Dell SupportAssist for PCs
Notes, cautions, and warnings

NOTE: A NOTE indicates important information that helps you make better use of your product.

CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

WARNING: A WARNING indicates a potential for property damage, personal injury, or death.
SupportAssist automates support from Dell by proactively and predictively identifying hardware issues in your system. SupportAssist also automates the engagement process with Dell Technical support. Depending on your Dell service plan, SupportAssist also automates support request creation for hardware issues that are detected. For information about the SupportAssist capabilities for different service plans, see SupportAssist capabilities for Windows 10 in S mode and Dell service plans.

SupportAssist collects and sends the required system information securely to Dell Technical Support. The collected information enables Dell to provide you an enhanced, efficient, and accelerated support experience.

This document provides information about installing and using SupportAssist on systems running Windows 10 in S mode. For information about installing and using SupportAssist on systems running a different version of Windows operating system, see the Dell SupportAssist for PCs User's Guide available at www.dell.com/serviceabilitytools.

Topics:
- Key features of SupportAssist for Windows 10 in S mode
- SupportAssist capabilities for Windows 10 in S mode and Dell service plans
- Additional resources

**Key features of SupportAssist for Windows 10 in S mode**

- Predictive and proactive issue detection and notification.
- Automatically create a support request for a hardware issue detected in your system.
- Manually create a support request for an issue in your system.
- View details of all support requests that were created on a particular day, week, or month.
- Manually send files to Dell Technical Support, for example, system activity log.

**NOTE:** SupportAssist capabilities available for a system vary depending on the Dell service plan of the system.

**SupportAssist capabilities for Windows 10 in S mode and Dell service plans**

SupportAssist proactively and predictively detects and notifies you about hardware issues that may occur in your system. Depending on your Dell service plan, SupportAssist automates and facilitates your engagement with Dell Technical Support.

Table 1. SupportAssist capabilities and Dell service plans

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-dispatch parts for hardware issues detected</td>
<td>If an issue is detected for in-warranty parts, you are prompted to confirm your shipping address for dispatching the replacement part.</td>
<td>×</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Request onsite assistance for replacing a self-replaceable part¹</td>
<td>You can request a service technician to visit you for replacing a self-replaceable part at your location.</td>
<td>×</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Automated support request creation</td>
<td>If an issue is detected during the automatic scan, a support request is automatically created and a Dell Technical Support agent contacts you about the solution.</td>
<td>×</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Create support request manually</td>
<td>You can manually create a support request if you presume that there is an issue that is not detected by SupportAssist.</td>
<td>×</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Predictive issue detection and support request creation for failure prevention²</td>
<td>If a part is identified for possible failure, an alert is sent to you. SupportAssist opens a support request and a Dell Technical Support agent contacts you to ship the replacement part.</td>
<td>×</td>
<td>×</td>
<td>×</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Specify preferred contact time³</td>
<td>You can provide your preferred contact time. A Dell Technical Support agent contacts you only during the specified hours.</td>
<td>×</td>
<td>✔</td>
<td>×</td>
<td>×</td>
<td>✔</td>
</tr>
</tbody>
</table>

1 Onsite assistance for replacing a self-replaceable part is available only in certain regions.
2 Predictive analysis failure detection includes hard drives, solid state drives, batteries, thermals, and desktop fans.
3 Preferred contact time can be provided only by customers in U.S. or Canada.

Additional resources

- The Dell SupportAssist Community provides information on the capabilities and features of SupportAssist, blogs, FAQs, and other technical documents.
Getting started with SupportAssist for Windows 10 in S mode

SupportAssist may be preinstalled on your system. If SupportAssist is preinstalled, you can open SupportAssist by browsing through your applications. If SupportAssist is not preinstalled, follow the instructions in this section to install SupportAssist, create a SupportAssist profile, and configure your SupportAssist settings.

