline how you manage Dell PCs, over the cloud, in conjunction with Microsoft Intune

Managing PCs with disparate tools is a complex job for IT administrators

Historically, managing PCs has involved coordination across multiple sites, OEMs, and management software. Each administrator often crafted unique processes and implementation strategies, resulting in a variety of approaches rather than a cohesive, efficient system. Some frequent challenges IT administrators encounter when managing PCs include:

- **Lack of standardization:** IT administrators favor an integrated suite of tools to manage their PC fleets, which offers enhanced control and minimizes the need for manual maintenance.
- **Complexity:** Using various tools from different OEMs to manage PCs leads to complexity and inefficiency in workflows, reducing visibility and control over the devices.
- **Cloud Management:** IT administrators appreciate the flexibility, simplicity, and forward-looking advantages of cloud-based device management tools like Microsoft Intune.

But what if...



...there was a solution that simplifies PC management by integrating with tools already in use



...you could use, automate and streamline your fleet management tasks

Amplify Dell PC management capabilities in Microsoft Intune

Dell Management Portal is a cloud-based application that streamlines the management of Dell Client Devices via Microsoft Intune.



Managing your company's fleet of Dell devices has never been simpler.

View and manage the Dell PCs within your Intune environment



Retrieve **current and previous per-device BIOS password and BitLocker Recovery Key.**

You can simply view or copy the password or key for easier device management.



This works with **all new and previous generation Dell commercial devices.**



Additionally, **you can publish Dell enterprise applications to your Intune environment and manage assignments within Intune.**

Dell Management Portal for Microsoft Intune.

Login, connect and manage Dell devices and applications in Microsoft Intune



IT admin launches Dell Management Portal from Microsoft Intune ('Devices' - 'Partner portals') or directly from a browser : Microsoft Edge, Google Chrome, Mozilla Firefox



A Tenant global administrator logs in with Entra credentials and approves the necessary permissions through the Microsoft Authentication dialog box.



IT admin manages Dell PCs within Microsoft Intune, using detailed device, user and credential Information.



If required, for secure device configuration, IT admin views or copies the current and previous BIOS passwords and BitLocker recovery key for Dell Managed PCs.



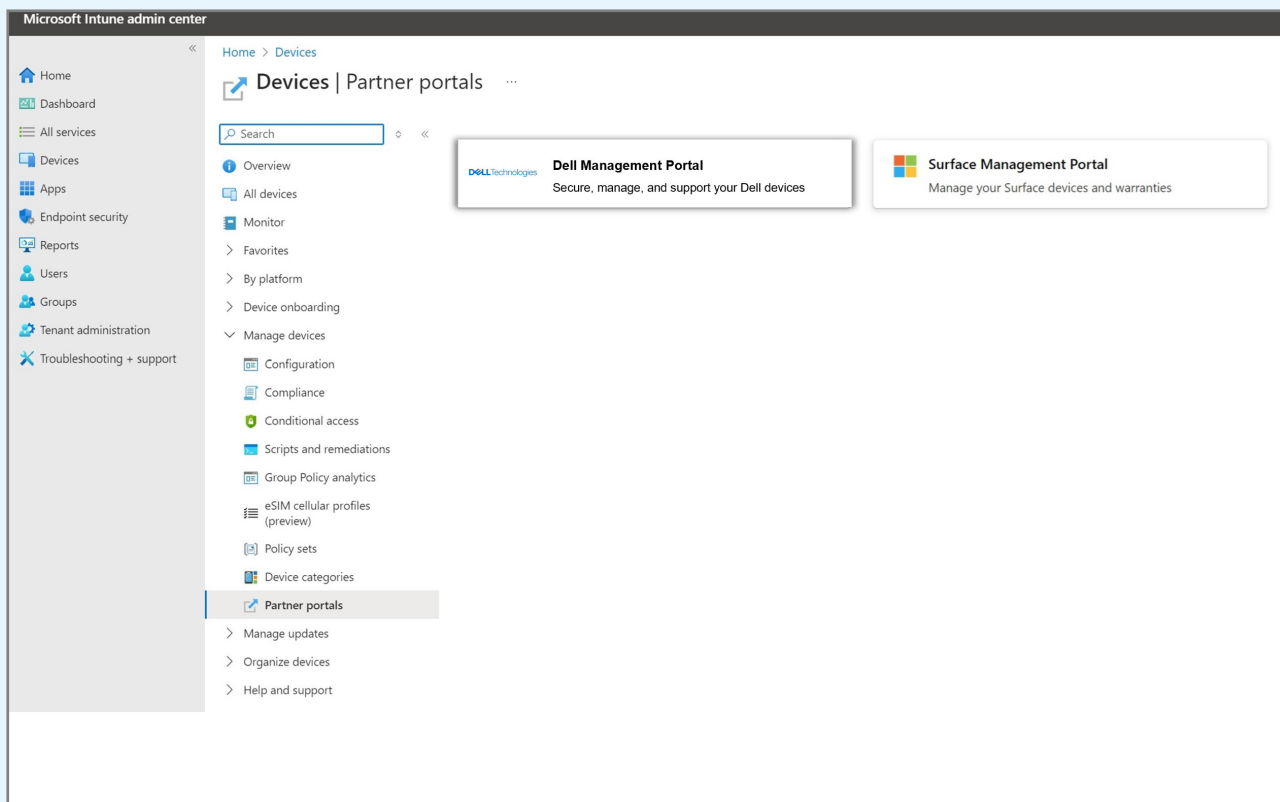
IT admin views Dell enterprise applications from the 'Apps' section, with detailed listing of App Description, Supported Operating System and Language.



