DELL Technologies

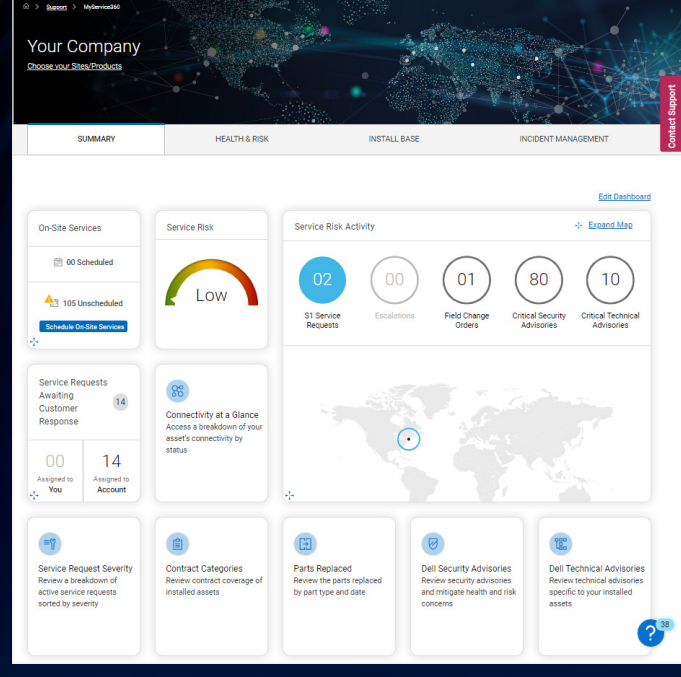# Getting started with MyService360

Services management & analytics for IT Infrastructure

Proactively boost IT services health for an entire datacenter or a single Dell system

Our personalized cloud-based dashboard simplifies complex data sets for support and services into actionable intelligence. Move seamlessly from real-time analytics and data visualizations across your complex infrastructure, to online self-service and an end-to-end service history for Dell products. MyService360 helps you identify the priorities and potential risks for services health so you can take the right action, the first time.

Summary page view in MyService360

MyService360 supports Dell data protection, storage, server, networking and CI/HCI products. Dell PCs are not supported.

FORRESTER

IT leaders thrive with **intelligent self-service portals** from IT services providers

56% Optimized user experience for managing **IT services & support***

61% Received clear, actionable recommendations for **IT environment health***

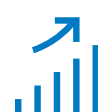**63%** Gained access to historical trends and analytics for **IT planning***

What to expect with MyService360

Unlock the **full interactive MyService360 dashboard** experience at the Dell Online Support site

Work with **your company's data for services and support** – from system to site to global environment – updated in near real-time

Use **actionable intelligence to proactively manage services priorities** for eligible Dell systems

Do more to stay on top of priorities for a single system with **seamless access to Dell Online Support & APEX AIOps Infrastructure Observability (formerly CloudIQ) portals**

Read more about MyService360 capabilities

Flexible, intuitive self-service from a single, corporate hub

Once your company has purchased and installed eligible IT infrastructure systems from Dell Technologies, you can get started in MyService360 at no charge.

✓ Company administrators can set up and manage an account-level view of the global enterprise install base.

✓ Team members can join the company's account and personalize their view to the sites and assets they manage.

✓ See and manage details for all hardware and software in your view – from critical incidents, technical support, escalations and on-site maintenance to code levels, security and technical advisories, support coverage, parts replacement, device and gateway connectivity and more.

Explore the data driven insights and more in MyService360

Preview the capabilities for the Summary, Health & Risk, Install Base, and Incident Management data in your MyService360 dashboard

Go to interactive demo

How to enable your best MyService360 experience

1 Get setup with a business account

Create or upgrade to business-level account at the Dell.com online support site. To access MyService360, you must first have an online account using a business email domain validated for your enterprise.

Do even more with your business account: Registering once unlocks access to all online support features at Dell.com/Support.

Learn more and get started now with our step-by-step guide

2 Access MyService360 for the first time

Once you receive a confirmation email that your business account setup is complete, sign into MyService360 from the online support site (Dell.com/support) with your credentials. By default, your MyService360 dashboard opens on the Summary page. Navigate to the **Health & Risk**, **Install Base** and **Incident Management** pages as needed.

MyService360 Knowledge Center

What to expect with first-time MyService360 access

Your company administrator determines the information available to you in MyService360 for your company's sites and Dell products. Note: The first employee who registers for a business account in Step 1 is automatically designated as a company administrator.

Under your Company's name in the MyService360 dashboard, you can select **Choose your Sites/Products** to modify your site list by deselecting **Account Sites** from your default list. In addition, you can further refine the data in your MyService360 view by adding or modifying a Custom Group.

Company Administration – View and Manage Sites and Contacts

Company Administration – Create and Manage Access Groups

Company Administration FAQ

3 Connect devices for effortless support and richer insights

Connect your eligible Dell systems with services contracts for a richer online experience in MyService360 including automated case creation and analytics-based recommendations. The secure connect gateway 5.x technology is the next generation AI-powered connectivity solution from Dell Technologies Services. Preview a demo of how to install this remote IT support and monitoring software and then connect your Dell devices.

Getting started with connectivity in the datacenter

MyService360 and Connectivity FAQs

For more information and resources including knowledge articles, how-to videos and more, visit the **MyService360 Knowledge Center** at Dell.com/Support

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