


# SupportAssist for Business PCs

## User's Guide

## 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.

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# Introduction

SupportAssist is a proactive and predictive technology that offers automated technical support for Dell PCs. It proactively monitors both hardware and software, addressing performance issues, preventing security threats, and automating engagement with Dell Technical Support.

Depending on your service plan, SupportAssist can also create support requests for detected issues. Additionally, it optimizes PC performance by removing unwanted files, optimizing network settings, boosting system performance, removing viruses and malware, and identifying available updates.

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

SupportAssist for Business PCs complies with Web Content Accessibility Guidelines (WCAG) 2.1 and can be used with assistive technologies such as screen readers, screen magnifiers, and voice recognition software.

 **NOTE:** In this document, the term PC refers to Dell laptops, desktops, gateways, and embedded PCs.

## Topics:

- [Version](#)
- [New and enhanced features](#)
- [Audience](#)
- [Document purpose](#)
- [SupportAssist capabilities and Dell service plans](#)
- [Supported systems](#)

## Version

4.5.2.24316

## New and enhanced features

- Windows dark mode support: The supportAssist end-user interface enhances the user experience by supporting Windows Dark Mode.
- Bug fixes.

## Audience

This document is intended for users who have SupportAssist available on their PCs.

## Document purpose

This document provides information about how to use SupportAssist to manage your PC.

# SupportAssist capabilities and Dell service plans

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

The following table summarizes the SupportAssist capabilities for PCs 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					
		Contract Expired	Basic	ProSupport	Premium Support	ProSupport Plus and ProSupport Flex for Client	Premium Support Plus
Schedule hardware and software scans	Schedule hardware and software scans depending on your preference. SupportAssist performs the scans based on the schedule.	Full support	Full support	Full support	Full support	Full support	Full support
Scan for updates on your PC	Manually scan your PC to resolve issues and increase the stability of your PC.	Full support	Full support	Full support	Full support	Full support	Full support
Scan your PC hardware	Manually scan your PC hardware to identify and resolve any hardware issues.	Full support	Full support	Full support	Full support	Full support	Full support
Boost PC performance	Free up hard drive space, remove clutter, and improve performance with file optimization.	Full support	Full support	Full support	Full support	Full support	Full support
Optimize network connectivity	Update device settings to ensure that your network is efficient and reliable.	Full support	Full support	Full support	Full support	Full support	Full support
Troubleshoot issues manually	You can fix common PC issues by using the step-by-step instructions and video tutorials that are available on the troubleshooting page.	Full support	Full support	Full support	Full support	Full support	Full support
Self-dispatch parts through manual scans	If an issue is detected for in-warranty parts	No support	Full support	Full support	Full support	Full support	Full support

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

SupportAssist capabilities	Description	Dell service plans					
		Contract Expired	Basic	ProSupport	Premium Support	ProSupport Plus and ProSupport Flex for Client	Premium Support Plus
	during manual scans, you are prompted to confirm your shipping address for dispatching the replacement part.						
Self-dispatch parts through automated scans	If an issue is detected for in-warranty parts during automated scans, you are prompted to confirm your shipping address for dispatching the replacement part.	No support	No support	Full support	Full support	Full support	Full support
Request onsite assistance for replacing a self-replaceable part <sup>1</sup>	You can request a service technician to visit you for replacing a self-replaceable part at your location.	No support	No support	Full support	Full support	Full support	Full support
Automated support request creation	If an issue is detected during a scheduled scan, a support request is automatically created and a Dell Technical Support agent contacts you for resolving the issue.	No support	No support	Full support	Full support	Full support	Full support
Create a support request manually	You can manually create a support request for an issue that is not detected by SupportAssist.	No support	No support	Full support	Full support	Full support	Full support
Remove viruses and malware manually <sup>2</sup> .	Isolate, remove, and restore files that are corrupted by viruses and malware to keep your PC secure.	No support	No support	No support	No support	Full support	Full support
Predictive issue detection and support request creation for failure prevention <sup>3</sup>	If a part is identified for possible failure, an alert is sent to you. SupportAssist opens a support request, and a Dell	No support	No support	Full support	Full support	Full support	Full support

