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KB5112215 - Latest Version

Actions



English (Original) • Revised by Kamalakannan Chandrasekaran

•

9mo ago • 289 Views • ★★★★★

How To Use Microsoft Intune Windows MDM Portal to support Autopilot Windows PCs

# Audience

GSK Level 1 Tech Support staff

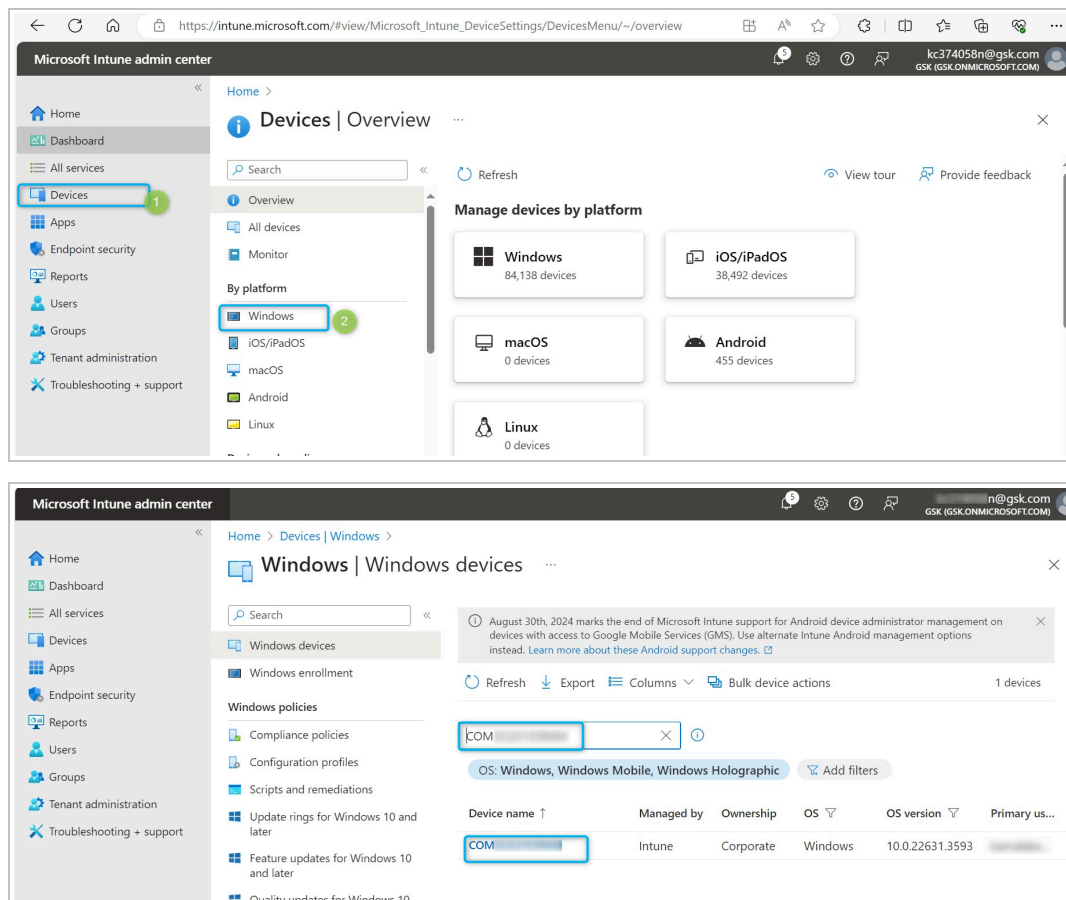
# Prerequisites

PAMS group permissions (Intune MDM Windows Support)

