

SupportAssist for Home 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 provides automated technical support for your Dell PCs. SupportAssist monitors your PC and proactively detects both hardware and software issues.

SupportAssist addresses PC performance and stabilization issues, prevents security threats, monitors and detects hardware failures, and automates the engagement process with Dell Technical support. Depending on your Dell service plan, SupportAssist also automates support request creation for issues that are detected during a scan. For information about the SupportAssist capabilities for different service plans, see [SupportAssist capabilities and Dell service plans](#).

SupportAssist enables you to optimize your PC by removing unwanted files, optimizing network settings, boosting system performance, and removing viruses and malware. It also identifies updates available for your PC.

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 Home 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.

Release version

5.0

New and enhanced features

- Alienware light mode support: The supportAssist end-user interface enhances the user experience by supporting Alienware light mode.
- AI-driven issue detection & resolution that analyzes System Data from your device to help improve performance and prevent issues before they impact you. System Data is processed in accordance with Dell's [Dell Telemetry Data Notice | Dell USA](#) System Data Notice.
- Enhancements and Bug Fixes

Audience

This document is intended for users who monitor their PCs using SupportAssist for Home PCs. This document also caters to employees of organizations that do not have an IT administrator and monitor their PCs by themselves using SupportAssist.

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, Premium Support Plus, and Dell Software Support (DSS) service plans:

NOTE: Dell Software Support (DSS) is available only for customers in the United States with an active Basic plan or an expired service plan.

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	Dell Software Support (DSS)
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	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	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	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	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	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	Full support
Self-dispatch parts through manual scans	If an issue is detected for in-warranty parts during manual	No support	Full support	Full support	Full support	Full support	Full support	No 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	Dell Software Support (DSS)
	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	No support
Request onsite assistance for replacing a self-replaceable part ¹	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	No 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	No 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	Full support
Remove viruses and malware manually ² .	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	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	Dell Software Support (DSS)
Predictive issue detection and support request creation for failure prevention ³	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.	No support	No support	Full support	Full support	Full support	Full support	No support
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	Full support
Automated PC optimizations ³	SupportAssist automatically optimizes your PC during automated scans.	No support	No support	No support	No support	Full support	Full support	Full support
Specify preferred contact time ⁴	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	Full support
Alienware Elite Care	Alienware Elite Care is Dell's premium support service tailored specifically for Alienware gaming systems, offering comprehensive assistance to enhance your gaming experience.	No support	No support	Full support	Full support	Full support	Full support	Full support
Alienware Care	Alienware Care is a support and maintenance service designed specifically for	No support	No support	No support	Full support	No support	Full support	No 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	Dell Software Support (DSS)
	Alienware systems, offering advanced diagnostics, performance optimization, and hardware protection to ensure optimal gaming and high-performance computing experiences.							
Dell Care Premium	Dell Care Premium is a comprehensive support and protection service offered by Dell to enhance the performance, reliability, and longevity of Dell devices. It provides advanced technical assistance, proactive issue detection, and extended coverage for both hardware and software components.	No support	No support	No support	Full support	No support	Full support	No support
Dell Care plus	Dell Care Plus is an enhanced support and protection plan from Dell that provides extended coverage, proactive maintenance, and priority assistance for Dell devices. It is designed to minimize downtime and ensure that systems continue	No support	No support	No support	Full support	No support	Full support	No 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	Dell Software Support (DSS)
	to operate efficiently and reliably.							

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 SupportAssist 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 PCs

SupportAssist is supported on the following Dell PCs:

- Inspiron
- G Series
- XPS
- Alienware
- Vostro
- Latitude
- Precision
- OptiPlex
- Dell
- Dell Pro
- Dell Pro max

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

Getting started with SupportAssist for Home PCs

SupportAssist is preinstalled on all PCs shipped out of the Dell Technologies factory. If SupportAssist is not preinstalled, you can install it manually.

To open and use SupportAssist, search and open **SupportAssist** from the **Start** menu.

Before you start using SupportAssist, perform the following steps:

1. [Sign in or create a Dell account.](#)
2. [Create a SupportAssist profile.](#)
3. Review the [Prerequisites to install and use SupportAssist.](#)

Sign in or create a Dell account

About this task

You must create and sign in to your Dell account to use SupportAssist. Alternatively you can also sign in using your Google account credentials to use SupportAssist.

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.