IT admin publishes select Dell enterprise applications to Microsoft Intune, and assigns device groups for fleet-wide deployment.

Dell Management Portal for Microsoft Intune – In action

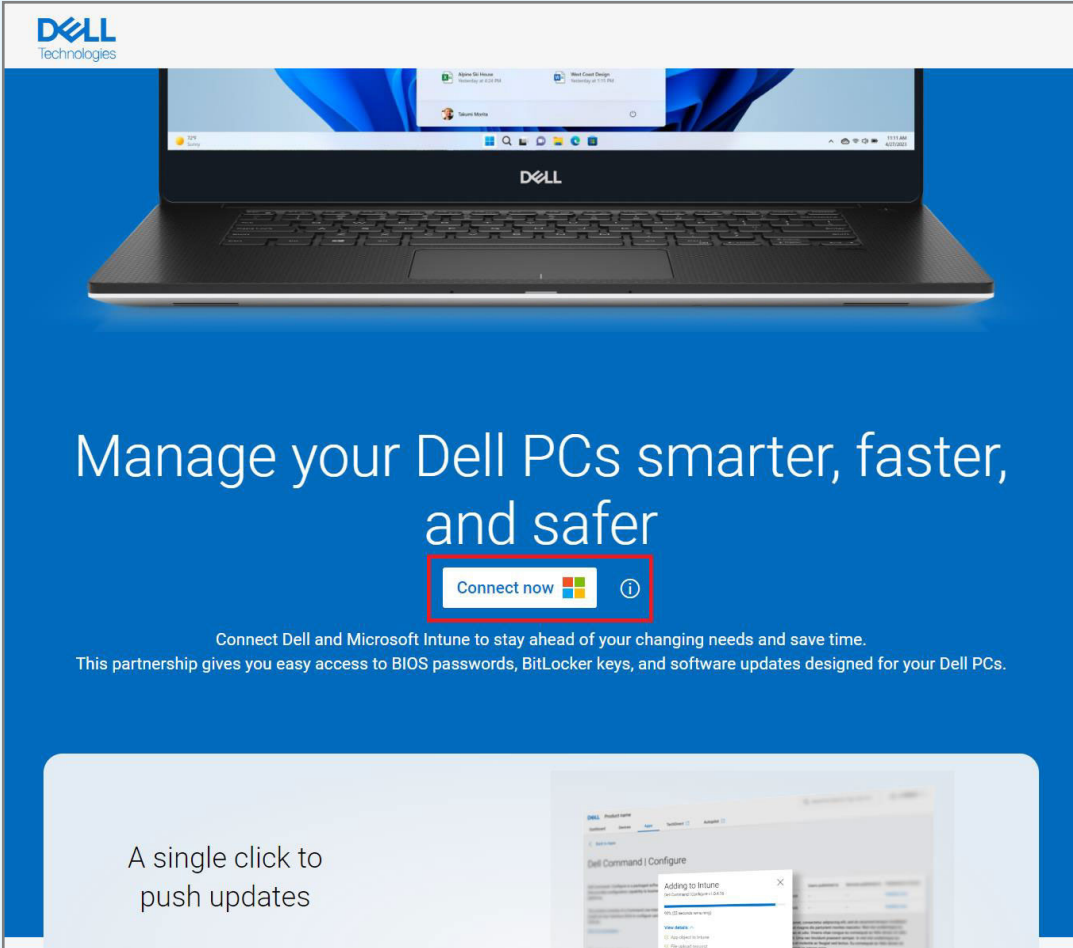
1 Start with Microsoft Intune or Browser



