# SupportAssist for Home PCs

User's Guide for Windows 10 in S Mode

**DELL**Technologies

## Notes, cautions, and warnings

(i) **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.**

# Contents

# Introduction

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 for Windows 10 in S mode capabilities 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 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 *SupportAssist for Home PCs User's Guide* available at https://www.dell.com/serviceabilitytools.

**Topics:**

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

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

- Predictive and proactive issue detection and notification.
- Manually or automatically scan your system hardware to identify issues.
- Automatically create a support request for a hardware issue detected in your system.
- Manually create a support request for an issue in your system.
- Manually send files to Dell technical support.

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

## SupportAssist for Windows 10 in S mode capabilities 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.

The following table summarizes the SupportAssist capabilities for systems running Windows 10 in S mode with an active Basic, Premium Support, ProSupport, ProSupport Plus, and Premium Support Plus service plans:

**Table 1. SupportAssist capabilities and Dell service plans**

| SupportAssist capabilities | Description | Dell service plans | | | | |
|---|---|---|---|---|---|---|
| | | Basic | Premium Support | ProSupport | ProSupport Plus | Premium Support Plus |
| Schedule hardware scans | Schedule the frequency in which SupportAssist must automatically scan your system to detect hardware issues. | ✔ | ✔ | ✔ | ✔ | ✔ |
| Self-dispatch parts for | If an issue is detected for in-warranty parts, you are prompted to confirm | ✘ | ✔ | ✔ | ✔ | ✔ |

**Table 1. SupportAssist capabilities and Dell service plans (continued)**

| SupportAssist capabilities | Description | Dell service plans | | | | |
|---|---|---|---|---|---|---|
| | | Basic | Premium Support | ProSupport | ProSupport Plus | Premium Support Plus |
| hardware issues detected | your shipping address for dispatching the replacement part. | | | | | |
| Request onsite assistance for replacing a self-replaceable part[1] | Request a service technician to visit you for replacing a self-replaceable part at your location. | ✖ | ✔ | ✔ | ✔ | ✔ |
| Automated support request creation | 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. | ✖ | ✔ | ✔ | ✔ | ✔ |
| Create support request manually | If you presume that there is an issue that is undetected by SupportAssist, you can manually create a support request. | ✖ | ✔ | ✔ | ✔ | ✔ |
| Predictive issue detection and support request creation for failure prevention[2] | 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. | ✖ | ✖ | ✖ | ✔ | ✔ |
| Specify preferred contact time[3] | Provide your preferred contact time. A Dell technical support agent contacts you only during the specified hours. | ✖ | ✔ | ✖ | ✖ | ✔ |

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 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 is preinstalled on your system. You can open SupportAssist by browsing through your applications. Follow the instructions in this section to create a SupportAssist profile, and configure your SupportAssist settings.

**Topics:**

## Minimum system requirements

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

**Table 2. Minimum system requirements**

| Particulars | Requirements |
| --- | --- |
| Software | Microsoft .NET Framework 4.7.2 |
| Web browser | Microsoft Edge |
| Hardware | <ul><li>Memory (RAM)—2 GB</li><li>Hard drive free space—1 GB</li></ul> |
| Network | Internet connectivity |
| Ports | <ul><li>5700—For opening the SupportAssist user interface</li><li>9012—For communication with Dell SupportAssist service</li></ul>The system must be able to connect to the following destinations:<ul><li>**https://apidp.dell.com**</li><li>**https://fuslite.dell.com**</li><li>**https://cs-is.dell.com**</li><li>**https://techdirect.dell.com/**</li><li>**https://api.dell.com**</li><li>**https://downloads.dell.com**</li><li>**www.dell.com**</li><li>**http://content.dellsupportcenter.com**</li></ul> |
| System settings | Automatic updates in Windows Update page and Microsoft Store must be enabled |
| Display resolution | 1200 x 720 |

# Change language setting

**About this task**

SupportAssist is available in 24 languages. By default, SupportAssist is set to the same language as that of the operating system. You can change the language according to your preference.

