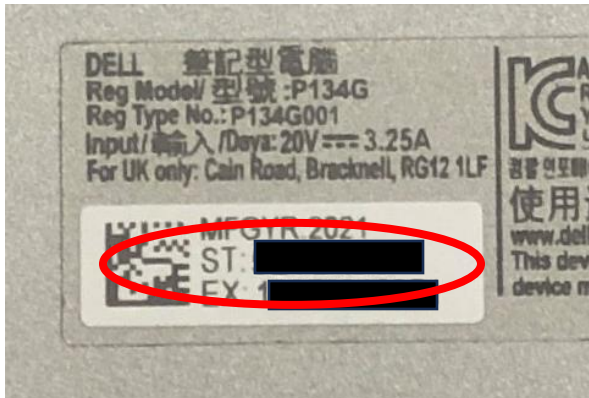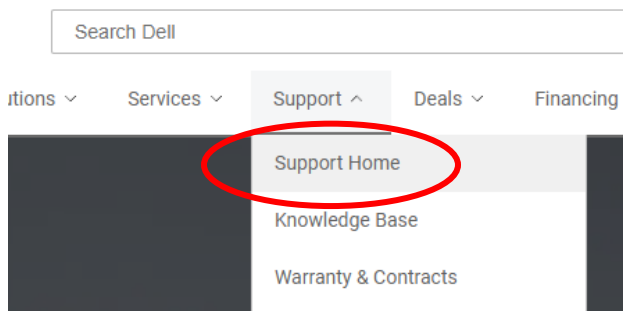# Instructions for logging a ticket with Dell Support

1. Locate your Dell Service Tag (ST) on the small white label on the bottom of your laptop:

2. Got to https://www.dell.com/

3. Place your mouse over "Support" in the ribbon menu at the top of the screen and click "Support Home" in the dropdown menu.

4. In the *Identify your device* box, enter the Service Tag# of your laptop.

5. The next screen will display your laptop model, Service Tag, and Support end date. You MUST initiate a support ticket prior to your support end date.

6. To initiate a support ticket, click the **Contact Support** box on the far right side of the screen. A menu will appear. Click "Technical Support".
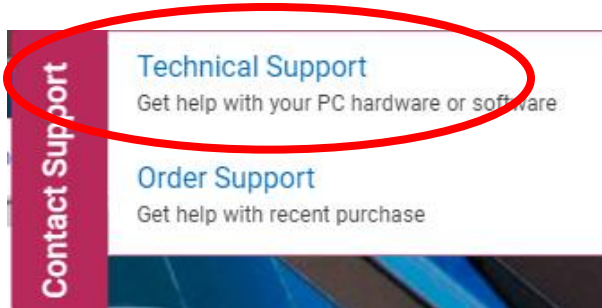
7. In the **Select an issue** dropdown, choose the best/closest option for the issue you are experiencing and click **Next**.

8. You will be presented a list of support options (Call Us, Chat, etc.). Choose the option that works best for you. We recommend Chat or Social Chat.

9. Depending on the extent of repairs, Dell may encourage you to send it to their Repair Center for diagnosis and repair. Be sure to **BACK UP ALL OF YOUR DATA**.