This is a screenshot of Microsoft Intune –Device | Partner portals Page. IT administrators can quick-launch from here to reach the Dell Management Portal or from a browser, visit <https://manage.dell.com>



Dell Management Portal for Microsoft Intune – In action

2 How to connect with the Dell Management Portal



DELL Technologies

Manage your Dell PCs smarter, faster, and safer

Connect now  

Connect Dell and Microsoft Intune to stay ahead of your changing needs and save time.
This partnership gives you easy access to BIOS passwords, BitLocker keys, and software updates designed for your Dell PCs.

A single click to push updates

Self Command | Configure

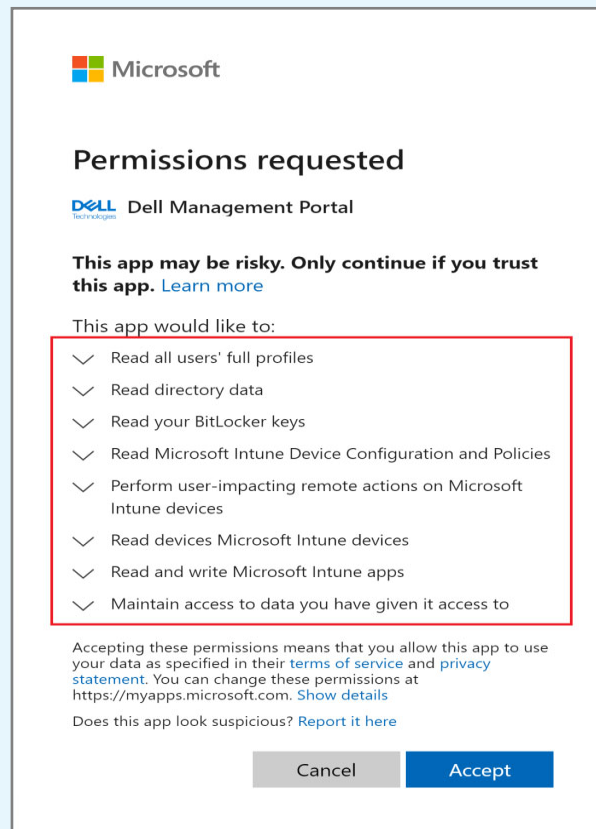
Adding to Intune



Screenshot of the Dell Management Portal Landing Page. IT administrators can access its features by clicking on 'Connect now'.

Dell Management Portal for Microsoft Intune – In action

3 How to connect with the Dell Management Portal



On the Entra Login Screen, the IT admin reviews the requested app permissions and then clicks on 'Accept'

Note:

- Dell does not collect or retain any customer data from Intune or the Dell Management Portal
- The data remains in the Microsoft tenant but is supplemented with Dell specific capabilities which are transacted with Microsoft infrastructure through the Graph API calls

Dell Management Portal for Microsoft Intune – In action

4 Dashboard

The screenshot displays the Dell Management Portal interface. At the top, the Dell Technologies logo and 'Management Portal' are visible. A navigation bar includes 'Dashboard' (selected), 'Devices', 'Apps', and 'TechDirect' with an external link icon. The main heading is 'Let's get work done', followed by a subtitle: 'Get more info about PCs that you manage from Intune. Details as of 06:20:00 PM, 09/18/2024.' The dashboard is divided into several sections. On the left, 'Quick nav' leads to 'Your Intune environment', which shows '27 Dell devices' and '5 Dell applications'. On the right, 'Quick actions' includes a 'BIOS password search' section with a 'Search by Service Tag' input field and a search button. Below these, a section titled 'Unlock more IT lifecycle services in TechDirect' lists four benefits: AI-driven support, unified self-service, tailored views and reporting, and self-dispatch support. An 'Explore Now' button is at the bottom left of this section. On the right side of the dashboard, there is a large image of a person working at a computer with the portal interface displayed on the monitor.