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

SupportAssist capabilities	Description	Dell service plans					
		Contract Expired	Basic	ProSupport	Premium Support	ProSupport Plus and ProSupport Flex for Client	Premium Support Plus
	Technical Support agent contacts you to ship the replacement part.						
Notify PC optimization issues that are detected during scheduled scans	A notification is displayed in the Windows action center about PC optimization issues that are detected during scheduled scans.	No support	No support	No support	No support	Full support	Full support
Automated PC optimizations <sup>3</sup>	SupportAssist automatically optimizes your PC during automated scans.	No support	No support	No support	No support	Full support	Full support
Specify preferred contact time <sup>4</sup>	You can provide your preferred contact time. A Dell Technical Support agent contacts you only during the specified hours.	No support	No support	No support	Full support	No support	Full support

1 Onsite assistance for replacing a self-replaceable part is available only in certain regions.

2 The virus and malware removal capability is not available in certain regions, for example, China.


3 Predictive analysis failure detection includes hard drives, solid state drives, and batteries.

4 Preferred contact time can be provided only by customers in the United States or Canada.

## Supported systems

SupportAssist is supported on the following Dell devices:

- **Laptops and desktops**
  - Latitude
  - Precision
  - OptiPlex
  - Inspiron
  - XPS
  - Alienware
  - Vostro
- **Docking Stations**—For the list of supported docking stations, see [Dell Commercial Docking Compatibility](#).

 **NOTE:** SupportAssist is not supported on virtual machines.

# Getting started with SupportAssist for Business PCs

SupportAssist is preinstalled on all PCs shipped from Dell Technologies or is deployed by your administrator. If SupportAssist is not preinstalled, you can manually download the latest version of SupportAssist for Business PCs from the [SupportAssist for Business PCs](#) page or contact your administrator for assistance.

If your PC is managed by an administrator, they can enable or disable your access to the SupportAssist user interface as needed.

## Topics:

- [Sign in or create a Dell account](#)
- [Create a SupportAssist profile](#)
- [Prerequisites to install and use SupportAssist](#)

## Sign in or create a Dell account

### About this task

You can sign in to or create a Dell account to access SupportAssist. Alternatively, you can use your Google account credentials. However, creating a Dell account is not possible if your PC is managed by an administrator.

### Steps

1. Open **SupportAssist** from the **Start** menu.  
The SupportAssist application opens, and the **Home** page is displayed.
2. On the upper right corner of the **Home** page, click **Sign in**.
3. If you have created a Dell account, sign in using the email address and password or using the one-time password.  
You are signed in to SupportAssist.
4. If you do not have a Dell account, click **Create an account**, enter the first name, last name, email address, and password, and then click **Create Account**.  
The Dell account is created, and you are signed in to SupportAssist.

## 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. An updated profile enables support agents to quickly resolve any PC issues. You can create a SupportAssist profile by using your Dell account credentials. However, creating a SupportAssist profile is not possible if your PC is managed by an administrator. If an administrator manages your PC, any existing SupportAssist profile is deleted.

### Steps


1. [Sign in or create a Dell account](#).  
If you are signing in to SupportAssist for the first time, the **Enter your contact details** page is displayed.
2. Enter your contact information and shipping details.  
Your contact information is used to create service requests, if required, and to contact you about your request, schedule services, or send you replacement parts.


3. Select your contact preference—**Email** or **Phone**.
4. To add alternate contact details, click **Add alternate contact details** and enter the alternate email address and phone number.
5. Click **Confirm**.
  - If the shipping details are invalid, a message is displayed to update the details.
  - If the shipping details are valid, the first name and last name are displayed on the upper right corner of the SupportAssist user interface. An email is sent to your email address after successful registration.

## Prerequisites to install and use SupportAssist

The following are the requirements to enable SupportAssist installation and usage:

- **Operating system:**
  - Microsoft Windows 10 version 1809 or later (64-bit)
  - Microsoft Windows 11
- **Software**—.NET Core Runtime version 8.0.x. See [Microsoft .NET 8.0](#).