Topics:
- Minimum requirements for installing and using SupportAssist for Windows 10 in S mode
- Install SupportAssist for Windows 10 in S mode
- Change language setting
- Create SupportAssist profile
- Update contact and shipping information
- Use different SupportAssist profile
- System details
- Configure internet settings
- SupportAssist notifications for Windows 10 in S mode
- Uninstall SupportAssist for Windows 10 in S mode

Minimum requirements for installing and using SupportAssist for Windows 10 in S mode

The following table lists the minimum system requirements for installing and using SupportAssist on systems running Windows 10 in S mode:

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software</td>
<td>Microsoft .NET Framework 4.5 or later</td>
</tr>
<tr>
<td>Web browser</td>
<td>Microsoft Edge</td>
</tr>
<tr>
<td>Hardware</td>
<td>• Memory (RAM) — 2 GB</td>
</tr>
<tr>
<td></td>
<td>• Hard drive free space — 1 GB</td>
</tr>
<tr>
<td>Network</td>
<td>Internet connectivity</td>
</tr>
<tr>
<td>Ports</td>
<td>• 5700 — For opening the SupportAssist user interface</td>
</tr>
<tr>
<td></td>
<td>• 9012 — For communication with Dell SupportAssist service</td>
</tr>
</tbody>
</table>

The system must be able to connect to the following destinations:
- https://apidp.dell.com
- https://api.dell.com
- https://fuslite.dell.com/FUSLite/api/2.0
- www.techdirect.dell.com
### Install SupportAssist for Windows 10 in S mode

**Prerequisites**

- The system must meet the minimum system requirements for installing and using SupportAssist. See [Minimum requirements for installing and using SupportAssist for Windows 10 in S mode](#).
- You must have administrator rights on the system.

**About this task**

By default, SupportAssist is installed on all systems shipped from the Dell factory. You can search and open SupportAssist from the programs menu. If SupportAssist is not installed on your system, you can manually download and install SupportAssist.

**Steps**

1. Open **Microsoft Store**.
2. Search and open the **Dell SupportAssist for PCs** application page.
3. Click **Get**.
   - The SupportAssist installer package is downloaded, and SupportAssist is automatically installed on the system.

   **NOTE:** When you install SupportAssist from the Microsoft Store, only the user interface component is installed.

4. Click **Start**. search and open SupportAssist.
   - The SupportAssist window is displayed and a messaging indicating that the backend component is getting downloaded and installed. A notification is displayed in the Windows Action Center after the installation is complete.

   **CAUTION:** You will not be able to use SupportAssist if the backend component is not installed.

5. Click the notification in the Windows Action center or open SupportAssist from the programs menu.
   - The SupportAssist window is displayed.

---

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>System settings</td>
<td>Automatic updates in Windows Update page and Microsoft Store must be enabled</td>
</tr>
<tr>
<td>Display resolution</td>
<td>1200 x 720</td>
</tr>
</tbody>
</table>

---

Getting started with SupportAssist for Windows 10 in S mode
Change language setting

About this task
SupportAssist is available in 25 languages. By default, SupportAssist is set to the language of the operating system installed on your system. After you install SupportAssist, you can change the language depending on your preference.

Steps
1. Open SupportAssist.
2. On the top-right corner of the SupportAssist window, click the settings icon, and then click Select language.
   The languages list is displayed.
3. Click your preferred language.
   A message is displayed to confirm if you want to restart SupportAssist in the selected language.
4. Click Yes to restart SupportAssist.

SupportAssist restarts in the selected language and a ✓ icon is displayed next to the selected language.

Create SupportAssist profile

Prerequisite
You must have administrator rights on the system.

About this task
You can create a SupportAssist profile by using your Dell My Account or your social media account. Creating a SupportAssist profile enables you to receive the automated support capabilities available based on your system service plan.

Steps
1. Open SupportAssist.
2. On the top-right corner of the SupportAssist window, click Profile, and then click Complete Profile.
   - If you have not accepted the SupportAssist terms and conditions, a message is displayed indicating that you have not accepted the SupportAssist's terms and conditions. Click the Read SupportAssist terms & conditions link, accept the terms and conditions, click Save, and then try again.
   - If SupportAssist is unable to connect to the Internet, an appropriate message is displayed. You can click the troubleshooting links displayed below the error message to fix the issue and try again.
3. On the Dell My Account Sign in page, perform one of the following:
• If you already have a Dell My Account, enter your My Account credentials, and then click Sign In.