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 Desktop Runtime version 8.0.x. See [Microsoft .NET 8.0](#).
-  **NOTE:** .NET Desktop Runtime versions other than 8.0.x are not supported.
- **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.
 - 28283—to pair your Dell PC to any other PC for data migration.
 - 28100–28700—to migrate your data to your Dell PC from any other PC.
 - **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, for example, Dell Migrate.
 - **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](#).
- **Open MyDell**—opens the MyDell application if the MyDell version 3.0 or later is installed on the PC. See [About MyDell](#).

 **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.

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 scans your PC and proactively suggests updates available for your PC drivers and Dell applications. You can then select and install the required software to resolve issues and increase the stability.

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**.

 **NOTE:** During file cleanup, the types of files that may be deleted are Recycle Bin files, browser cache, temporary installation files, and log files from running programs.

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, Premium Support Plus, or Dell Software Support (DSS) 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.

Virtual Assistant

About this task

The AI-powered Virtual Assistant is available on the bottom right corner of the SupperAssist app to provide instant information, troubleshoot and resolve technical issues, and offer 24/7 support.

Steps

1. Go to AI powered **Virtual Assistant** in the bottom-right corner of the application.
2. To improve readability in the VA chatbot, the application window can be maximized if text appears difficult to read
3. Click the **Virtual Assistant** icon to launch the chat window.
The chat window is displayed.
4. On the chat window either type your question, or choose from suggested tasks.
The **Virtual Assistant** processes your input and provides a response instantly.
5. To improve readability in the **Virtual Assistant** chatbot, the application window can be maximized if text appears difficult to read.

Discover

Along with the existing SupportAssist capabilities, you can purchase additional service offers for your PC that help extend the life of your PC from the **Discover** page.

The following table describes the service offers that you can purchase for your PC:

Table 2. Service offers

Service offer	Description	Availability
Dell Migrate	Securely migrate your personal data to your new PC from any PC running the Windows operating system. After you migrate your data, you can erase and reset your old PC before you sell, gift, or trade in the PC. i NOTE: In this document, the term data refers to the files and settings that you want to migrate. The term old PC refers to the PC from which your data is migrated and new PC refers to the Dell PC to which your data is migrated.	Available for Inspiron, G Series, XPS, and Alienware PCs in certain regions. For the list of supported regions, see the Supported locales section in the <i>Dell Migrate User's Guide</i> available on the Dell Data Assistant documentation page.
Dell Premium/ ProSupport Services	Upgrade your PC to elevated services with either Dell Premium Services or Dell ProSupport Services based on your PC model.	Dell Premium Services are available for Inspiron, G Series, XPS, and Alienware PCs in certain regions. Dell ProSupport Services are available for Vostro, OptiPlex, Latitude, and Precision PCs in certain regions. i NOTE: ProSupport service plan offers the same capabilities as Premium Support. Similarly, the ProSupport Plus service plan offers the same capabilities as Premium Support Plus.
Dell Trade In	Trade in your Dell PCs for credit. You can use the credit when you purchase a new device from Dell. If your device is not eligible for the credit, Dell recycles it free for you.	Available for all PCs in the United States when the SupportAssist language is set to English.
Parts, Batteries, & Upgrades	Connect to the SupportAssist offer store to know more about the available accessories and parts.	Available for all PCs and for all service plans.
Dell Software Support (DSS)	Enable automated software optimizations and virus and malware removal capabilities on a PC with Basic or expired service plan. For more information about the SupportAssist capabilities available for DSS, see SupportAssist capabilities and Dell service plans .	Available for all PCs in the United States.

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:

- **Help me set up my PC**—set up your Microsoft account, email, printers, browsers, and ensure that your applications are up to date. See [Help me set up my PC](#).
- **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](#).
- **System repair**—perform a system repair, reset, or update your automated repair settings. See [System repair and reset](#).
- **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](#).
- **Copy my files and settings from another PC**—migrate data from your old PC to a new PC using Dell Migrate. See [Dell Migrate overview](#).
- **Additional online resources**—view helpful manuals and video tutorials about using SupportAssist. See [Resources](#).

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.

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.

My PC feels warm or sounds loud

Prerequisites

- You must be logged in as an administrator.
- You must also have Telemetry sharing enabled.

About this task

This task provides a diagnostic flow to help you to identify and troubleshoot thermal issues, such as when the PC feels hot or sounds loud.