**Steps**

1. On the top-right corner of the SupportAssist user interface, click the settings icon and click **Select language**.
   The list of languages is displayed.
2. Select your preferred language.
3. Click **Yes** to restart SupportAssist in the selected language.

   SupportAssist restarts in the selected language and ✓ is displayed beside the selected language.

# Create a SupportAssist profile

**Prerequisites**

You must be logged in as an administrator.

**About this task**

A SupportAssist profile enables you to receive the automated support capabilities available for your PC service plan. You can create a SupportAssist profile by using your Dell My Account or your social media account.

**Steps**

1. On the top-right corner of the SupportAssist user interface, click **Profile** and click **Complete Profile**.
   - If you have not accepted the SupportAssist terms and conditions, a message is displayed. 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, a message is displayed. Click the troubleshooting links displayed below the error message to fix the issue and try again.
2. On the Dell My Account **Sign In** page, perform one of the following steps:
   - If you already have a Dell My Account and want to sign in using a one-time passcode, perform the following steps:
     a. Enable the **Email me a one-time passcode** toggle switch.
     b. Enter the email address and click **Send passcode** to receive a passcode to your email address.
     c. Enter the passcode and click **Sign In**.
   - If you already have a Dell My Account, enter your Dell My Account credentials, and then click **Sign In**.
   - If you do not have a Dell My Account, create an account to sign in. See Create a Dell My Account.
   - Sign in with your social media account. See Sign in with a social media account.
3. On the **Contact and Shipping Address** page, enter your contact information and shipping details.
4. Select your preferred contact method and preferred contact time.

   (i) **NOTE:** The preferred contact time option is applicable only for PCs with an active Premium Support or Premium Support Plus service plans in the U.S. or Canada.

5. To add a secondary contact, select **Add secondary contact** and enter the details.
6. If you do not want SupportAssist to automatically create a support request, clear the **Automatically create Support Requests** check box.

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

7. Click **Done**.
   - If the shipping details are invalid, a message is displayed to update the details. Click **Update and Finish** to update the details.
   - If the shipping details are valid, the first name and last name are displayed on the top-right corner of the SupportAssist user interface.

# Create a Dell My Account

**Prerequisites**

You must be logged in as an administrator.

**Steps**

1. In the **Create an Account** section on the Dell My Account **Sign in** page, enter the first name, last name, email address, and password.

   (i) **NOTE:** The password must include one uppercase letter, one lowercase letter, and one number. The password length must be within 8-12 characters.

2. Re-enter the password.
3. Click **Create Account**.
   A Dell My Account is created and you are signed in to SupportAssist.

# Sign in with a social media account

**Prerequisites**

- You must be logged in as an administrator.
- You must have a valid account with any of the following social media platforms:
  - Google Plus
  - Facebook

**Steps**

1. On the Dell My Account **Sign In** page, click the desired 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 Dell My Account is created with the credentials that you entered for signing in to your social media account.

# Update contact and shipping information

**Prerequisites**

You must be logged in as an administrator.

**Steps**

1. On the top-right corner of the SupportAssist user interface, click the **user name** and click **Profile Details**.
   The **Contact and Shipping Address** page is displayed.
2. Update the required details and click **Done**.
   - If the shipping details are invalid, a message is displayed to update the details. Click **Update and Finish** to update the details.
   - If the shipping details are valid, the **Home** page is displayed.

# Use a different SupportAssist profile

**Prerequisites**

You must be logged in as an administrator.

**Steps**

1. On the top-right corner of the SupportAssist user interface, click the *username* and click **Use a different profile**.

2. Click **Continue**.

The current profile is deactivated, access to the saved contact information and shipping details is removed, and the **Home** page is displayed. A link to create a profile is displayed on the top-right corner of the SupportAssist user interface. See Create a SupportAssist profile.