Once connected, IT admins can view the Dashboard for device insights and action, for their Microsoft Intune environment.

Dell Management Portal for Microsoft Intune – In action

5 Your Dell Devices

Dell Technologies Management Portal

Dashboard **Devices** Apps TechDirect

Your Dell Devices

Get more info about PCs that you manage from Intune. We'll automatically retrieve your latest device data every 30 minutes.
Details as of 06:24:28 PM, 09/18/2024

Search by email, device name or Service Tag Search

Device Name	User	Service Tag	Model	BIOS password
Nathan-Latitude7430	Hank.Williams@dlbs.us	5X083T3	Latitude 7430	*****
ROB-DLQNGK3	rob_elliot@dlbs.us	DLQNGK3	Precision 5570	*****
ANANTH-BYO	anantha@dlbs.us	2GYT6M3	Latitude 7430	*****
TDMPC2	tdmtech@dlbs.us	BBD11J3	Latitude 9520	*****
DESKTOP-129	Elvis@dlbs.us	1234567	Precision 7875 Tower	*****
DESKTOP-V41U9QD	Elvis@dlbs.us	6FHD963	Inspiron 7400	*****
DESKTOP-138	Elvis@dlbs.us	CNQP224	Latitude 5440	*****
CARLTON-7400	Buddy.Holly@dlbs.us	9JRH433	Latitude 7400	*****

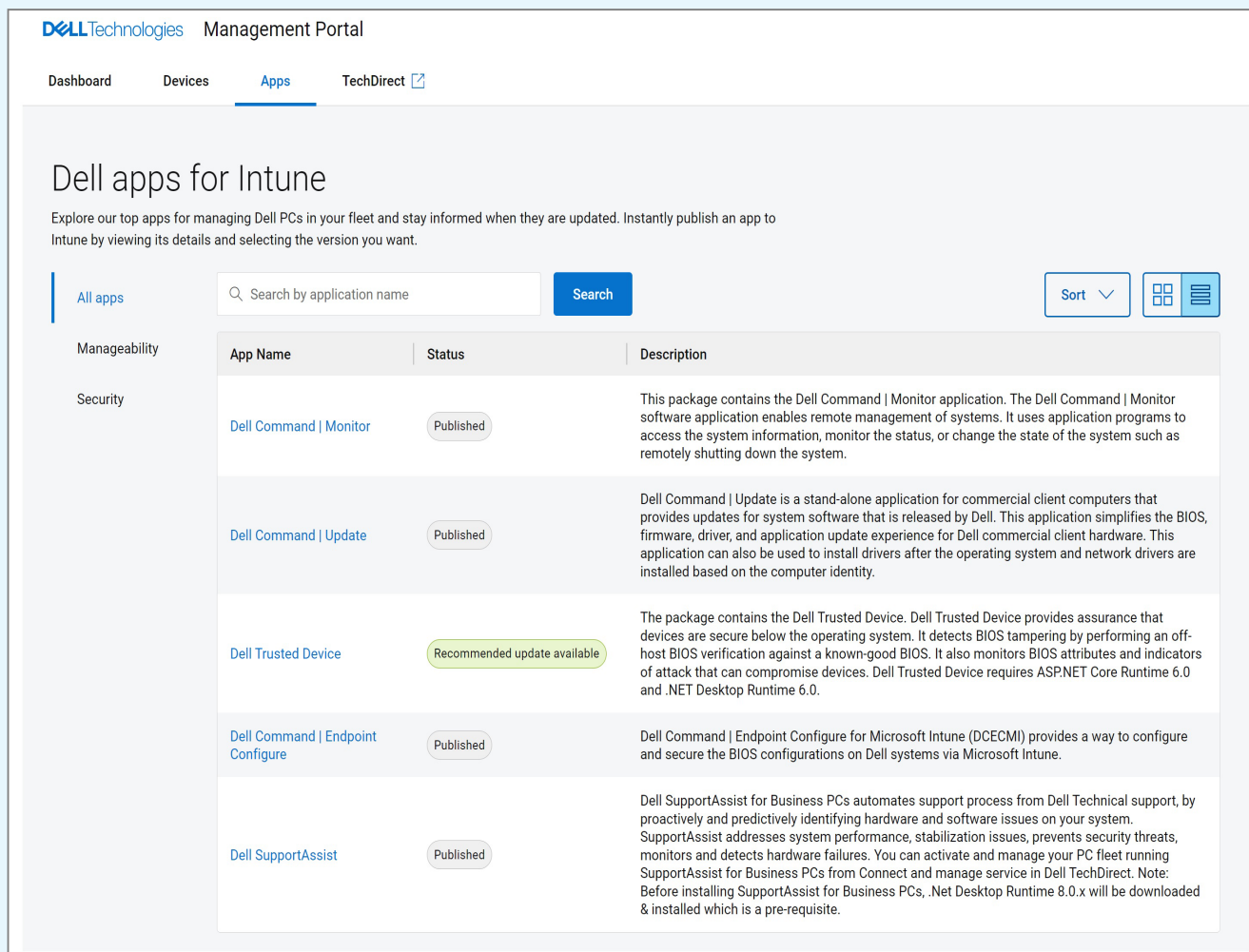
Items per page: 10 1-10 of 27 items 1 / 3