 **NOTE:** .NET Runtime versions other than 8.0.x are not supported.

 **NOTE:** For Arm, both the x64 and Arm64 versions of the .NET Desktop Runtime versions 8.0.x are required.

- **Hardware:**
  - **Installed memory**—2 GB for Windows 10, and 4 GB for Windows 11
  - **Hard drive free space**—1 GB
- **Web browser**—latest version of Google Chrome or Microsoft Edge
- **Network**—active Internet connection
- **Ports:**
  - 5700—to open the SupportAssist user interface.
  - 9012—to communicate with the SupportAssist service.
  - 8883, 8884, 8885, or 8886—to communicate with the Dell support website.
- **Endpoints**—the PC must be able to connect to the following destinations:
  - <https://saservices.dell.com>
  - <https://apidp.dell.com>
  - <https://apigtwb2cnp.us.dell.com>
  - <https://cs-is.dell.com>
  - <https://www.dell.com>
  - <https://dl.dell.com>
  - <http://content.dellsupportcenter.com>

# Home

The SupportAssist **Home** page allows you to view and take various actions to optimize the PCs.

When you open SupportAssist for the first time or have not performed any scan or optimization, the default view of the **Home** page is displayed. To optimize your PC for the first time, click **Optimize now** on the **Optimize your PC** card to initiate all the scans and optimizations.

If you have run scans or optimizations earlier, the following details are displayed on the **Home** page and the **History** page:


- Amount of hard drive space reclaimed.
- Number of driver updates that are installed or number of available driver updates.
- Number of files optimized.
- Number of viruses or malware removed.

On the upper right corner of the user interface, you can:


- Sign in to SupportAssist. After you successfully sign in, your first name and last name are displayed.
- Change the user interface language using the drop-down list.
- View the current Dell service plan for your PC.
- Click the service tag to view the following details about your PC:
  - **Details about your Support services**—details about the services and offers available for your PC.
  - **Service Tag**—the unique identifier of the PC. The Service Tag is an alpha-numeric identifier.
  - **Express Service Code**—numerical sequence that can be used during automated phone help, for example, 987-674-723-2.
  - **SupportAssist version**—version of SupportAssist installed on your PC.
  - **Memory**—amount of RAM installed in the PC, for example, 64 GB.
  - **Processor**—type of processor installed in the PC, for example, Intel Core i5 6200U.
  - **Operating System**—operating system installed on the PC, for example, Microsoft Windows 11 Enterprise.

Depending on the service plan of the PC, you can also perform the following optimizations from the **Home** page:


- **Full system scan**—check for updates and optimize the performance of the entire PC. See [Perform a full system scan](#).
- **Update software**—update your software to resolve issues and increase stability. See [Update software](#).
- **Scan hardware**—scan your PC hardware to check for and resolve issues. See [Scan hardware](#).

 **NOTE:** If you do not have administrator rights on the PC, the **Scan Hardware** option is not enabled.

- **Boost performance**—free up hard drive space, remove clutter, and improve performance with file optimization. See [Boost performance](#).
- **Optimize network**—update device settings to ensure that your network is efficient and reliable. See [Optimize network](#).
- **Remove viruses**—isolate and remove the files that are infected by viruses and malware to keep your PC secure. See [Remove viruses](#).

 **NOTE:** If a critical hardware issue is detected on your PC, all the PC optimization options are disabled until you create a support request.

The **Home** page also displays various important notifications that you can view and act on, for example, when an update is available, when your service plan expires, and so on.

 **NOTE:** The SupportAssist now supports a Dark Mode feature, designed to enhance the user experience by reducing eye strain in low-light environments.

## Topics:

- [Perform a full system scan](#)
- [Update software](#)
- [Scan hardware](#)
- [Boost performance](#)
- [Optimize network](#)

- [Remove viruses](#)

## Perform a full system scan

### About this task

SupportAssist periodically checks for updates and optimizes the performance of your PC. Depending on the service plan, you can perform the following optimizations:

- **Check for updates**—updates your software to resolve issues and increase stability.
- **Scan hardware**—scans your PC hardware to check for and resolve issues.
- **Boost performance**—frees up hard drive space, removes clutter, and improves performance with file optimization.
- **Optimize network**—updates device settings to ensure that your network is efficient and reliable.
- **Remove virus**—isolates and removes the files that are infected by viruses and malware to keep your PC secure.

### Steps

1. On the **Home** page, click **Full system scan**.  
The **Run scans and optimizations** page is displayed.
2. Select the scans that you want to run and click **Start**.

### Results

The PC is scanned for issues, and the result of the scan is displayed.

- If no issue is detected and if there are no updates, the success summary is displayed.
- If the scan fails, expand **What happened** to check the error description.
- If updates are detected during the scan, click **View updates** and install the required driver updates on the PC.
- If a virus or malware is detected during the scan, click **View details** and remove the affected files from your PC.

