

La actualización de la Base de Conocimientos a la versión 9.2.10 está prevista para el 6 de diciembre de 2025. Tenga en cuenta que algunos complementos de la Base de Conocimientos ya no serán compatibles con esta versión y estarán deshabilitados. Le recomendamos que compruebe la funcionalidad de su espacio en el [entorno de preproducción](#) (con GlobalProtect VPN) para garantizar la compatibilidad.

# Windows Autopilot

Creado por Alexey Yanchik , última modificación el 28 de octubre de 2025

Esta página está destinada a describir el flujo de trabajo relacionado con la inscripción de Windows Autopilot.

⚠ ¡IMPORTANTE! Si es un empleado nuevo, su departamento de RR. HH. o de gestión de relaciones con el cliente debe proporcionarle las credenciales del dominio e instrucciones paso a paso.

Antes de continuar con la inscripción en Windows Autopilot y conectarse a las aplicaciones y servicios corporativos internos de EPAM, configure la autenticación multifactor según las instrucciones proporcionadas.

## Guía en video sobre la inscripción en Windows Autopilot:



[Vídeo de Autopilot](#)

Descargar versión PDF:



[Hoja de cálculo: Inscripción en Windows Autopilot](#)

Cuando inicia una PC con Windows por primera vez, se abre la experiencia inmediata de Windows (OOBE) y lo guía a través de varias operaciones de configuración.

Para configurar un dispositivo, realice las siguientes acciones:

1. En la ventana **Comencemos con la región** (Imagen 1), seleccione su región y haga clic en **Sí**.

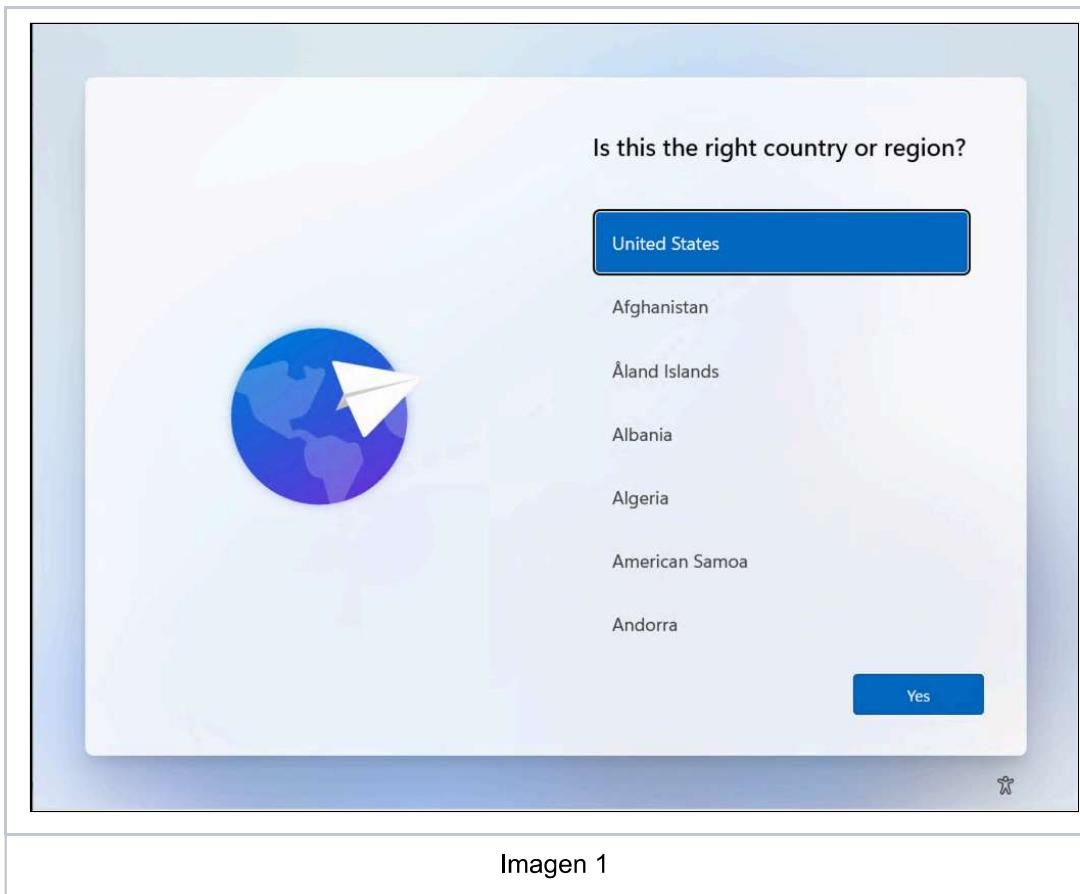


Imagen 1

2. En la ventana **¿Es esta la distribución de teclado correcta?