

Getting Started with TechDirect for Asset Recovery Services

Discover convenient control and insight in TechDirect.

Asset Recovery Services provide you with a seamless and secure way to responsibly retire legacy IT equipment of any brand, while addressing your own sustainability goals. Managing Asset Recovery Services in TechDirect centralizes the tracking and logistics needed for a smooth process, giving you control and visibility along the way:

- **Create appraisals** in just a few clicks to easily discover the value of your existing assets
- **Stay in control of assets and services from anywhere** by easily scheduling services, tracking progress and managing payments
- **See what you want, when you want with on-demand reporting** that can be customized and downloaded
- **Get the facts on your emissions, energy and landfill avoidances** in real-time with the Environmental Impact Report feature

How it works



Order

Place an Asset Recovery Services order with your sales representative to responsibly retire your IT equipment.



Schedule

Let us know where and when you'd like to schedule your services.



Service

We'll arrive to provide services onsite, or securely collect and ship assets to our processing centers.



Reports

View and download reports, including your company's Environmental Impact Report.



Payments

If your service includes the resale of assets, easily transfer value funds electronically or, if in the U.S., directly apply to an open invoice at Dell.

Take the steps to get started

As your central online portal for Dell services, TechDirect provides fleet-wide visibility and proactive management throughout the PC lifecycle.



1

Register in TechDirect

After your first order is placed, you will receive an email that will take you to registration, where you will complete the details to setup your company.

Already have an account in TechDirect? [Skip to the next step.](#)

2

Enroll in Asset Recovery Services

Once you are logged-in, navigate to the **Retire your assets** tab from the home page and activate from the **Asset Recovery Services** card.

Read and accept the **Terms and Conditions** on behalf of your company to complete enrollment.

⚠️ If you are not authorized to accept the terms on behalf of your company, you may submit a request with the information for the appropriate person in your organization to complete. Once the request is approved, you may return to your dashboard and complete your service request.

3

Add users and assign roles to your team

After your company is enrolled, you can access Asset Recovery Services from the **Retire your Assets** tab on your dashboard to manage users for your team. As 'lead' administrator for your company, you may add users under the following roles:

Administrator

— enables the user to manage other users in TechDirect, submit asset appraisal requests, place orders, schedule appointments, and view disposition reports.

Technician

— enables the user to submit asset appraisal requests and schedule appointments.

Experience centralized Asset Recovery Services

Overview Dashboard	At-a-glance status and links to easily manage services.
Asset Appraisal	Request an appraisal to find out how much your existing IT assets are worth.
Manage Orders	View and manage orders.
Manage Service Credits	View your existing service credits that are used to schedule services and request to purchase more when you need them.
Schedule Appointments	Schedule and manage appointments for resale/recycle, lease returns, onsite data sanitization and onsite hard-drive shred.
Manage Payments	Track and manage payments, transferring funds to your company bank account, or if in the U.S., applying value directly toward an open invoice at Dell.
View and Download Reports	Customize, filter and download reports that meet your unique needs for asset and services tracking.
View and Download Environmental Impact Report	Easily measure your efforts against your sustainability strategy and get the facts on your emissions, energy and landfill avoidances for assets retired through Asset Recovery Services.

We're here to help

Review the [User's Guide](#) for detailed instructions on managing your Asset Recovery Services in TechDirect.

If you have additional questions, you can always reach out to your Dell Technologies representative by submitting a request through the **Contact Us** feature at the footer of TechDirect.

Learn more at DellTechnologies.com/AssetRecoveryServices

¹For more information, please see the [Dell Media Sanitization Statement](#). Dell makes no recommendations regarding the customer's security needs or representations regarding the effectiveness of one method of data removal over another. It is the customer's responsibility to protect any confidential or sensitive information contained on its hard drives recovered by Dell.