## Update software

### About this task

SupportAssist periodically scans your PC and proactively identifies available updates for BIOS, drivers, firmware, and Dell applications, providing recommendations for maintenance and optimization. You can then select and install the required software to resolve issues and increase the stability.

If your PC is managed by an IT administrator, SupportAssist only installs approved updates from specific categories and types.

### Steps

1. On the **Home** page, click **Update software**.  
The **Run scans and optimizations** page is displayed.
2. Click **Start**.

### Results


The PC is scanned for updates, and the result of the scan is displayed in the **Report summary** section.

- If no updates are detected, the success summary is displayed.
- If updates are detected, click **View updates** and install the required driver updates on the PC.

## Scan hardware

### About this task

SupportAssist scans your PC hardware to check for and detect any hardware issues.

 **NOTE:** If you do not have administrator rights on the PC, the **Scan Hardware** option is not enabled.

### Steps

1. On the **Home** page, click **Scan hardware**.  
The **Run scans and optimizations** page is displayed.
2. Click **Start**.

### Results

The PC is scanned for hardware issues, and the result of the scan is displayed in the **Report summary** section.

- If no issues are detected, the success summary is displayed.
- If issues are detected, you must create a support request.

## Boost performance

### About this task

SupportAssist scans your PC and frees up hard drive space, removes clutter, and improves performance with file optimization.

### Steps

1. On the **Home** page, click **Boost performance**.  
The **Run scans and optimizations** page is displayed.
2. Click **Start**.

### Results

SupportAssist boosts the performance of the PC, and the result of the scan is displayed in the **Report summary** section.

## Optimize network

### About this task

SupportAssist updates the PC settings to ensure that your network is efficient and reliable.

### Steps

1. On the **Home** page, click **Optimize network**.  
The **Run scans and optimizations** page is displayed.
2. Click **Start**.


### Results


SupportAssist optimizes the network, and the success message is displayed.

## Remove viruses

### About this task

SupportAssist isolates and removes the files that are infected by viruses and malware to keep your PC secure. It also detects potentially unwanted programs (PUPs) installed on your PC.

 **NOTE:** The virus and malware removal capability is available for PCs with an active ProSupport Plus or Premium Support Plus service plan.

 **NOTE:** The virus and malware removal capability is not available in certain regions, for example, China.

### Steps

1. On the **Home** page, click **Remove viruses**.  
The **Run scans and optimizations** page is displayed.

2. Click **Start**.

## **Results**


The PC is scanned for viruses and malware, and the result of the scan is displayed in the **Report summary** section.

- If no viruses or malware are detected, the success summary is displayed.
- If viruses or malware are detected, click **View details** to view the list of unsafe files or applications. You can choose to keep the file or remove the file. If you keep the files, these files are displayed in the **Settings > Safelisted files** page. You can also remove the file from this page later.

# Support

The **Support** page provides various support options and tools to help you keep the PC running at its best. The following cards are displayed on the **Support** page:

- **Test my hardware**—check the microphone, webcam, battery, and other hardware components of the PC. See [Test the PC hardware](#).
- **View common issues**—browse a list of self-help FAQs and other tasks that you can do on your own. See [View common issues](#).
- **Start a Service Request**—manually create a service request for an issue detected on your PC. See [Create a service request](#).
- **Get Support**—contact Dell support agent to resolve issues with your PC hardware, settings, or performance. See [Getting support](#).

 **NOTE:** If your PC is managed by an administrator, you can only use the **Test my hardware**, **View common issues**, and **Get Support** options.

## Topics:

- [Help me set up my PC](#)
- [Get temporary administrator access](#)
- [Test the PC hardware](#)
- [View common issues](#)
- [Create a service request](#)
- [Getting support](#)

## Help me set up my PC

You can set up your email, printers, browsers, and also ensure that your applications are up to date using SupportAssist.

To set up your PC, go to the **Support** page, and click **Get started** in the **Help me set up your PC** card. The **Help me set up my PC** section is displayed where you can activate your Microsoft office account, verify that Windows is up-to-date, set up your email, change the default web browser, change the desktop wallpaper, set up the printer, and so on.

## Get temporary administrator access

### About this task

If you do not have administrator rights, you can request for temporary administrator access. After the request is granted, the temporary access is available for 15 minutes.

