

To request assistance with Dell Premier technical issues, please use the [new Premier Helpdesk form](#).

The new form provides one entry-point globally for support in various languages and aims for fast and secure issue resolution. Note, below images may differ slightly from actual form.

1. Select language and country.

The screenshot shows the 'Login Issue' section of the Dell Premier Helpdesk form. It includes fields for 'First Name', 'Last Name', 'Email', and 'Country'. A language selection dropdown is open, showing options like English, Español, Deutsch, 日本語, Français, 한국어, Português (Portugal), Português (Brasil), 中文 (简体), and 中文 (繁體). A note states: 'Note: If you are unsure of your platform, please leave Premier selected'. The 'Platform' section has radio buttons for Premier (selected), Global Portal, and B2B. There is also a 'Description of Request' field.

2. Describe issue and provide page identifiers.

The screenshot shows the 'Describe issue and provide page identifiers' section. It includes a 'Country' dropdown set to 'United States'. A note states: 'Note: If you are unsure of your platform, please leave Premier selected'. The 'Platform' section has radio buttons for Premier (selected), Global Portal, and B2B. There is a 'Description of Request' text area with a character count of 0/512. Below this are checkboxes for 'This issue is related to Single Sign-On (SSO)' and 'Fed Customer'. There are also fields for 'Page / Account Name' and 'Page identification Number (RC#)'. An example of an RC# is provided: 'Example: RC1234567 How to find my RC#'. A CAPTCHA image is displayed with the text '8b4s8' and icons for refresh and speak. A 'Submit' button is at the bottom. A footer note states: 'By clicking submit, you consent to allow Dell Technologies to store and process your personal information according to our privacy policy'.

3. You will receive an email from us confirming the receipt of your request and further steps.

Global Portal Support	Email	PremierHelpdesk@dell.com
	Support Languages	English, Chinese, Japanese, Korean
Procurement Integration Support	Email	PremierHelpdesk@dell.com
	Support Languages	English, Chinese, Japanese, Korean