Decommissioning/retiring devices

The laptops are enrolled into InTune, Azure Active Directory Joined, and enrolled by AutoPilot.

Delete the device from Endpoint Manager/Intune > Devices > Windows

Delete the device from Endpoint Manager > Devices > Enroll Devices > Devices

Delete the device from Azure AD > Devices

Reset device back to OOBE.

**Deregister a device**

Whenever a device permanently leaves an organization, whether it's for a repair or the end of the device life cycle, the device should always be deregistered from Autopilot.

Below we describe the steps an admin would go through to deregister a device from Intune and Autopilot.

**Deregister from Intune**

Before a device is deregistered from Autopilot, it first has to be deregistered from Intune. To deregister an Autopilot device from Intune:

1. Sign in to the Microsoft Intune admin center.
2. In the **Home** screen, select **Devices** in the left pane.
3. In the **Devices | Overview** screen, under **By platform**, select **Windows**.
4. Under **Device name**, find the device that needs to be deregistered and then select the device. If necessary, use the **Search** box.
5. In the properties screen for the device, make a note of the serial number listed under **Serial number**.
6. After making a note of the serial number of the device, select **Delete** in the toolbar at the top of the page.
7. A warning dialog box appears to confirm the deletion of the device from Intune. Select **Yes** to confirm deleting the device.

**Deregister from Autopilot using Intune**

Once the device has been deregistered from Intune, it can then be deregistered from Autopilot. To deregister a device from Autopilot:

1. Make sure the device has been deregistered from Intune as described in the Deregister from Intune section.
2. Sign in to the Microsoft Intune admin center.
3. In the **Home** screen, select **Devices** in the left pane.
4. In the **Devices | Overview** screen, under **By platform**, select **Windows**.
5. In the **Windows | Windows enrollment** screen, select **Windows enrollment**
6. Under **Windows Autopilot Deployment Program**, select **Devices**.
7. In the **Windows Autopilot devices** screen that opens, under **Serial number**, find the device that needs to be deregistered by its serial number as determined in the Deregister from Intune section. If necessary, use the **Search by serial number** box.
8. Select the device by selecting the checkbox next to the device.
9. Select the extended menu icon (…) on the far right end of the line containing the device. A menu appears with the option **Unassign user**.
   * If the **Unassign user** option is available and not greyed out, then select it. A warning dialog box appears confirming to unassign the user from the device. Select **OK** to confirm unassigning the device from the user.
   * If the **Unassign user** option isn't available and greyed out, then move on to the next step.
10. With the device still selected, select **Delete** in the toolbar at the top of the page.
11. A warning dialog box appears to confirm the deletion of the device from Autopilot. Select **Yes** to confirm deleting the device.
12. The deregistration process may take some time. The process can be accelerated by selecting the **Sync** button in the toolbar at the top of the page.
13. Every few minutes select **Refresh** in the toolbar at the top of the page until the device is no longer present.

**Delete devices from the Microsoft Entra admin center**

You might need to delete devices from Microsoft Entra ID due to communication issues or missing devices. You can use the **Delete** action to remove device records from the Azure portal for devices that you know are unreachable and unlikely to communicate with Azure again. The **Delete** action doesn't remove a device from management.

1. Sign in to [Microsoft Entra ID in the Azure portal](https://azure.microsoft.com/services/active-directory/) by using your admin credentials. You can also sign in to the [Microsoft 365 admin center](https://admin.microsoft.com/). From the menu, select **Admin centers** > **Microsoft Entra ID**.
2. Create an Azure subscription if you don't have one. The subscription shouldn't require a credit card or payment if you have a paid account (select the **Register your free Microsoft Entra ID** subscription link).
3. Select **Microsoft Entra ID**, and then select your organization.
4. Select the **Users** tab.
5. Select the user that's associated with the device that you want to delete.
6. Select **Devices**.
7. Remove devices as appropriate. For example, you might remove devices that are no longer in use, or devices that have inaccurate definitions.