### Steps

1. In the **Support** pane, click **Get Support** tab.
2. In the **Temporary administrator access** section, click **Get access**.
3. In the **SupportAssist User Access Control** window, enter an administrator username and password.  
The SupportAssist passcode generator generates a passcode that you can use to get the administrator access.
4. Click **Get access**.

### Results

Temporary administrator access is granted for 15 minutes. You can now scan hardware, get drivers and downloads, and perform other admin-related functions. You can request for the temporary access again when it expires.

# Test the PC hardware

You can check the microphone, webcam, battery, and other hardware components of the PC using SupportAssist.

To test the PC hardware, go to the **Support** page, and click **Get started** in the **Test my hardware** card. The **I want to troubleshoot my PC** section is displayed where you can check a specific piece of hardware or scan the entire PC.

# View common issues

You can browse a list of self-help FAQs and other tasks that you can perform on your own using SupportAssist.

To view the self-help FAQs, go to the **Support** page, and click **Get started** in the **View common issues** card. The **I want to troubleshoot my PC** section is displayed where you can review the Blue Screen error, and get help if your PC is running slower than it used to or if your PC is having connectivity issues.

# Create a service request

## About this task

You can manually create a service or support request for an issue that is detected on your PC.

## Steps

1. Open **SupportAssist** and click **Support**.
2. In the **Start a Service Request** card, click **Get started**.  
The **Dell MyAccount contact information** page is displayed.
3. Review and confirm your contact information.
4. Select the issue category from the **Category** list.
5. Describe the issue and click **Send**.

## Results

The issue and your PC are reviewed by the Dell technical support team. A representative sends you a message or contacts you to resolve the issue.

# Getting support

SupportAssist enables you to contact Dell Technologies technical support agents through phone, chat, or social media. The **Support > Get Support** page lists the help and support options available for your PC. The help and support options that you can access depend on the service plan of your PC and your region. For information about the help and support options available for various service plans, see [SupportAssist capabilities and Dell service plans](#).


 **NOTE:** If Internet connectivity is not available, only the Dell Technologies technical support contact numbers for your region are displayed.

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

**Table 2. Get Support page**

Feature	Description
<b>Carry-in Service Locator</b> <sup>1</sup>	Find the nearest Dell authorized carry-in service center based on ZIP or postal code, city, or state.
<b>Call us</b> <sup>1</sup>	Depending on your region, contact Dell Technologies technical support using the displayed contact numbers.
<b>Connect with Social Media</b>	Contact Dell Technologies technical support through social media platforms such as WeChat, WhatsApp, Facebook Messenger, or Line depending on your region.

**Table 2. Get Support page (continued)**

Feature	Description
<b>Open a Support Request</b> or <b>Start a chat with support</b>	Manually create a support request for a hardware or software issue, or get help immediately by chatting with technical support. For instructions to create a support request, see <a href="#">Create a service request</a> .
<b>Let us work on your PC remotely</b>	Allow a technical support agent to remotely access and control your PC to troubleshoot issues. For instructions to start a session, see <a href="#">Remote troubleshooting</a> .
<b>Send files to Tech Support</b>	Send files to Dell Technologies technical support describing the issue on your PC or send files that a technical support agent requests for.  <b>NOTE:</b> The maximum size of the file that you can send is 4 MB. For information about sending files to Dell Technologies technical support, see <a href="#">Send files to Dell Technologies technical support</a> . For information about sending the PC activity log file to Dell Technologies technical support, see <a href="#">Send log files to Dell Technologies technical support</a> .

<sup>1</sup> This information is always displayed in the language applicable to the location in which the PC was purchased.

## Remote troubleshooting

A Dell Technologies technical support agent may need access to your PC to troubleshoot certain issues. You can either allow them to fully control your PC remotely or allow them to only initiate the scans remotely. If you do not provide them with full control over your PC, the technical support agent can only scan and install driver updates, initiate a hardware scan, or perform software optimizations.


To allow the Dell Technologies technical support agent to fully control your PC remotely, see [Allow remote troubleshooting by using RemoteAssist](#).

To allow the Dell Technologies technical support agent to only run scans and initiate driver updates on your PC, see [Allow remote troubleshooting by using Remote help](#).

## Allow remote troubleshooting by using RemoteAssist

### Prerequisites

- You must be logged in as an administrator.
- A remote session must be initiated for your PC by the Dell technical support agent.