Steps

1. Open **SupportAssist** and, click **Support**.
2. Click **My PC feels hot and is loud** link that is displayed in the Windows action center.
You are directed to a page that explains the test, its duration, and provides start and cancel buttons.
3. Click **Start** to begin the test.
A screen appears with important details about the test, including risks.
4. Check the box to confirm you have read and understood the information, and click **Yes, begin** to start the test. Or click **No, not now** to return to the **Support** page.
 **NOTE:** During the test, you can see a progress bar showing completion and a timer for test duration.
5. When the test is finished:
 - If the test completes with a **Pass** result, display a confirmation message that no thermal issues were found on the system.
 - If the test returns a **Fail** result, display a message indicating a problem is detected and prompt the user to create a service request (SR).
6. If you go to **My Account**, you are redirected to the **Confirm Address** page, and upon confirmation, a Manual service request (SR) is created with a new EventID, a message for the Tech Agent, and the relevant JSON data from the test results.
Once the request is submitted, the confirmation screen displays your service request (SR) number.
7. To identify and troubleshoot battery health issues, such as excessive battery drain or failure to charge, follow these steps:
 - a. Open **SupportAssist** and, click **Support**.
 - b. Click **My battery drains faster than it should** and **My battery doesn't change like it used to** link that is displayed in the Windows action center.
The battery health test page is displayed.
 - c. Click to begin the test.
The test begins automatically and analyzes your battery condition. A progress bar displays the test status.
 - d. When the test is finished:
 - If the message displays **Good news! All tests passed and your battery is working great** no action is required.
 - If the message displays **There may be something wrong** your battery may need repair or replacement.

To resolve the issue, click **Create a Service Request** and follow the on-screen instructions to contact Dell Technical Support.

System repair and reset

System repair

SupportAssist enables you to instantly rollback to a previous point in time on your PC to resolve boot issues or any other performance issues. Restoring your PC may help in resolving issues that are caused by virus or malware infections, registry corruption, system file corruption, issues with operating system patches, or drivers. This feature is automatically enabled on PCs with at least 50 GB of free hard drive space and where SupportAssist OS Recovery is available. If your PC has less than 50 GB of free hard drive space, you can manually enable the feature in SupportAssist or the operating system control panel settings.

After you manually install or update to the latest version of SupportAssist, it verifies if SupportAssist OS Recovery is supported on your PC. If supported, SupportAssist OS Recovery installation is automatically initiated. If the automatic installation fails, go to **Support > System repair** and click **Install OS Recovery** to install manually.

When you click **Install OS Recovery**, the recovery partition is re-created to save the files that you can use for your recovery. Click **Install** to complete the installation. If required, you must reboot your PC to complete the installation. If an error occurred while creating a hard drive partition to install SupportAssist OS Recovery, a message is displayed that you cannot retry the process and the options to repair and reset your PC are also removed. To troubleshoot the issue, contact Dell technical support.

After SupportAssist OS Recovery is installed, go to **Support > System repair > Restore my PC with System Repair** to repair the system anytime.

 **NOTE:** If a critical hardware issue is detected on your PC, the system repair feature is disabled until you create a support request.

 **NOTE:** This feature does not completely protect the program files. The non-Dell applications that are installed on your PC may be removed when the PC is restored to a previous restore point.

System reset

SupportAssist also enables you to reset the operating system of your PC. You can either reset the operating system to factory state or install the latest version of the operating system. Depending upon the state of your PC, the following options may be available:

- Reset to factory settings—install the factory image on your PC to reset the operating system to the state it was in when your PC was shipped from the Dell factory.
- Reset and update—download and install the most recent operating system on your PC along with the critical drivers and applications.

After SupportAssist OS Recovery is installed, go to **Support > System repair > Erase everything and reset my PC to its original state** to reset the system anytime.

 **CAUTION:** The reset process permanently deletes all data on the hard drive and uninstalls any programs or drivers that you installed on your PC. It is recommended that you back up the data before performing a system reset.

 **NOTE:** If SupportAssist is unable to detect the factory image that was installed on your PC, only the **Reset and update** option is displayed.

For more information about SupportAssist OS Recovery, see the *SupportAssist OS Recovery User's Guide* available on the [SupportAssist OS Recovery](#) documentation page.

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 3. Get Support page

Feature	Description
Carry-in Service Locator ¹	Find the nearest Dell authorized carry-in service center based on ZIP or postal code, city, or state.
Call us ¹	Depending on your region, contact Dell Technologies technical support using the displayed contact numbers.
Connect with Social Media	Contact Dell Technologies technical support through social media platforms such as WeChat, WhatsApp, Facebook Messenger, or Line depending on your region.
Open a Support Request	Manually create a support request for a hardware or software issue. For instructions to create a support request, see Create a service request .
Let us work on your PC remotely	Allow a technical support agent to remotely access and control your PC to troubleshoot issues. For instructions to start a session, see Remote troubleshooting .
Send files to Tech Support	Send files to Dell Technologies technical support describing the issue on your PC or send files that a technical support agent requests for.  NOTE: The maximum size of the file that you can send is 4 MB. For information about sending files to Dell Technologies technical support, see Send files to Dell Technologies technical support. For information about sending the PC activity log file to Dell Technologies technical support, see Send log files to Dell Technologies technical support.

