Dell Premier is your own, secure, personalized purchasing and support website enabling an easy, efficient and economical buying process. Review this guide to see how you can benefit from the full suite of Dell online support tools.

Logging into your Premier Page

When you were initially invited to access Premier, you were provided with a temporary personal password which you may replace with a permanent one. This password gives you access to your customized Premier store.

1. Go to http://premier.dell.com
2. Click on “Sign In”.
3. Enter your e-mail address and your personal password.
4. If you do not remember your personal password, click on the “Forgot Password” link, enter your e-mail address, and click “Continue.” We will e-mail you a link to a page where you can easily create a new password.

Accessing the Dell eSupport site

5. From your Premier Page, click on the “Support” link in the masthead at the top of the page.
6. A list of available support tools will appear. Click on the support page you are interested in viewing. See p. 2-5 of this guide to learn more about each of the online support tools.
7. “View All Support” allows you to go directly to the Support homepage.

Helpful tips

As our support is primarily product based: it is recommended to provide your service tag in order to get the most relevant information. (All Dell products have been assigned a service tag; it can be found on a sticker on the back or bottom of your Dell hardware.)

For Windows products, you can let Dell “Detect Your Product” by installing a small piece of software called “Dell System Detect” that will retrieve your service tag from your hardware.

The Support site will “fit” on any device and display in a legible manner (PC, phone or tablet).
The eSupport Homepage

The homepage provides easy access to the major support tools. There are 3 buckets at the top to help you quickly get to what you are looking for:

1. **Product support**: Enter your Service tag or let Dell ‘auto-detect’ your product to get access to diagnosis, support topics and articles, drivers & downloads, general maintenance and parts & accessories.

2. **Top resources**: This section contains several key support tools: **Online diagnostics**, ePSA (Preboot system assessment; tool that allows you to diagnose issues before your PC boots), **Help by topic** (links to knowledge base articles) and **Windows support**.

3. **Order & support requests**: This section contains shortcuts to order status and support request information: Order support, check order status, support history and find support requests.

**Product Support**

The **product support** page gives you access to the primary Support tools and content. You can access it just by clicking on **View All Product Support** from the secondary navigation level.

Enter your service tag or let us ‘detect your product’ (only available for Windows). You will immediately get access to your **product** (image and name) and find **specific information** (manual, warranty, system configuration). On the left hand you can click on the following tabs:

- **Diagnostics**
  
  Diagnostics are a set of tools you can run to detect and fix common hardware and software problems: quick test, battery life, hard drive issues, keyboard, memory, mouse and video card.

- **Support topics and articles**
  
  Dell support offers a variety of resources and tools to help you identify and resolve issues, as well as tutorials, how-to videos and more. Under **Top Solutions and Trending discussions**, easily find knowledge base articles or community content that have been automatically matched to your product.
Drivers & downloads

There are several ways you can find the drivers you need:

**System Analysis (Dell Recommended):** This is the best way to find ALL the up to date drivers your system might need. Simply click the “System Analysis” button and follow the prompts. We will scan your system and return all the drivers you need to install.

**Service Tag:** After clicking on the “Downloads and Drivers” (DnD) link from the masthead, you’ll be taken to a DnD page where you’ll need to provide your service tag Number. The Support site will automatically detect the Operating System you are using and display all available drivers that are compatible with your OS.

To install a driver, simply click on the category name, then click on “Download File”.

You can also choose to add the driver to a Download List that allows you to select and install several drivers at the same time.

**Updates Subscription/Notification/RSS Feeds**

While you are on the Drivers and Downloads, you may like to be proactively notified about new driver, application, bios and firmware update for the products you purchased and managed on an on-going basis. You can access this information by:

- Selecting the product that you have purchased
- Navigating to “Downloads and Drivers”
- Creating a Customer Email Alert or RSS Subscription

**General Maintenance**

This section provides access to several tools to help maintain your hardware:

**Your system analysis** - Use this tool to learn how much hard drive and memory you are using and get tips on how to improve performance.

**Maintenance tasks** - Lists of actions you can take to keep your hardware in good health.

**Support history** - From this section, you can click on “View Support History” to see all support requests associated with your Premier account.

**Diagnostic history** - From here, you can click on “View Diagnostic History” to see all the diagnostics you have previously run on your Dell hardware.

**Parts & accessories**

This section provides recommended parts and accessories that are compatible with your specific hardware.

Other tools, like My Products and Services (allowing you to add products you own and manage them and their associated services) are available under the Product Support tab.
Support Library

From your Premier Page, click on the "Support" link in the masthead at the top of the page and then select the "Support Library" tab. ‘View All Support Library’ allows you to go directly to the Support Library homepage. The Support library gives you access to:

**Enterprise Resource Center** : Dell’s Enterprise Resource Center supplies its business partners with solutions and tools to complement your current enterprise installation.

**Locate Service Tag** : Review information on how to locate or automatically detect your service tag for specific Dell systems and peripherals.

**Getting started** : Dell offers detailed instructions for setting up your equipment, to help you get up and running quickly.

**Computer and Accessory Support** : Keep all your Dell products healthy and running at top speed with our online hardware support services.

**Dell Download Center** : Find downloadable products and services including operating system reinstallation, system updates, drivers or application reinstallation assistance.

**Windows Operating Systems** : Find support information for Windows operation systems.

Order Support

From your Premier Page, click on the "Support" link in the masthead at the top of the page and then select the "Order Support" tab.

The order status link allows you to check your shipping and delivery status, find answers to common questions and resolve any issues with the ordering process.

With the "Checking Order Status" link you can view information on understanding the Dell Order Status process, get support and contact information concerning your Order Status. (see image)

**Note** Another way to easily access the status of your orders is to use the ‘Order Status” module available on the eSupport homepage.
Warranty

From your Premier Page, click on the “Support” link in the masthead at the top of the page and then select the “Warranty” tab. This section lets you easily find information on:

- how to transfer the ownership and/or warranty from one person to another or from one country to another,
- our out-of-warranty service plans,
- how to extend or upgrade your warranty before it expires
- ....any questions you have about warranty.

Assistance is only a call away

Call your Inside Sales Team to discuss customising your Premier Page portal. Your Dell Account Team is referenced within the “Account” tab (navigate to the link named “Dell Contacts”) or through the “Dell Contacts” module on your Dashboard.

Premier Helpdesk Information

Call or e-mail the Premier Business Support Team. Premier experts are available to assist for any technical inquiry related to Premier and existing B2B integration. We provide telephone, chat & email support (Mon– Fri, 7:30am - 5:30pm US CST):

**US Toll Free Number:** 1-877-542-3355

**Email:**
- US & Canada: Premier@dell.com
- PremierConnect B2B: Global_B2B_Support@dell.com

**Live Online Chat:** US & Canada Chat