# PC details

When you hover over the PC model or Service Tag displayed in the SupportAssist window, the PC image and its details are displayed. The following table describes the PC details displayed:

**Table 3. PC details**

| Field | Description |
| --- | --- |
| PC model | The PC model. For example, Latitude E7440 |
| Service plan type | The Dell service plan type and its expiry date.<br>ⓘ **NOTE:** When your service plan expires, the service plan type and the expiry date are displayed in red color. |
| **Service Tag** | The unique identifier of the PC. The Service Tag is an alpha-numeric identifier. |
| **Express Service Code** | The numerical sequence that can be used during automated phone help. For example, 987-674-723-2. |
| **Memory** | The RAM installed in the PC. For example, 16 GB. |
| **Processor** | The type of processor installed in the PC. For example, Intel Core i5 6200U. |
| **Operating System** | The operating system installed in the PC. For example, Microsoft Windows 10 Pro. |

# Configure Internet settings

**Prerequisites**

You must be logged in as an administrator.

**About this task**

Your PC must be connected to an active Internet connection to experience the automated support capabilities of SupportAssist. You can configure SupportAssist to connect to the Internet directly or through a proxy server.

**Steps**

1. On the top-right corner of the SupportAssist user interface, click the settings icon, click **Settings**, and then click **Internet**.
2. If SupportAssist can directly connect to the Internet, select **Connect directly**.
3. If SupportAssist must connect to the Internet using a proxy network, perform the following steps:
   a. Select **Connect using proxy**.
      The proxy settings fields are displayed.
   b. Enter the address, port number, username, and password details.

      ⓘ **NOTE:** You can enter a maximum of five digits for the port number.

4. Click **Save**.
   The Internet settings are configured and the **Home** page is displayed.

# Scheduled scans

By default, SupportAssist scans your system once in a month to detect hardware issues. You can configure SupportAssist to run the scans once in a week, if required.

(i) **NOTE:** SupportAssist performs a scheduled scan only when the system is connected to an electrical outlet and not in use during the start of the scheduled scan.

(i) **NOTE:** SupportAssist does not perform the scan if a notification for a hardware issue is already displayed.

SupportAssist prompts you before the scan is performed. If you do not want SupportAssist to run the scan, click **Run Later** to defer the scan. When you defer the scan, SupportAssist performs the scan after 24 hours. You can defer the schedule only for three times. When you defer the schedule scan for the third time, SupportAssist automatically performs the scan at the next scheduled time.

## Schedule hardware scans

**Prerequisites**

You must be logged in as an administrator.

**About this task**

Select the time, frequency, and day when you want SupportAssist to scan your system for hardware issues.

**Steps**

1. On the top-right corner of the SupportAssist user interface, click the settings icon, click **Settings**, and then click **Schedule scan**.
2. Enable automatic system scan.
3. Select the time, frequency, and day when you want to run the scan.
   The date of the next scheduled scan is displayed.
4. 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 4. Notifications on the SupportAssist window**

| When the notification is displayed | Action |
|---|---|
| A SupportAssist profile has not been created | <ul><li>Click **Complete Profile** to create a SupportAssist profile. For instructions to create a profile, see Create a SupportAssist profile.</li><li>Click **Remind Me Later** to view the notification when you reopen the SupportAssist window after 24 hours.</li><li>Click **Never Remind Me** to stop SupportAssist from displaying the notification again.</li></ul> |
| Dell technical support is working on a support request that is created for an issue that is detected on your system | <ul><li>Click **Ok Got It** to hide the notification temporarily. SupportAssist displays the notification again after 24 hours.</li></ul> |

**Table 4. Notifications on the SupportAssist window (continued)**

| When the notification is displayed | Action |
|---|---|
| | ● Click **Never Remind Me** to stop SupportAssist from displaying the notification again. |
| When a hardware issue is detected | ● Click **Fix Now** to view details of the issue and create a support request. |
| Service plan of the system is about to expire, or has expired | ● Click **Renew** to renew the system service plan<br>● Click **Remind Me Later** to view the notification when you reopen SupportAssist after 24 hours.<br>● Click **Never Remind Me** to stop SupportAssist from displaying the notification again. |
| You renewed your system service plan | Click **OK** to hide the notification. |