 **NOTE:** If a manually initiated driver scan, hardware scan, or system optimization is in progress, the technical support agent cannot initiate the remote session.


### Steps

1. Open **SupportAssist** and click **Support**.
2. In the **Get Support** card, click **Get started**.
3. On the right pane, click **Start a remote session**.
4. Read and accept the terms and conditions that are displayed on the **Dell RemoteAssist Terms & Conditions** page, and then click **Finish**.  
The technical support agent can now access and troubleshoot your PC remotely.

## Allow remote troubleshooting by using Remote help

### Prerequisites

- You must be logged in as an administrator.
- A remote help session must be initiated for your PC by the Dell technical support agent.
- You must not be using any application on your PC in full screen mode or presentation mode.
- SupportAssist notifications should not be disabled.

 **NOTE:** If a manually initiated driver scan, hardware scan, or system optimization is in progress, the technical support agent cannot initiate the remote help session.

### Steps

1. Click the **Remote help via TechSupport** notification that is displayed in the Windows action center.  
The **Dell RemoteActions Terms & Conditions** page is displayed. The terms and conditions are not displayed if a session was performed during the last two hours.
2. Read and accept the terms and conditions, and then click **Next**.  
The technical support agent can now scan and install driver updates or initiate a hardware scan. If an issue is detected and it requires creating a support request, the optimization tiles are disabled and the issue details page is displayed. For instructions to create a support request, see [Create a service request](#).

## Send log files to Dell Technologies 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 **Support**.
2. In the **Get Support** card, click **Get started**.
3. In the right pane, click **Upload log file**.


### Results


The log is automatically uploaded. After the file is uploaded,  and the **File uploaded successfully** message are displayed.

## Send files to Dell Technologies technical support

### About this task

If requested by a Dell Technologies 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, PNG, GIF, DOCX, DOC, ODT, PDF, XLS, or XLSX file.

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

 **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 **Support**.
2. In the **Get Support** card, click **Get started**.
3. In the right pane, click **Upload Files**.
4. In the **Upload files** box, click **Browse**, select the required file, and then click **Upload**.

## Results

After the log files are uploaded,  and the **File uploaded successfully** message are displayed.

## History


The **History** page displays information about the SupportAssist activities and events such as software optimizations, troubleshooting tasks, driver updates, hardware scans, and so on. This page also displays the 90-day summary of the optimizations that you have performed on your PC.


By default, information about events and activities that were performed in the current week is displayed. You can view the details for a specific day, week, or for an entire month. Use the date selector and filter options to view the required information.

# Settings

The **Settings** page allows you to configure various settings and preferences to help manage the PC:

- **Internet connection**—choose how you want to connect the PC to the Internet—directly or through a proxy. See [Configure Internet connection](#).
- **Scans and optimizations**—schedule updates, scans, and optimizations that help manage the performance of the PC automatically. See [Schedule updates, scans, and optimizations](#).
- **Notifications**—select the notifications that you want to receive from SupportAssist. See [Configure SupportAssist notifications](#).
- **Privacy and terms**—review the privacy terms and permissions to run updates. See [Privacy and terms](#).
- **System Repair**—configure storage space for automated backups. See [Configure system repair settings](#).
- **Safelisted files**—manage the list of applications that you have marked as safe on your PC. See [Remove safelisted files](#).

 **NOTE:** You can view the **Settings** page only if your PC is not managed by your administrator.

 **NOTE:** You must be logged in as an administrator to configure the settings and preferences on the PC.

## Topics:

- [Configure Internet connection](#)
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## Configure Internet connection

### 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. Open **SupportAssist** and click **Settings**.
2. In the **Internet connection** card, click **Open**.
3. If SupportAssist can directly connect to the Internet, select **Connect directly (recommended)**.
4. If SupportAssist must connect to the Internet using a proxy network, perform the following steps:
  - a. Select **Connect through a proxy**.
  - b. Enter the address, port number, user name, and password.

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

5. Click **Save and continue**.

### Results

The Internet settings are saved.

# Schedule updates, scans, and optimizations

## Prerequisites

You must be logged in as an administrator.


## About this task

By default, SupportAssist scans your PC to detect hardware issues, driver updates, and the required PC optimizations. The default frequency of the scans depends on your PC service plan.