• If you do not have a Dell My Account, create an account to sign in. For instructions on creating an account, see Create a new Dell My Account.

• Sign in with your social media account. For instructions on using your social media account, see Sign in with social media account.

The Contact and Shipping Address page is displayed.

Enter your contact information and shipping details in the appropriate fields.

Select one of the following as your preferred contact method:
• Email
• Phone

Select your preferred contact time.

NOTE: The preferred contact time is applicable only for systems with an active Premium Support or Premium Support Plus service plans in United States of America or Canada.

If you want to add a secondary contact, select the Add secondary contact check box and enter the details in the appropriate fields.

If you do not want SupportAssist to automatically create a support request, clear the Automatically create Support Requests check box.

NOTE: The automatic support request creation capability is available and enabled only for systems with an active ProSupport, ProSupport Plus, Premium Support, or Premium Support Plus service plan.

Click Done.

• If the shipping details are incorrect, a pop-up window is displayed. If you want to update the details, click Update and Finish, or click Ignore to close the pop-up window and proceed.
• If the shipping details are correct, the first name and last name are displayed on the top-right corner of the SupportAssist window.

Create a new Dell My Account

Prerequisite
You must have administrator rights on the system.

Steps
1 In the Create an Account section of the Dell My Account Sign in page, enter the first name, last name, email address, and password in the appropriate fields.

NOTE: The password must contain eight through 20 characters, and must include 1 uppercase letter, 1 lowercase letter, and 1 number.

2 Re-enter the password.

3 Click Create Account.

A new Dell My Account is created and you are signed in to SupportAssist.

Sign in with social media account

Prerequisites
• You must have administrator rights on the system.
• You must have a valid account with any of the following social media platforms:
  – Google Plus
  – LinkedIn
  – Twitter
Steps
1. On the Dell My Account Sign In page, click the appropriate social media icon.
2. On the corresponding social media login page, enter the user name or email address and password in the appropriate fields.
3. Click Sign in.
   A new Dell My Account is created with the credentials that you entered for signing in to your social media account.

Update contact and shipping information

Prerequisite
You must have administrator rights on the system.

About this task
You can update the contact and shipping information that you provided while creating your profile.

Steps
1. Open SupportAssist.
2. On the top-right corner of the SupportAssist window, click the user name, and then click Profile Details.
   The Contact and Shipping Address page is displayed.
3. Update the required details and click Done.
   - If the shipping details are incorrect, a pop-up window is displayed. If you want to update the details, click Update and Finish.
   - If the shipping details are correct, the home page is displayed.

Use different SupportAssist profile

Prerequisite
You must have administrator rights on the system.

About this task
You can deactivate your current profile and sign in to SupportAssist by using a different profile. When you sign in using a different profile, you cannot access the contact and shipping address details of the previous profile.

Steps
1. Open SupportAssist.
2. On the top-right corner of the SupportAssist window, click the username, and then click Use a different profile.
3. On the pop-up window, click Continue.
   🔄 NOTE: When you click Continue, SupportAssist deactivates the current profile and removes access to the saved contact information and shipping details.

   The home page is displayed and the link to create a profile is displayed on the top-right corner of the SupportAssist window.

System details

When you point to the system model or Service Tag displayed in the SupportAssist window, the system image and its details are displayed. The following table describes the system details displayed:

Table 3. System details

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>System model</td>
<td>The system model. For example, Latitude E7440</td>
</tr>
<tr>
<td>Service plan type</td>
<td>The Dell service plan type and its expiry date.</td>
</tr>
</tbody>
</table>

   🔄 NOTE: When your service plan expires, the service plan type and the expiry date are displayed in red color.
<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Tag</td>
<td>The unique identifier of the system. The Service Tag is an alpha-numeric sequence.</td>
</tr>
<tr>
<td>Express Service Code</td>
<td>The numerical sequence that can be used during automated phone help. For example, 987-674-723-2.</td>
</tr>
<tr>
<td>Memory</td>
<td>The RAM installed in the system. For example, 16 GB.</td>
</tr>
<tr>
<td>Processor</td>
<td>The type of processor installed in the system. For example, Intel Core i5 6200U.</td>
</tr>
<tr>
<td>Operating System</td>
<td>The operating system installed in the system. For example, Microsoft Windows '10 Pro.</td>
</tr>
</tbody>
</table>

## Configure internet settings

**Prerequisite**
You must have administrator rights on the system.

**About this task**
Your system must be connected to an active Internet connection to experience the automated support capabilities of SupportAssist. You can choose the method through which SupportAssist can connect to the Internet.