# Notifications in Windows Action 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**

| When the notification is displayed | Action |
|---|---|
| A support request must be created for a hardware issue detected during an automatic scan | Click the notification to see the issue details page. For instructions to create a support request, see Create support request for issue detected by SupportAssist for Windows 10 in S mode. |
| A support request is automatically created for a hardware issue detected during an automatic scan | No action required. |
| SupportAssist backend component is installed and SupportAssist is ready to use | If you closed the SupportAssist window when the backend component is installed, click the notification to open SupportAssist. |
| Service plan of the system is about to expire, or has expired | Click the notification to open SupportAssist. A link to renew the service plan is displayed on the SupportAssist user interface. |

# Banners on SupportAssist home page

When the service plan of your system is nearing expiry or has expired:
● A notification is displayed on the SupportAssist window.
● A notification is displayed in the Windows Action Center.
● A banner is displayed on the SupportAssist home page.

You can renew or upgrade your service plan by using the links provided in the notification or banner. For information about the notifications displayed on the SupportAssist window, see Notifications on SupportAssist window for Windows 10 in S mode. For information about notifications displayed in the Windows Action Center, see Notifications in Windows Action Center for Windows 10 in S mode.

The following table describes the banners displayed on the home page:

**Table 6. Banners on SupportAssist home page**

| When the banner is displayed | Action |
|---|---|
| 0 to 60 days before the service plan expires | Click **Renew** to renew the service plan online. |
| The service plan has expired and within the renewable period | Click **Renew** to renew the service plan online. |

**Table 6. Banners on SupportAssist home page (continued)**

| When the banner is displayed | Action |
|---|---|
| The service plan has expired and not within the renewable period | Click **Contact Dell** to extend or upgrade the service plan. |

(i) **NOTE:** The online renewal capability is available only for systems in the United States.

# Disable SupportAssist notifications

**Prerequisites**

You must be logged in as an administrator.

**About this task**

Disable SupportAssist from displaying notifications on your system. However, SupportAssist displays notifications about hardware issues that are detected during a scan even if you disable the notifications.

**Steps**

1. On the top-right corner of the SupportAssist window, click the settings icon, click **Settings**, and then click **Notifications**.
2. Clear the **I want to receive notifications about hardware issues, support requests, and other alerts for my PC** check box and click **Save**.
   The **Home** page is displayed.

# 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.

**Results**

SupportAssist is uninstalled.
(i) **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.

# Scanning system hardware

Running a hardware scan enables you to detect hardware issues on your system. By default, SupportAssist scans your system once in a month to detect hardware issues. You can also manually perform the following to identify a hardware issue:

- Scan a specific hardware component
- Run a quick hardware scan
- Run a stress test

ⓘ **NOTE:** If SupportAssist is minimized and an issue is detected during a scan, a notification is displayed on the **Scan Hardware** tile. The notification is retained on the tile for up to seven days. If you do not create a support request for the issue within seven days, the notification is automatically removed.

For certain hardware issues, the issue title is displayed above the tiles and a notification is displayed on the **Scan Hardware** tile. The notification that is displayed on the tile depends on the severity of the issue. For information on the type of notifications that are displayed on the tile, see Scan Hardware tile notifications.

**Topics:**

- Scan specific hardware component
- Run quick hardware scan
- Run a stress test
- Scan Hardware tile notifications

# Scan specific hardware component

**About this task**

Scan a specific hardware component installed in your system. The steps to run a scan may vary depending on the hardware component that you select.

The following steps are applicable for scanning the hard drive.

**Steps**

1. Open SupportAssist and click the **Troubleshooting** tab.
2. Click **I want to check a specific piece of hardware**.
   The list of hardware components that are available in your system are displayed.

   ⓘ **NOTE:** You can click the **Refresh system hardware list** link to update the list of hardware components displayed.

3. In **Storage Devices**, click **Hard Drive**.
4. Select the test type and click **Run Test**.

**Results**

- If no issue is detected, **Passed** status and ✓ are displayed.