'Devices' section lists information about Dell PCs managed within Microsoft Intune. Details included 'Device Name', 'User ID', 'Service Tag', Model, BIOS password (hidden, by default), and icons for viewing and copying the BIOS password for each device.

Dell Management Portal for Microsoft Intune – In action

6 Dell Enterprise Applications for Intune



The screenshot shows the Dell Management Portal interface. At the top, there's a navigation bar with 'Dashboard', 'Devices', 'Apps' (selected), and 'TechDirect'. Below this, the main heading is 'Dell apps for Intune'. A sub-header says 'Explore our top apps for managing Dell PCs in your fleet and stay informed when they are updated. Instantly publish an app to Intune by viewing its details and selecting the version you want.' Below this is a search bar with 'Search by application name' and a 'Search' button. To the right of the search bar are 'Sort' and view toggle icons. On the left, there's a sidebar with 'All apps' and a list of categories: 'Manageability' and 'Security'. The main content area displays a table of Dell apps for Intune.

App Name	Status	Description
Dell Command Monitor	Published	This package contains the Dell Command Monitor application. The Dell Command Monitor software application enables remote management of systems. It uses application programs to access the system information, monitor the status, or change the state of the system such as remotely shutting down the system.
Dell Command Update	Published	Dell Command Update is a stand-alone application for commercial client computers that provides updates for system software that is released by Dell. This application simplifies the BIOS, firmware, driver, and application update experience for Dell commercial client hardware. This application can also be used to install drivers after the operating system and network drivers are installed based on the computer identity.
Dell Trusted Device	Recommended update available	The package contains the Dell Trusted Device. Dell Trusted Device provides assurance that devices are secure below the operating system. It detects BIOS tampering by performing an off-host BIOS verification against a known-good BIOS. It also monitors BIOS attributes and indicators of attack that can compromise devices. Dell Trusted Device requires ASP.NET Core Runtime 6.0 and .NET Desktop Runtime 6.0.
Dell Command Endpoint Configure	Published	Dell Command Endpoint Configure for Microsoft Intune (DCECM) provides a way to configure and secure the BIOS configurations on Dell systems via Microsoft Intune.
Dell SupportAssist	Published	Dell SupportAssist for Business PCs automates support process from Dell Technical support, by proactively and predictively identifying hardware and software issues on your system. SupportAssist addresses system performance, stabilization issues, prevents security threats, monitors and detects hardware failures. You can activate and manage your PC fleet running SupportAssist for Business PCs from Connect and manage service in Dell TechDirect. Note: Before installing SupportAssist for Business PCs, .Net Desktop Runtime 8.0.x will be downloaded & installed which is a pre-requisite.



