



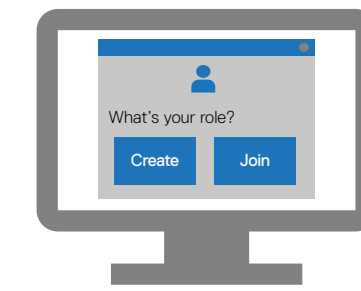
SupportAssist for Business PCs with Windows OS

Quick Setup Guide for Partners

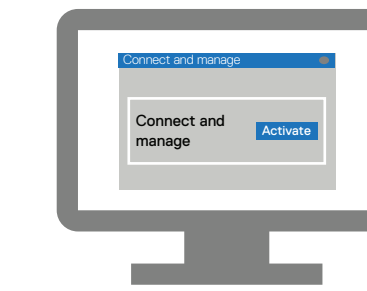
ONBOARD AS A PARTNER



Register and sign in to <https://techdirect.dell.com>



Associate your account with your company profile in TechDirect

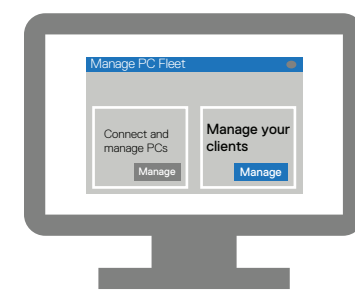


Activate the Connect and manage service

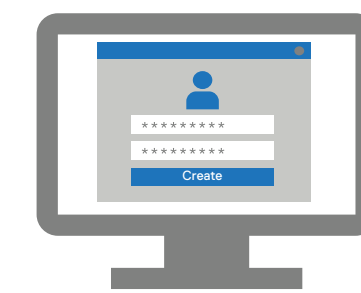


(Optional) Add technicians in TechDirect

ONBOARD YOUR CLIENTS



Go to Manage PC fleet > Manage your clients

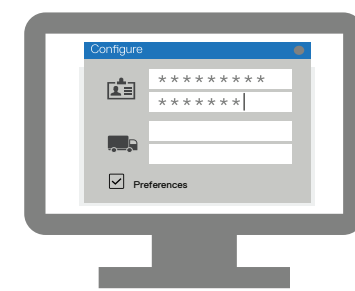


Create a new client account

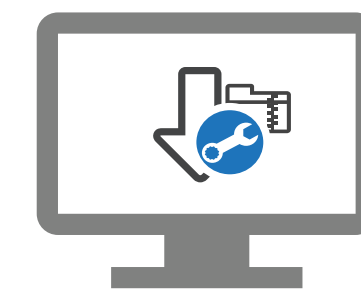


Wait for approval from your client

CONFIGURE AND DOWNLOAD



Add contact details and configure preferences (Deploy and manage)

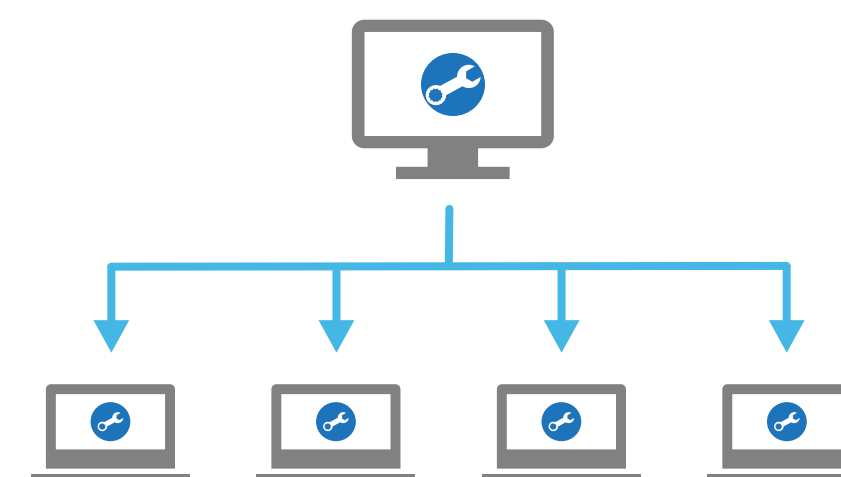


Download the SupportAssist package. (Optional) Download the add-ons.

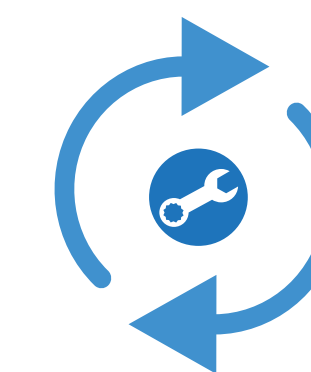
DEPLOY



Extract and create the SupportAssist deployment package



Deploy SupportAssist on the PCs. (Optional) Deploy the add-ons.



(Optional) Configure, download, and deploy SupportAssist for every site. Create asset groups, if required.



You can now manage the PC fleet of your client in TechDirect. SupportAssist for business PCs monitors each PC and communicates with TechDirect to help manage the PC fleet.