If a critical driver update, hardware issue, or a virus or malware is detected during the scan, a notification is displayed. The type of notification depends on the operating system that is installed on your PC. If your PC has an active ProSupport Plus or Premium Support Plus service plan, SupportAssist automatically optimizes your PC after the scan. You can select the preferred time, frequency, and day when you want SupportAssist to scan your PC.

## Steps

1. Open **SupportAssist** and click **Settings**.
2. In the **Scans and optimizations** card, click **Open**.
3. To set your PC to automatically check for software updates, ensure that the **Check for software updates** option is selected and perform the following steps:
  - a. Select the frequency for SupportAssist to check the updates.
  - b. To set your PC to automatically install the software updates, enable the **Automatically install software updates** option.

 **NOTE:** This option is available only for certain PCs.

4. To set your PC to automatically scan the PC hardware for issues, ensure that the **Scan hardware for issues** option is selected and select the frequency for SupportAssist to scan the PC.
5. To set your PC to automatically test the system performance, ensure that the **Test system performance** option is selected and perform the following steps:
  - a. Select the frequency for SupportAssist to test the PC.
  - b. To set your PC to automatically boost the PC performance, optimize the network, and remove viruses and malware, enable the **Automatically boost performance, optimize network settings, and remove viruses and malware** option.

 **NOTE:** This option is available only for certain PCs.

# Configure SupportAssist notifications

## Prerequisites


You must be logged in as an administrator.

## About this task

By default, SupportAssist displays notifications about hardware and software issues, driver updates, support requests, and other alerts for your PC. You can choose the type of notifications you want SupportAssist to send to you. However, SupportAssist notifies you about urgent and time-sensitive issues for your timely action.

## Steps

1. Open **SupportAssist** and click **Settings**.
2. In the **Notifications** card, click **Open**.
3. To allow SupportAssist to send you notifications, select the **Allow notifications (recommended)** option.

 **NOTE:** You will not receive hardware issues and urgent driver updates if this option is disabled.

4. To snooze the notifications, toggle on **Snooze notifications** and select a frequency during which you want to turn off the notifications.
5. In the **Notifications and alerts** section, select the type of notification you want to receive.  
SupportAssist sends notifications for the following:
  - **DIY/Informational**—updates on hardware drivers, software, firmware, or BIOS.
  - **Virus and malware**—updates when a virus or malware is detected so you can act to remove them immediately.
  - **Support services expirations, renewals, and offers**—updates on current support service status and expiry, and any new offers that help you manage the PC.
  - **Support request updates**—status of support requests that are open for your PC and further updates to the support request.

## Privacy and terms

The **Privacy and terms** page displays information about the terms and permissions to run updates on your PC. This page also displays information about how Dell Technologies collects the data from your PC, what information is automatically collected, data transfers, data retention, personal information and privacy, and information about Dell software auto-updates.

It is recommended that you review the privacy information and authorize Dell to collect and use the data. To review the information, open **SupportAssist** and go to **Settings > Privacy and terms**.


## Configure system repair settings

### Prerequisites


SupportAssist OS Recovery 5.1 or later must be available on your PC.

### About this task

Configuring system repair settings enables SupportAssist to back up important system files and use them to restore your PC to a previous working state when your PC encounters issues such as running slowly, crashing, or having audio or video issues.

 **NOTE:** If the amount of free hard drive space available on your PC is less than 12 GB, new system repair backups are not created.

### Steps

1. Open **SupportAssist** and click **Settings**.
2. In the **System Repair** card, click **Open**.
3. To enable SupportAssist to back up your files, ensure that the **System Repair is enabled** option is selected.
4. Select the amount of hard drive space that you want to allocate for storing system repair snapshots, for example, 15 GB.  
 **NOTE:** If you disable the system repair option, backups created before are removed and any hard drive space that was used is freed up.

## Remove safelisted files

### About this task

If potentially unsafe files or applications are detected during a virus and malware scan, you can choose to keep them or remove them. If you chose to keep the files or applications, these files or applications are displayed on the **Safelisted files** page. You can remove the files or applications at any point in time.

### Steps

1. Open **SupportAssist** and click **Settings**.
2. In the **Safelisted files** card, click **Open**.  
The list of files or applications that you chose to keep are displayed.
3. To remove the files or applications, switch the preference to **Remove** and click **Save and Apply**.

**Results**

The files or applications are removed and the list is updated.