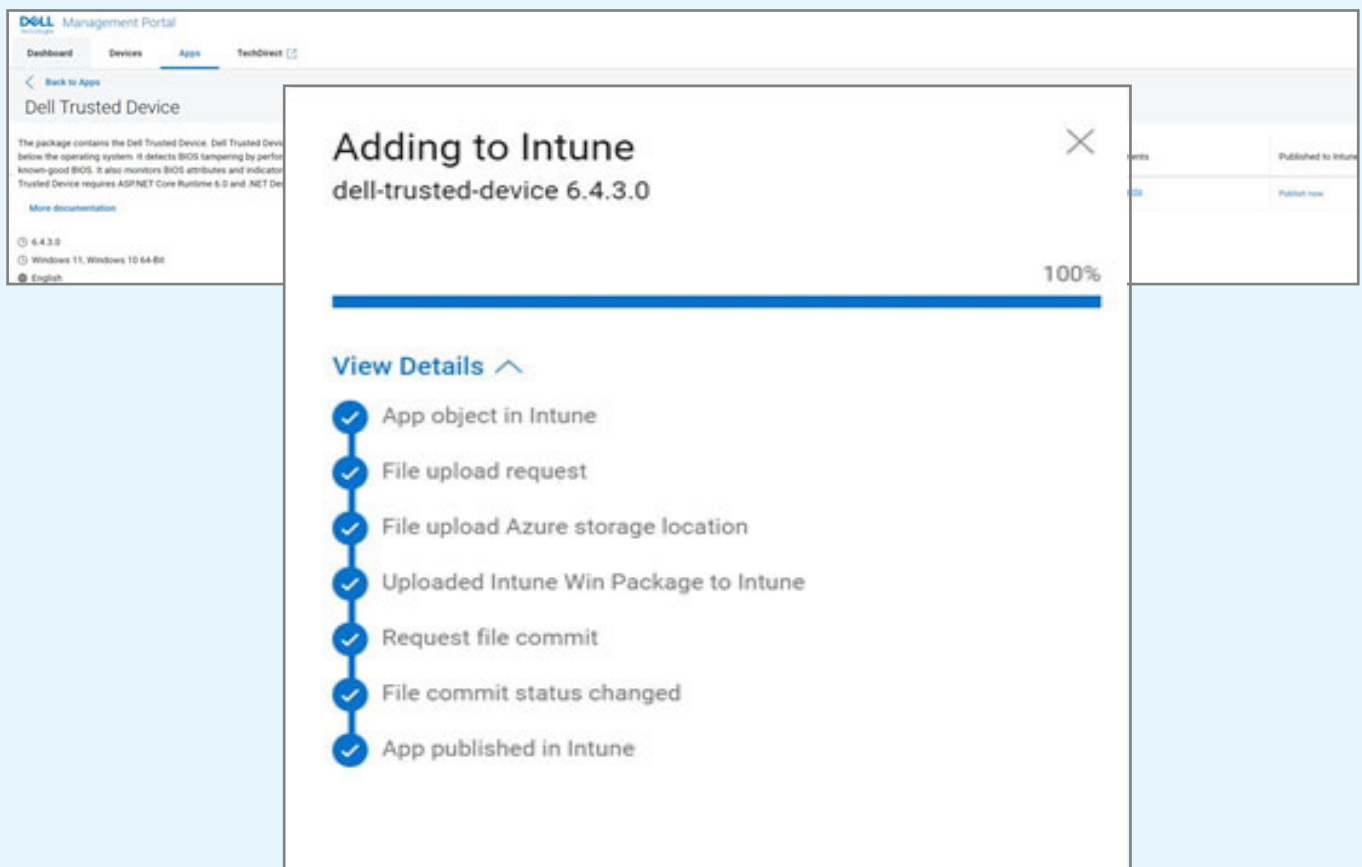
'Apps' section displays the following information for available Dell enterprise applications

App Name – Title of the application

Status – Application status indicating its criticality or publish state. This section will show one of four states: Critical update available (red), Recommended update available (green), Optional update available (blue), and Published (Gray).