**Steps**
1. Open SupportAssist.
2. On the top-right corner of the SupportAssist window, click the settings icon, click **Settings**, and then click **Internet**.
3. If you want SupportAssist to directly connect to the Internet, select the **Connect directly** option.
4. If you want SupportAssist to connect to the Internet using a proxy network, perform the following steps:
   a. Select the **Connect using proxy** option.
      The proxy settings fields are displayed.
   b. Enter the address, port number, username, and password details in the appropriate fields.
   
   ![NOTE:](image)
   The maximum number of digits that you can enter for a port number is five.
5. Click **Save**.
   The home page is displayed.

## SupportAssist notifications for Windows 10 in S mode

By default, SupportAssist displays notifications about hardware issues, open support requests, and warranty status.

### Notifications on SupportAssist window for Windows 10 in S mode

The following table provides a summary of the notifications that are displayed on the SupportAssist window.

<table>
<thead>
<tr>
<th>Table 4. Notifications on the SupportAssist window</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>When the notification is displayed</strong></td>
</tr>
</tbody>
</table>
| A SupportAssist profile has not been created    | • Click **Complete Profile** to create a SupportAssist profile. For instructions to create a profile, see [Create a SupportAssist profile](#).  
• Click **Remind Me Later** to view the notification when you reopen the SupportAssist window after 24 hours. |
When the notification is displayed

<table>
<thead>
<tr>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Click <strong>Never Remind Me</strong> to stop SupportAssist from displaying the notification again.</td>
</tr>
</tbody>
</table>

Dell technical support is working on a support request that is created for an issue that is detected on your system

<table>
<thead>
<tr>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Click <strong>Ok Got It</strong> to hide the notification temporarily. SupportAssist displays the notification again after 24 hours.</td>
</tr>
<tr>
<td>Click <strong>Never Remind Me</strong> to stop SupportAssist from displaying the notification again.</td>
</tr>
</tbody>
</table>

When a hardware issue is detected

<table>
<thead>
<tr>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Click <strong>Fix Now</strong> to view details of the issue and create a support request.</td>
</tr>
</tbody>
</table>

Notifications in Windows Actions Center for Windows 10 in S mode

The following table provides a summary of the different types of notifications that are displayed in the Windows Action Center.

Table 5. Windows Action Center notifications

<table>
<thead>
<tr>
<th>When the notification is displayed</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>A support request must be created for a hardware issue detected during an automatic scan</td>
<td>Click the notification to see the issue details page. For instructions to create a support request, see <a href="#">Create support request for issue detected by SupportAssist for Windows 10 in S mode</a>.</td>
</tr>
<tr>
<td>A support request is automatically created for a hardware issue detected during an automatic scan</td>
<td>No action required.</td>
</tr>
<tr>
<td>SupportAssist backend component is installed and SupportAssist is ready to use</td>
<td>If you closed the SupportAssist window when the backend component is installed, click the notification to open SupportAssist.</td>
</tr>
</tbody>
</table>

Warranty notifications for Windows 10 in S mode

When the warranty of your system is nearing expiry or has expired, an appropriate notification is displayed on the home page. You can renew or upgrade your system warranty by using the links that are provided in the notification. The following table describes the notifications that may be displayed.

Table 6. Warranty notifications

<table>
<thead>
<tr>
<th>Warranty status</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 to 60 days for expiry</td>
<td>Click <strong>Renew</strong> to renew the warranty online.</td>
</tr>
<tr>
<td>Expired, but the warranty is within the renewable period.</td>
<td>Click <strong>Renew</strong> to renew the warranty online.</td>
</tr>
<tr>
<td>Expired, but the warranty is not within the renewable period.</td>
<td>Click <strong>Contact Dell</strong> to extend or upgrade the warranty.</td>
</tr>
</tbody>
</table>

**NOTE:** The online warranty renewal capability is available only for systems in the United States of America.
Uninstall SupportAssist for Windows 10 in S mode

Prerequisites

- The SupportAssist window must not be open on the system.
- There should be no pending SupportAssist notifications in the Windows Action Center.