- If an issue is detected and it does not require creating a support request, **Failed** status and ⛔ are displayed.
- If an issue is detected and requires creating a support request, 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.

# Run quick hardware scan

**About this task**

Run a quick scan on your system to detect issues in hardware components, for example, hard drive, processor, memory module, and so on.

> (i) **NOTE:** If you do not have administrator rights on the system, you cannot create a support request for issues detected during the scan. To create support request, you must sign in to your system as an administrator. For instructions to know your user account type, see the operating system documentation at Microsoft.com/support.

**Steps**

1. Open SupportAssist and click ∨.
2. On the **Scan Hardware** tile, click **Run Now**.

**Results**

- If no issue is detected, an appropriate notification is displayed on the tile.
- If an issue is detected and it requires creating a support request, 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 an issue is detected and it does not require creating a support request, the issue title is displayed above the tiles, a notification is displayed on the **Scan Hardware** tile.

# Run a stress test

**About this task**

The stress test helps you detect issues in components such as the system board, optical drives, camera, components scanned during a quick scan, and so on.

> ⚠ **CAUTION: During a stress test, you may see flashes on your screen and may not be able to use your system.**

**Steps**

1. Open SupportAssist and click the **Troubleshooting** tab.
2. Click **I want to scan my entire PC**.
3. Click **Start**.
   A message is displayed requesting you to save your files and to close all applications.
4. After you save your files and close all the applications, click **OK** to run the test.

   During the test, the name of the task that is running is displayed above the tiles and the progress status of the scan is displayed on the **Scan Hardware** tile.

**Results**

- If no issue is detected, an appropriate notification is displayed on the tile.
- If an issue is detected and requires creating a support request, 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 an issue is detected and it does not require creating a support request, the issue title is displayed above the tiles, a notification is displayed on the **Scan Hardware** tile.

# Scan Hardware tile notifications

The following table describes the different status notifications that are displayed on the **Scan Hardware** tile for issues detected during a quick hardware scan or a stress test on the system.

**Table 7. Scan Hardware tile notifications**

| Status icon | System icon | Status | Description |
|---|---|---|---|
| No icon is displayed. | 💻 | Normal | No hardware issues have been detected. |
| ⚠️ | 💻 | **Warning** | A hardware issue has been detected in some component, other than the system memory or hard drives. |
| ⛔ | 💻 | **Critical** | A hardware issue has been detected in the system memory or hard drives. |

# 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

**Steps**

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.

   ⓘ **NOTE:** For XPS, Inspiron, and Alienware systems in certain regions with an expired service plan, a link to purchase the hardware component is displayed.

2. Click **Next**.
   - If you have not accepted the SupportAssist terms and conditions, a message is displayed. 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 PC and a SupportAssist profile is not created, an appropriate message is displayed. You must sign in to PC as an administrator, create a profile, and then try again.
   - If you have administrative rights on the PC 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 PC, 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.

   ⓘ **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**.

# 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 for Windows 10 in S mode capabilities 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. 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**.
     
     ⓘ **NOTE:** If you do not have administrator rights on the PC, 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 displayed on the issue details page:

**Table 8. Issue details page**

| Information | Description |
|---|---|
| **Service Tag** | The unique identifier of the PC. The Service Tag is an alpha-numeric identifier. |
| **Warranty** | The service plan and its expiry date. |
| **Issue** | The details of the issue for which the support request is created. |
| **Solution** | The recommended solution. |

**Table 8. Issue details page (continued)**

| Information | Description |
|---|---|
| **I would like onsite support**<br>ⓘ **NOTE:** This option is available only in certain regions and is displayed only for PCs with an active Premium Support, Premium Support Plus, ProSupport, or ProSupport Plus service plan. | Select this check box 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 9. Issue summary page**

| Information | Description |
|---|---|
| **Service Tag** | The unique identifier of the PC. The Service Tag is an alpha-numeric identifier. |
| **Warranty** | The service plan and its expiry date. |
| **Issue** | The details of the issue for which the support request is created. |
| **Support Request #** | The support request number for the issue. |

# Dispatchable parts

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

The following parts may be dispatched automatically:

- Hard drive
- Memory module
- Optical drive
- Keyboard
- Mouse
- Battery
- Video card

# Troubleshooting overview in SupportAssist for Windows 10 in S mode

The **Troubleshooting** page provides you links to scan a specific hardware component or the entire system for hardware issues. It also provides links to video tutorials to troubleshoot issues in operating system, system hardware, software, and Internet connectivity.