Dell Management Portal for Microsoft Intune – In action

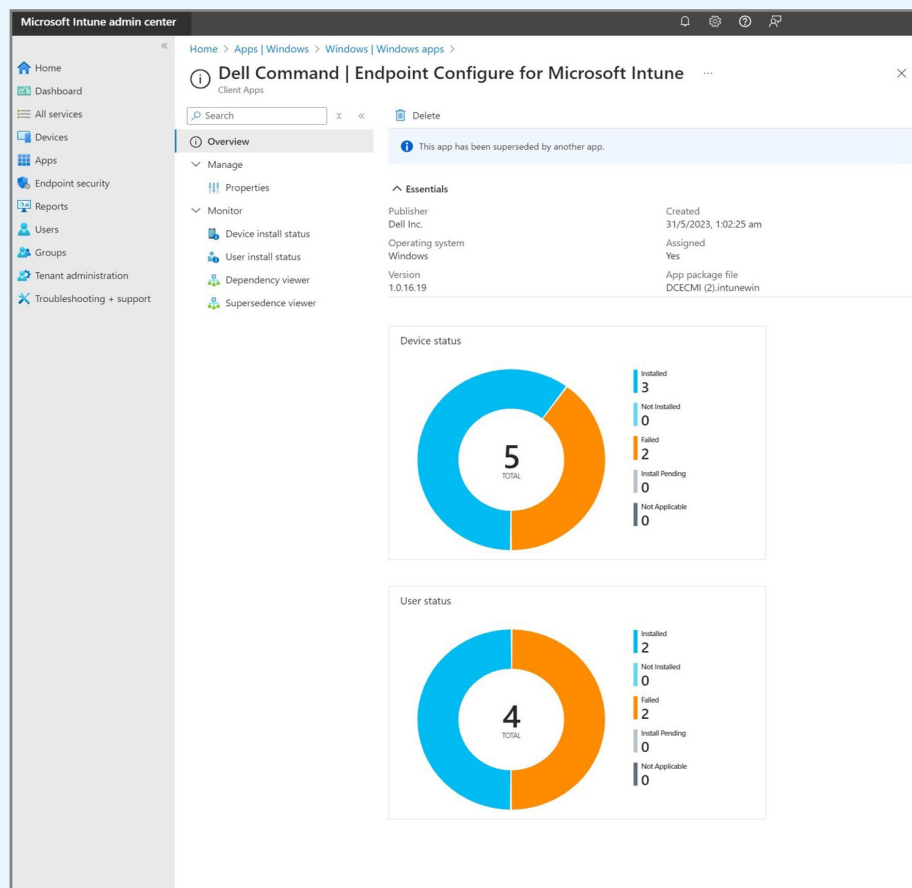
7 Publishing an Application to Intune



When the IT administrator clicks on 'Publish now', the app automatically gets published to Microsoft Intune. The IT administrator can then view the progression of steps to app publication.

Dell Management Portal for Microsoft Intune – In action

8 Application Assignment in Intune



After publishing an app to Microsoft Intune, the IT administrator can assign the app to users and devices. Microsoft Intune allows the IT administrator to determine who has access to an app by assigning groups of users to include and exclude. Before assigning groups to the app, the IT administrator sets the 'assignment type' for the app. The 'assignment type' makes the app available, required, or uninstalls it. Screenshot shows the 'Apps' pane view, with details on the status of an app in the Microsoft Intune environment.

How to learn more



Contact your Dell Sales Representative
or visit <https://manage.dell.com>



Related Dell Manageability Solutions

Dell Client Command Suite

Streamlines how you deploy drivers, configure BIOS, monitor devices, and manage updates

Dell Command | Configure

Provides configuration capability to business client platforms

Dell Command | Endpoint Configure for Microsoft Intune

Configures BIOS settings on a fleet of Dell devices securely, quickly, and natively in Microsoft Intune

Dell Trusted Update Experience

The latest BIOS and driver updates – validated against all your device models and delivered seamlessly, on an industry standard release cadence