Steps

1. Click **Start** to open the programs menu.
2. Search and open the **Apps & features** page.
3. Click **SupportAssist**, click **Uninstall**, and then click **Uninstall** again.

SupportAssist is uninstalled.

**NOTE:** If multiple users have installed SupportAssist on the same system, only when all the users uninstall SupportAssist, both the user interface and the backend component are uninstalled.
Creating support request using SupportAssist for Windows 10 in S mode

SupportAssist proactively monitors your system for hardware issues. If an issue is detected in your system, SupportAssist enables you to create a support request with Dell Technical Support. Depending on the service plan of your system, SupportAssist may also automatically create a support request for the issue.

**NOTE:** The automatic support request creation capability is not available for systems with an expired warranty.

Topics:
- Create support request for issue detected by SupportAssist for Windows 10 in S mode
- Manually create support request using SupportAssist for Windows 10 in S mode
- Issue details page
- Issue summary page
- Dispatchable parts

Create support request for issue detected by SupportAssist for Windows 10 in S mode

1. Perform one of the following:
   - Open SupportAssist and click **Fix Now** on the notification displayed on the SupportAssist window.
   - Click the **Hardware Issue Detected** notification on the Windows Action Center.
   
   The issue details page is displayed.

2. Click **Next**.
   - If you have not accepted the SupportAssist terms and conditions, a message is displayed indicating that you have not accepted the SupportAssist's terms and conditions. Click the **Read SupportAssist terms & conditions** link, accept the terms and conditions, click **Save**, and then try again.
   - If SupportAssist is unable to connect to the Internet, an appropriate message is displayed. Verify your Internet connection and try again.
   - If you do not have administrative rights on the system and a SupportAssist profile is not created, an appropriate message is displayed. You must sign in to system as an administrator, create a profile, and then try again.
   - If you have administrative rights on the system and not created a SupportAssist profile, the Dell My Account **Sign In** page is displayed. To continue, create a SupportAssist profile and click **Finish**.
   - If you have already created a SupportAssist profile, the contact and shipping information are displayed. If you want to update the contact and shipping information, click **Edit**, make the necessary updates, and then click **Finish**.

   **NOTE:** If you do not have administrator rights on the system, you cannot edit the contact information and shipping address.

3. On the issue summary page, click **Done**.

   **NOTE:** You can view the details and track the status of the support request from the **History** page.

The home page is displayed.
Manually create support request using SupportAssist for Windows 10 in S mode

About this task
Depending on the service plan of your system, you can manually create a support request for issues that are not detected by SupportAssist. For information on the SupportAssist capabilities for different service plans, see SupportAssist capabilities for Windows 10 in S mode and Dell service plans.

Steps
1. Open SupportAssist and click the Get Support tab.
2. Click Open a Support Request.
   - The support request page is displayed.
   - If a notification for a hardware issue is already displayed on the home page, the issue details page is displayed. For instructions to create a support request, see Create support request for issue detected by SupportAssist for Windows 10 in S mode.
   - If you do not have administrative rights on the system and a SupportAssist profile is not created, an appropriate message is displayed. You must sign in to system as an administrator, create a profile, and then try again.
3. If the support request page is displayed:
   a. From the Select a category list, select an appropriate issue category.
   b. Enter the description of the issue.
   c. Click Next.
      - If you have not accepted the SupportAssist terms and conditions, a message is displayed indicating that you have not accepted the SupportAssist's terms and conditions. Click the Read SupportAssist terms & conditions link, accept the terms and conditions, click Save, and then try again.
      - If SupportAssist is unable to connect to the Internet, an appropriate message is displayed. Verify your Internet connection and try again.
      - If you have not created a SupportAssist profile, the Dell My Account Sign in page is displayed. To continue, create a SupportAssist profile and click Finish.
      - If you have already created a SupportAssist profile, the contact and shipping information are displayed. If you want to update the contact and shipping information, click Edit, make the necessary updates, and then click Finish.
   d. If you do not have administrator rights on the system, you cannot edit the contact information and shipping address.
4. On the issue summary page, click Done.