¹ 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.

Dell Migrate overview

Dell Migrate is an on-demand service that enables you to securely migrate your personal files and settings to your Dell PC from any PC running the Windows operating system 7 or later. After you migrate your data, you can erase and reset your old PC before you sell, gift, or trade in the PC. To purchase the Dell Migrate service for your PC, click **Dell Migrate** on the **Discover** page.

The Migrate service is available only for the Inspiron, G Series, XPS, and Alienware PCs in certain regions. For the list of supported regions, see the **Supported locales** section in the *Dell Migrate User's Guide* available on the [Dell Data Assistant](#) documentation page.

In this document, the term data refers to the files and settings that you want to migrate. The term old PC refers to the PC from which your data is migrated and new PC refers to the Dell PC to which your data is migrated.

Dell Migrate enables you to migrate your personal files such as documents, photos, music, videos, and so on. The following table lists the settings that can be migrated:

Table 4. Settings that can be migrated using Dell Migrate

Type	Settings
Date and time	• Additional calendar and clocks • User locale
Personalization	• Background • File Explorer Options ◦ General ◦ Folder views ◦ Advanced • Taskbar • Colors
Hardware	• Phone and Modem • Fax options and accounts
Bookmarks	• Favorites in Internet Explorer • Bookmarks saved in Google Chrome, Mozilla Firefox, and Microsoft Edge version 79 or later
User Control	• Mouse properties ◦ Primary and secondary buttons ◦ Pointer schemes • Keyboard ◦ Character repeat delay ◦ Character repeat rate ◦ Cursor blink rate • PC sound ◦ Playback ◦ Communications ◦ Sound theme • Gaming
Accessibility	• High contrast • Magnifier • Color filters • Toggle keys, sticky keys, and filter keys settings for keyboard.

Migrate data from old to new PC

Prerequisites

Ensure the following:

- Dell Migrate service is available for your new PC. For instructions to purchase, click **Dell Migrate** on the **Discover** page.
- The operating system that is installed on your old PC is Windows 7 or later.
- The operating system that is installed on your new PC is 64-bit Windows 10 version 1809 or later.
- Both the PCs are connected to an electrical outlet.
- You are logged in to your old and new PCs as an administrator.
- Both the PCs are connected to the same local network.
- Sufficient disk space is available on your new PC.
- The old and the new PCs must have the same system locale.

Steps

1. On your old PC, perform the following steps:

- a. Go to [Dell Migrate](#).
- b. Download and run `Dell Data Assistant.exe`.
The Dell Data Assistant is installed, and a shortcut is created on your desktop.
- c. Open Dell Data Assistant and click **Let's get started**.

If your PC is connected to a public network, you are prompted to confirm if you recognize and trust the network and want to continue with the migration. Click **Trust Network** to continue.

The old PC and the new PC must have the latest version of SupportAssist for migration. If the PCs do not have the latest version, you are prompted to update SupportAssist before you start migration.

Dell Data Assistant checks for your new PC with Dell Migrate that is connected to the same local network. If your new PC is detected, a verification code is displayed.

2. On your new PC, perform the following steps:

- a. Open SupportAssist and click **Support**.
- b. In the **Copy my files and settings from another PC** card, click **Get started**.
- c. On the Dell Migrate page, click **Let's get started**.
 - Dell Migrate checks for your old PC that is connected to the same local network and has Dell Data Assistant running.
 - The **Troubleshooting**, **History**, and the **Get Support** tabs are disabled.
- d. Enter the verification code that is displayed on your old PC.
If the code is verified successfully, your PCs are paired and Dell Data Assistant scans your old PC for the data that can be migrated.

NOTE: If you logged in using different user accounts on your old and new PC, you are prompted to confirm if you want to continue. Click **Continue** to proceed with the migration. During migration, only the data of the user account that is signed in on your old PC is migrated.

3. Perform one of the following steps on your new PC:

- Click **Move everything for me** to move all the files and settings from the old PC to the new PC.
- Click **Let me choose what to move** to select the files and settings that you want to move, instead of moving everything.