** (Imagen 2), seleccione la distribución de teclado principal (EE. UU. es la distribución predeterminada para EPAM) y haga clic en **Sí**

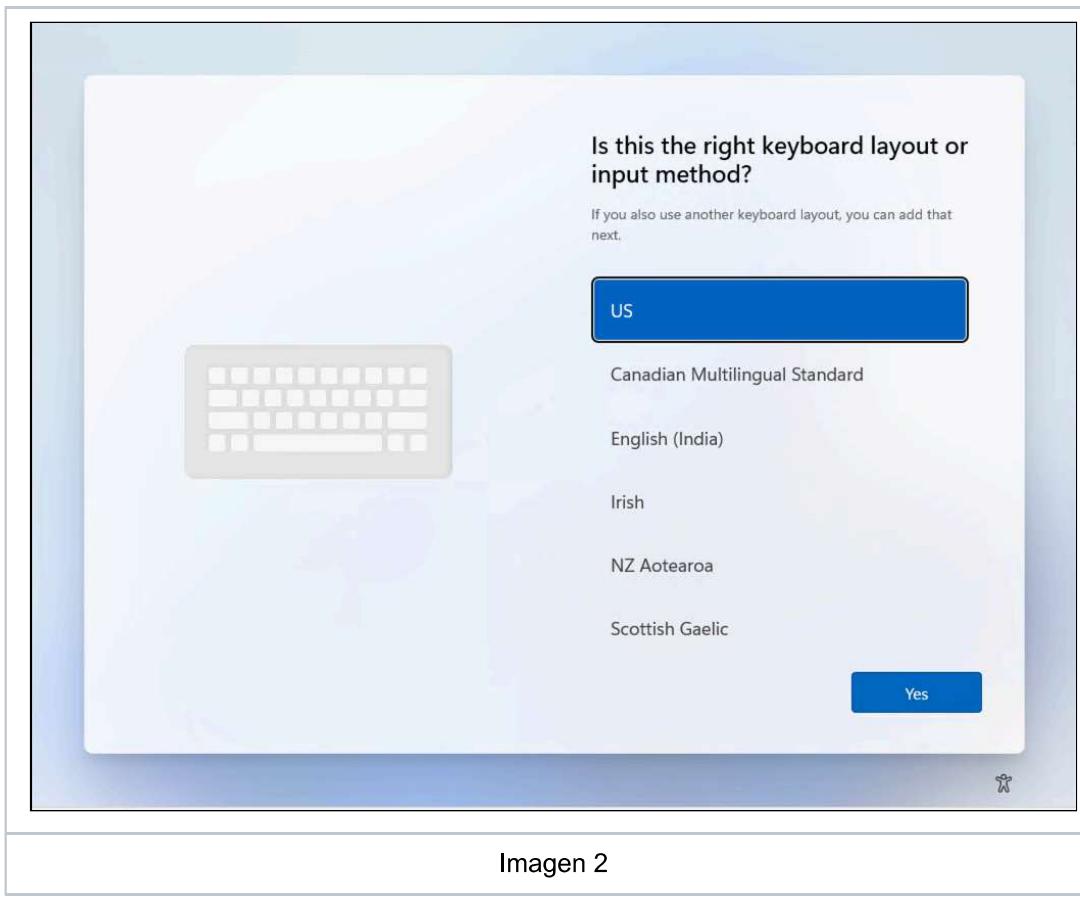
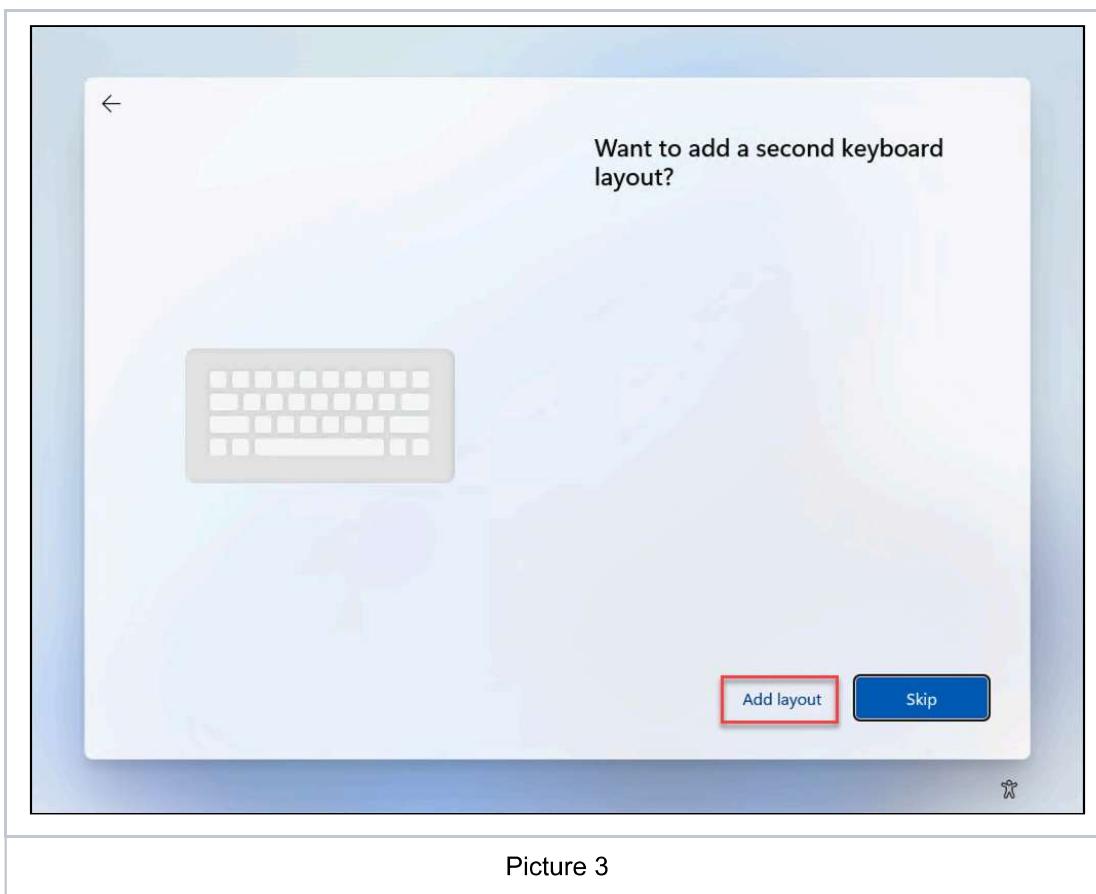