(i) **NOTE:** If a hardware issue is detected or a support request is created for a hardware issue, the links to scan system hardware are disabled.

# History overview in SupportAssist for Windows 10 in S mode

The **History** page displays information about the SupportAssist activities and events that are performed in the last 90 days in a chronological order. The activities that are listed include notifications displayed, hardware scans performed, and support requests that were created using SupportAssist..

By default, the information of the events that were performed during the current week are displayed. You can view the details for a specific day or an entire month. You can also view the history of a particular type of event by selecting the required event type in the **Select History View** list.

# Getting support using SupportAssist for Windows 10 in S mode

The **Get Support** page lists the available help and support options for your system. These options vary based on the service plan of your system and your region. See SupportAssist for Windows 10 in S mode capabilities 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.

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

**Table 10. Get Support page**

| Feature | Description |
| --- | --- |
| **Carry-in Service Locator** | Find the nearest Dell authorized carry-in service center based on zip or postal code, city, or state. |
| **Call us** | Depending on your region, contact Dell technical support using the displayed contact numbers. |
| **Connect with Social Media** | Contact Dell technical support through social media platforms such as WeChat, WhatsApp, Facebook Messenger, or Line depending on your region. |
| **Send files to Tech Support** | Send files to Dell technical support describing the issue on your system or send files that are requested by the technical support agent. <br> ⓘ **NOTE:** The maximum size of the file that you can send is 4 MB. <br><br> For information about sending files to Dell technical support, see Send files to Dell technical support. For information about sending system activity log file to Dell technical support, see Send log files to Dell technical support. |
| **Open a Support Request** | Manually create a support request for a hardware or software issue. For instructions to create a support request, see Manually create support request using SupportAssist for Windows 10 in S mode. |
| **Owner's Manual** | View and download manuals that are available for your system. |
| **Warranty Information** | View the warranty details of your system. |
| **Online Tools and Info** | Access tools, additional information, and resources that are available for your system. |
| **Service Contracts** | Access the Dell service plan website for your region. |
| **Community Support Forums** | Access any topics that are discussed in the SupportAssist forum. |
| **Hardware Repair Service** | Contact a hardware repair service expert, if necessary. |

**Topics:**

- Send files to Dell technical support
- Send log files to Dell technical support

# Send files to Dell technical support

**About this task**

If requested by a Dell technical support agent, you can send files describing the issue on your PC or any other specific file that is requested by the support agent. You can send a ZIP, RAR, TXT, JPG, JPEG, PNG, GIF, DOCX, DOC, ODT, PDF, XLS, or XLSX file.

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

(i) **NOTE:** You can send up to three files in a day. If you have multiple files, compress the files to `.zip` format and send the ZIP file.

**Steps**

1. Open SupportAssist and click the **Get Support** tab.
2. In the right pane, click **Upload Files**.
3. In the **Upload files** box, click **Browse**, select the required file, and then click **Upload**.

**Results**

After the file is sent, ✓ and the **File uploaded successfully** message are displayed.

# Send log files to Dell technical support

**About this task**

Send the PC activity log files to Dell technical support if requested by the Dell technical support agent.

**Steps**

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

**Results**

After the file is sent, ✓ and the **File uploaded successfully** message are displayed.

# Frequently asked questions

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 24 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), 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 undetected 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**
      - **Dell SupportAssist Install Manager**

9. **When I hover over 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.

10. **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 *SupportAssist for Home PCs User's Guide* available at https://www.dell.com/serviceabilitytools.