NOTE: If you do not have sufficient hard drive space on the primary drive of your new PC to move all the files, the **Move everything for me** option is not displayed. If available, you must select a different drive with sufficient storage space, or select only the most important files to migrate.

4. By default, all your files and settings are migrated to the primary drive in your new PC. If you have multiple drives in your new PC, perform the following steps to manually select the drive to which you want to migrate the data:

- a. On the left pane, click **Change**.
- b. Select the required drive, and click **Apply**.

NOTE: If you have multiple drives in your old PC and only one drive in your new PC, separate folders are created for each drive in the default location, for example, Migration_D_Drive.

5. Click **Migrate now**.

If any other applications are running on your new PC, you are prompted to close the applications and continue or cancel the migration process.

 **NOTE:** Do not close Dell Data Assistant or click **Cancel Migration** on your old PC while the migration is in progress.

6. After the migration process is complete, perform one of the following steps:
 - If all your data was migrated successfully, click **Finish**.
 - If some of your data was not migrated, click **Show skipped files**, review, and select the data that you want to migrate, and then click **Retry**.
7. Optionally, click  to provide your feedback, click  to migrate data from another PC or user account, or click  to learn about erasing your old PC.
8. Click **Close**.
The **Home** page is displayed. For more information about Dell Migrate, see the *Dell Migrate User's Guide* available on the [Dell Data Assistant](#) documentation page.

Next steps

To erase and reset your old PC, click **Erase This PC** on the Dell Data Assistant user interface. See [Erase and reset old PC](#).

Erase and reset old PC

Prerequisites

Ensure the following:

- Dell Migrate service is available for your new PC. For instructions to purchase, click **Dell Migrate** on the **Discover** page.
- The operating system that is installed on your old PC is Windows 8.1 or later.
- Your old PC is connected to an electrical outlet.
- You are logged in to your old PC as an administrator.
- No applications are running on your old PC.
- BitLocker is disabled on your old PC.

Steps

1. If you have already migrated your data to your new PC, perform the following steps on your old PC:
 - a. Open Dell Data Assistant.
 - b. Click **Erase this PC**.
 - If an external hard drive is connected to your PC, a message is displayed stating that the data in the external hard drive will not be erased. Remove the hard drive and click **Proceed** to continue.
 - If multiple user accounts are detected on your old PC, you are prompted to confirm if you want to continue to erase and reset your PC. Click **Proceed** to continue.

 **CAUTION:** If you click **Proceed** without migrating data of other user accounts, the data of those user accounts is also deleted.

 - If an issue is detected in the hard drive, a message is displayed to confirm if you want to continue. Click **Proceed** to continue.
 - If your PC is compatible with the Dell SupportAssist OS Recovery version 5.3, or later, one of the following reset options is displayed:
 - **Reboot to Begin Dell Reset**—reboots your PC and displays the Dell SupportAssist OS Recovery user interface. Select the appropriate reset option and follow the instructions on the screen to complete the erase and reset process.
 - **Launch Windows Reset**—displays the Windows reset options. Select the appropriate option and follow the instructions on the screen to complete the erase and reset process.
2. If you have not migrated your data to your new PC, perform the following steps:
 - a. On your old PC, open Dell Data Assistant and click **Let's get started**.
 - b. On your new PC, initiate the migration process. For instructions to migrate your data, see [Migrate data from old to new PC](#).
3. If you do not want to erase your old PC now, click **Remind Me Later**, select the time when you want to receive a notification, and then click **Okay**.

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

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.
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.

 **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.

Version and validity

SupportAssist for Home PCs

It is recommended to update to the latest version to ensure continued support and receive the full benefits of SupportAssist.

The following table lists the validity of each version of SupportAssist:

Table 5. SupportAssist version and validity

Release version	Validity
5.0	Valid until May 31, 2027
4.10.6	Valid until May 31, 2027
4.10.1	Valid until March 31, 2027
4.8.1, 4.8.2	Valid until october 31, 2026
4.8	Valid until July 31, 2026
4.0	Valid until April 30, 2024

Resources

This section lists the documentation resources and other useful links that provide more information about SupportAssist for Home PCs.

Table 6. SupportAssist for Home PCs resources

Contents	Resource	Go to
Minimum requirements, installation, and product features	SupportAssist for Home PCs User's Guide	SupportAssist for Home PCs documentation page
New features, enhancements, known issues, and limitations in the release	SupportAssist for Home PCs Release Notes	
Video tutorials to learn about the features of SupportAssist for Home PCs	Dell Support Official Channel	YouTube