Imagen 2

3. In the **Want to add a second keyboard layout?** window (Picture 3), to add a second keyboard layout, click **Add layout**, or, if it is not needed, click **Skip**.



Picture 3

✓ **TIP!** If you require an additional keyboard layout, such as Russian or any other for your work, this step is mandatory.

➤ [Click to expand] [How to add a second keyboard layout](#)

- a. Haga clic en **Agregar diseño** (Imagen a).
- b. Seleccione el idioma que va a utilizar y haga clic en **Siguiente** (Imagen b).
- c. Seleccione la distribución del teclado y haga clic en **Agregar distribución** (Imagen c).

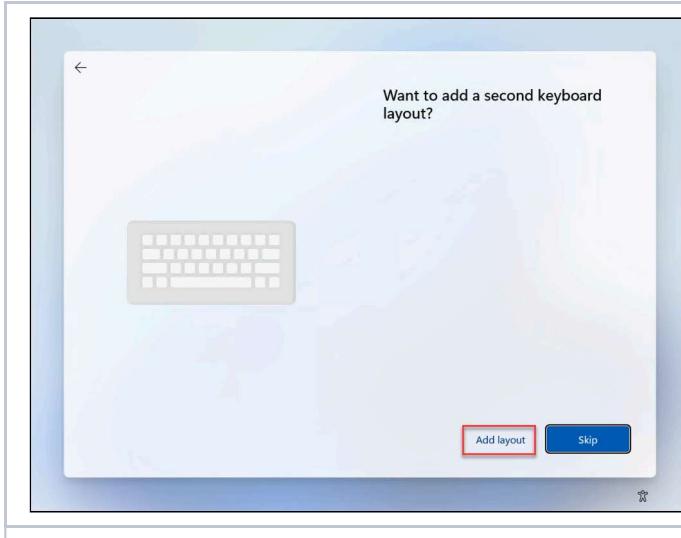


Imagen a

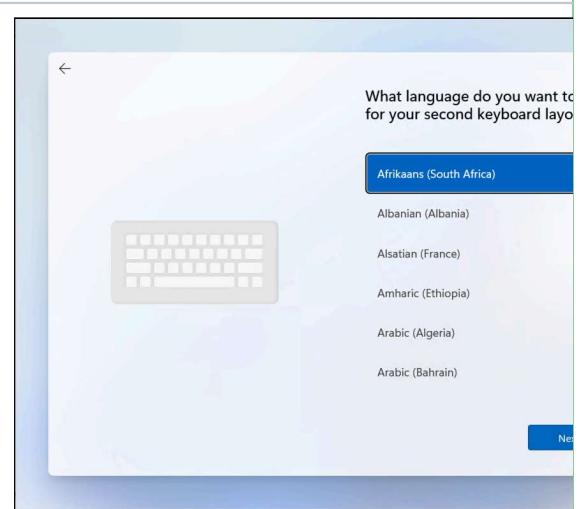


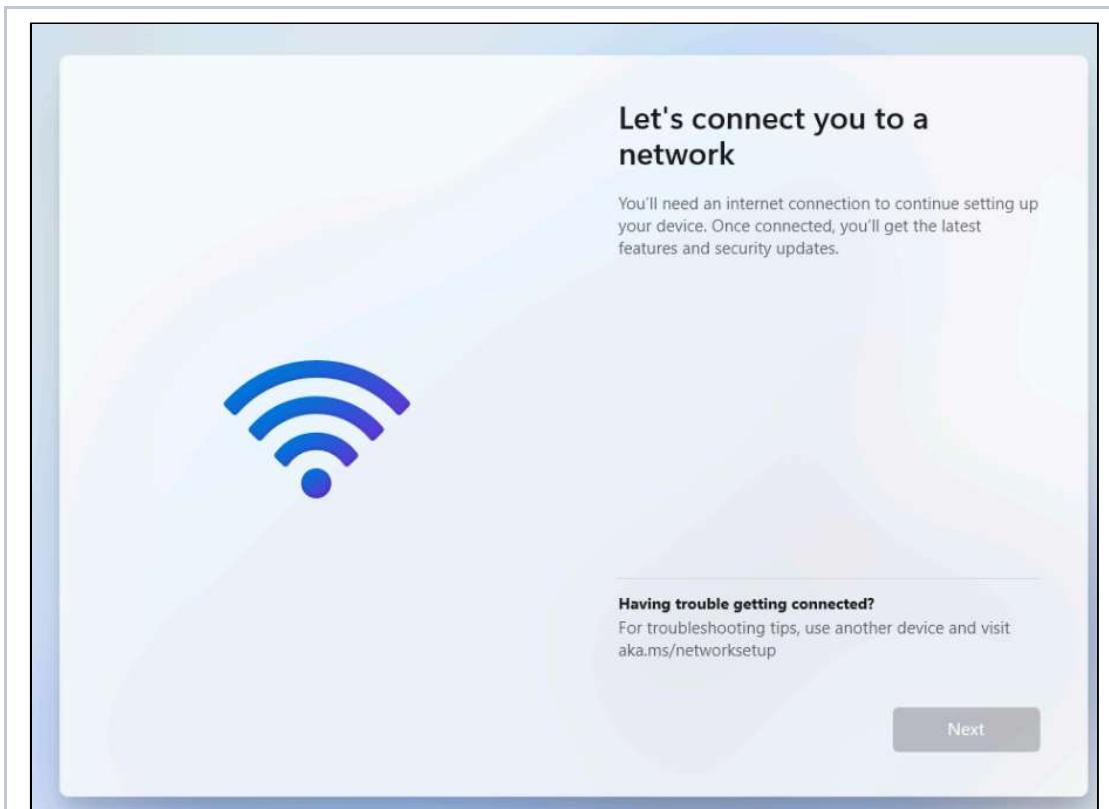
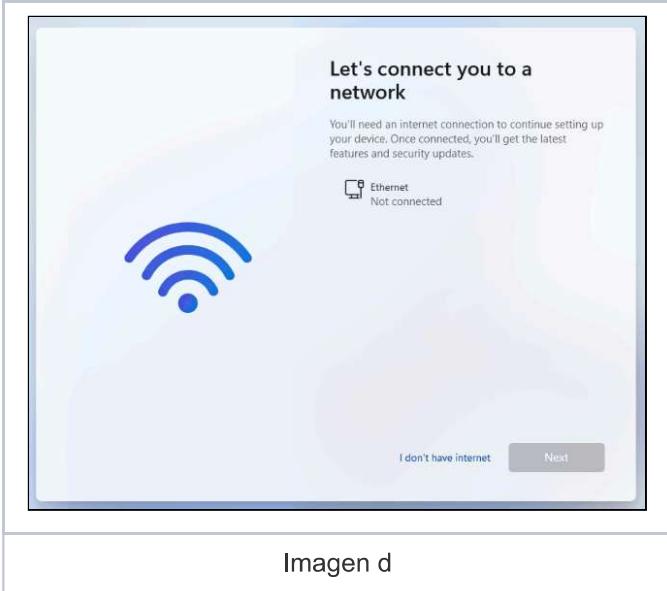
Imagen b