NOTE: You can view the details and track the status of the support request from the History page.

The home page is displayed.

NOTE: After a support request is created, a notification with the details of the support request is displayed on the SupportAssist window every time you open SupportAssist. If you do not want to see the notification again, you can click Never Remind Me.

Issue details page

The following table describes the information that is displayed on the issue details page.
Table 7. Issue details page

<table>
<thead>
<tr>
<th>Information</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Tag</td>
<td>The unique identifier of the system. The Service Tag is an alphanumeric sequence.</td>
</tr>
<tr>
<td>Warranty</td>
<td>The service plan and its expiry date.</td>
</tr>
<tr>
<td>Issue</td>
<td>The details of the issue for which the support request is created.</td>
</tr>
<tr>
<td>Solution</td>
<td>The recommended solution.</td>
</tr>
</tbody>
</table>

I would like onsite support

NOTE: This option is available only in certain regions and is displayed only for systems with an active Premium Support, Premium Support Plus, ProSupport, or ProSupport Plus service plan.

Select this checkbox if you want a Dell support technician to visit your site to replace the part.

Issue summary page

The following table describes the information that is displayed on the issue summary page.

Table 8. Issue summary page

<table>
<thead>
<tr>
<th>Information</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Tag</td>
<td>The unique identifier of the system. The Service Tag is an alphanumeric sequence.</td>
</tr>
<tr>
<td>Warranty</td>
<td>The service plan and its expiry date.</td>
</tr>
<tr>
<td>Issue</td>
<td>The details of the issue for which the support request is created.</td>
</tr>
<tr>
<td>Support Request #</td>
<td>The support request number for the issue.</td>
</tr>
</tbody>
</table>

Dispatchable parts

When SupportAssist detects an issue on your system, a replacement part may be automatically dispatched to you depending on the Dell service plan of your system.

The following are the parts that may be dispatched automatically:

- Hard drive
- Memory module
- Optical drive
- Keyboard
- Mouse
- Battery
- Video card
History overview in SupportAssist for Windows 10 in S mode

The History page displays details of the support requests that were created using SupportAssist.

By default, the history page displays details of the support requests that were created during the current week. If required, you can click Day or Month on the timeline to view the support requests that were created on a specific day or during a month.

**NOTE:** The History page displays details of the support requests that were created only during the last 90 days.

![Figure 2. History page](image)

You can check the status of your request at any time using the following link: [Online Status](image)
Getting support using SupportAssist for Windows 10 in S mode

The Get Support page enables you to access the various help and support options available for your system. The help and support options available for your system vary based on the service plan of your system and your region. See SupportAssist capabilities for Windows 10 in S mode and Dell service plans.

**NOTE:** To access the available help and support options, your system must have an active internet connection. If internet connectivity is not available, you can only view the Dell Technical Support contact numbers for your region.

![SupportAssist](image)

**Figure 3. Get Support page**

The following table describes the help and support features that are displayed on the Get Support page:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carry-in Service Locator</td>
<td>You can find the nearest Dell authorized carry-in service center based on zip or postal code, city, or state.</td>
</tr>
<tr>
<td>Call us</td>
<td>Depending on your region, you can contact Dell Technical Support using the displayed contact numbers.</td>
</tr>
<tr>
<td>Send files to Tech Support</td>
<td>You can send files to Dell Technical Support describing an issue on your system or send files that are requested by a support agent.</td>
</tr>
</tbody>
</table>

**NOTE:** The maximum size of the file that you can send is 4 MB.

For instructions to send files, see Send files to Dell Technical Support.
### Send files to Dell Technical Support

**About this task**
You can send files describing the issue on your system or any specific file requested by the support agent. The format of the files that you can send are as follows:

- .zip
- .rar
- .txt
- .jpg
- .jpeg
- .png
- .gif
- .docx
- .doc
- .odt
- .pdf
- .xls
- .xlsx

1. **NOTE:** The maximum size of the file that you can send is 4 MB.
2. **NOTE:** You can send only three files in a day. If you have multiple files, you can compress the files to the .zip format and send the .zip file.