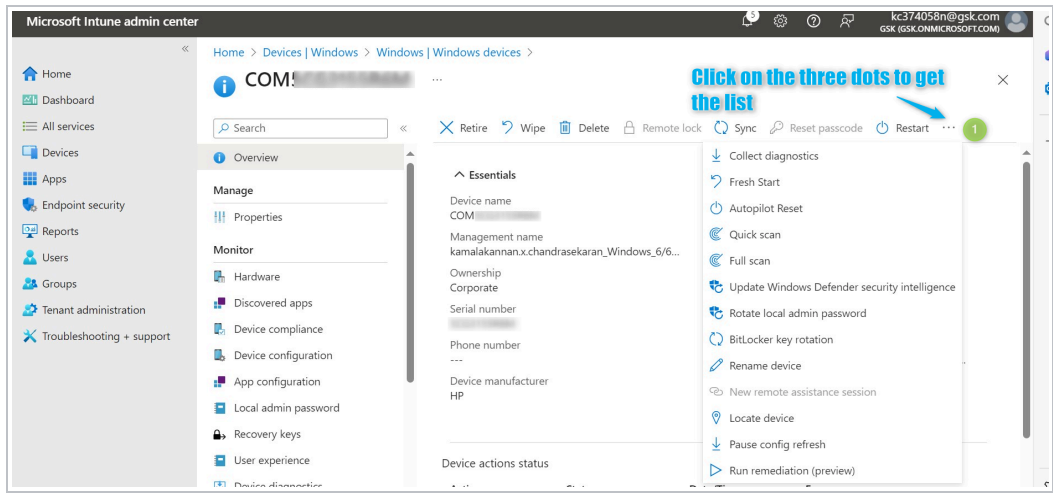
PingID configuration for your N account

# Instructions

From the left Navigation pane, choose **Devices**, then **Windows**, and then use the search bar at the top of the list to locate the desired PC



Once you click on the device name from the highlighted pic, you will get into the details about the device.

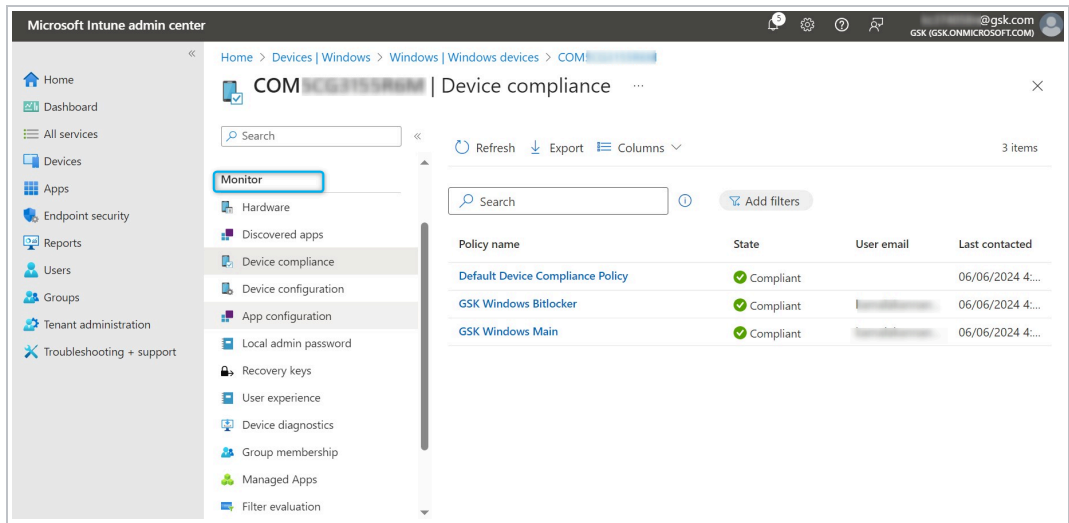


**Note:** Some of the access is limited due to security restrictions and can only be done under supervisor's request

There would be two groups **Manage** and **Monitor**

**Manage** would let you perform the [Tech - Tech - How to - build a shared Windows 11 PC \(service-now.com\)](https://www.tech-tch.com/tech-tch-how-to-build-a-shared-windows-11-pc-service-now-com/)

**Monitor** – One would be able to check the status of Recovery Keys, Device Compliance, and Local admin password to support the users (Provided with access)



## Helpdesk Routing Information

<b>Business Service:</b>	Global Tech Service Desk
<b>Configuration item:</b>	
<b>Assignment Group:</b>	PC-Wmservice-Tier2GPO-L2

# Helpdesk Routing Information

**Business Service:** Global Tech Service Desk  
**Configuration item:**  
**Assignment Group:** PC-Wmservice-Tier2GPO-L2

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## Attachments

 [How To Use Microsoft Intune Windows MDM Portal to support Autopilot Windows PCs.docx](#)

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