**Steps**
1. Open SupportAssist and click the Get Support tab.
2. On the right pane, click **Upload Files**.
3. On the pop-up window, click **Browse**, select the required file, and then click **Upload**.

After the file is sent, a ✔ icon and the **File uploaded successfully** message is displayed.

**Send log files to Dell technical support**

1. Open SupportAssist and click the **Get Support** tab.
2. On the right pane, click **Upload log file**.

After the file is sent, a ✔ icon and the **File uploaded successfully** message is displayed.
1 How can I check if SupportAssist is installed on my system?
To verify if SupportAssist is installed, perform the following steps:
   a Click Start to open the programs menu.
   b Search and open the Apps & features page.
   c In the list of programs, verify if SupportAssist is present.

2 How can I edit my contact and shipping information?
For steps to update your contact and shipping information, see Update contact and shipping information.

3 I accidentally canceled a notification about a failure. How and where do I get the notification again to view details about the failure?
If you cancel a notification, it will be displayed again after six hours or if you restart the system.

4 Can I change the contact and shipping information while creating a support request?
Yes, you can change the contact and shipping information while creating a support request.

5 Why should I enter my shipping details for an issue with a nondispatchable part?
After analysis, if a hardware failure is identified as the root cause of the issue, the shipping address is used to ship a replacement part to you. If you had entered your shipping address while creating a SupportAssist profile, your shipping address is automatically retrieved before you submit an issue.

6 What are the languages that the SupportAssist user interface supports?
The SupportAssist user interface supports 25 languages. The supported languages are Arabic, Chinese (Simplified), Chinese (Traditional), Czech, Danish, Dutch, English, Finnish, French, French (Canadian), German, Greek, Hebrew, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazilian), Portuguese (Iberian), Russian, Spanish, Swedish, and Turkish. For instructions to change your language setting, see Change language setting.

7 It is taking a lot of time to open SupportAssist. What should I do?
If it is taking a lot of time to open SupportAssist, restart the SupportAssist service by performing the following steps:
   a Click Start to open the programs menu.
   b Search and open the Services application.
   c On the right pane, click Dell SupportAssist.
   d On the left pane, click Stop, and then click Restart.

8 I am facing a hardware issue on my system. Why is it not detected by SupportAssist?
If no hardware issue is detected, ensure that the SupportAssist services are running on the system by performing the following steps:
   a Click Start to open the programs menu.
   b Search and open the Services application.
   c Verify if Running status is displayed for the following services:
      - Dell Data Vault Collector
      - Dell Data Vault Processor
      - Dell Data Vault Service API
      - Dell SupportAssist
When I point to the Service Tag or system model number, Unknown Warranty is displayed. Why?

Unknown Warranty is displayed because of the following reasons:

- SupportAssist is not connected to the internet.
- If your system connects to the internet through a proxy server, ensure that you have configured the proxy settings in SupportAssist. See Configure internet settings.

Can I install Dell SupportAssist for PCs from www.dell.com/supportassist?


I have installed SupportAssist from the Microsoft Store. But, when I open SupportAssist, a message is displayed stating SupportAssist is getting ready. Why?

When you install SupportAssist from the Microsoft Store, only the user interface component is installed. The SupportAssist backend component is automatically downloaded and installed when you open SupportAssist for the first time. You will be able to use SupportAssist only after the backend component is installed.

A notification is displayed in the Windows Action Center when the installation is complete and SupportAssist is ready.

I switched out from Windows 10 in S mode to Windows 10 Pro, should I install SupportAssist again?

No, you need not install SupportAssist again. When you switch out from Windows 10 in S mode to Windows 10 Pro, SupportAssist for Windows 10 in S mode is automatically uninstalled and the regular version of SupportAssist is installed. All your information such as support requests, contact and shipping address, and settings are also saved.

For information about using the regular version of SupportAssist installed on your system, see the Dell SupportAssist for PCs User's Guide available at www.dell.com/serviceabilitytools.