4. In the **Let's connect you to a network** window (Picture 4), select and connect to the necessary network **by choosing the appropriate tab below based on your network type**:

❖ **IMPORTANT!** Stable Internet connection is the obligatory requirement for the device setup.

➤ [Click to expand] Possible improper options which may appear on this step

**Si ve la ventana (Imagen d) que se muestra a continuación, el dispositivo no está conectado a Internet. Conecte el dispositivo a Internet o póngase en contacto con el soporte de EPAM**



Picture 4

In the case of enrollment in an EPAM office, please use the **EPAMGuests** Wi-Fi network connection.



➤ [Click to expand] [How to connect to EPAMGuests WI-FI](#)

- a. To login into the **EPAMGuests** Wi-Fi network, from the list, click **EPAMGuests**, and then click **Connect**.
- b. In the registration form, enter the following details and click **Register**:

The screenshot shows a registration form titled "Registration" within a "Guest Portal" interface. The form includes fields for "Your First name\*", "Your Last name\*", "Your Email address\*", and "EPAM Email address of the person you are visiting\*". The "EPAM Email address..." field is highlighted with a blue border. At the bottom are "Register" and "Cancel" buttons.

\* All fields marked with \* are required for completion.

- **Your First name:** Enter your first name.
- **Your Last name:** Enter your last name.
- **Your Email address:** Enter the EPAM email.
- **EPAM Email address of the person you are visiting:** Enter the EPAM email.

**Note:** Enter the EPAM email address twice for both Your email address and EPAM email address of the person you are visiting

- c. Read the terms and conditions for using EPAM Wi-Fi, select I agree to the terms and conditions and then click **Sign On**.

**1. Agreement**

- 1.1 This agreement comes into effect from the moment when you apply for the service. Please attentively read the terms and make sure you understand them before you start using the service.
- 1.2 You undertake to follow the agreement by using or activating the service, or by clicking the accept button on the starting page. If you do not accept the terms of the agreement, do not use the service.
- 1.3 The agreement can be modified at any time without prior notice. According to the clause 1.2, users accept the agreement which is current at the time of modification.
- 1.4 This agreement with its terms and conditions has no influence on any other agreement or contract you may have with EPAM Systems for services or otherwise. This agreement contains other provisions that limit liabilities.

**2. Interdiction**

1  I agree to the terms and conditions

2 Sign On

**(i) Useful links:**

[kb.epam.com: # EPAM WiFi Access](http://kb.epam.com/#EPAM WiFi Access)

[kb.epam.com: # Connecting to EPAM Guests Wi-Fi](http://kb.epam.com/#Connecting to EPAM Guests Wi-Fi)



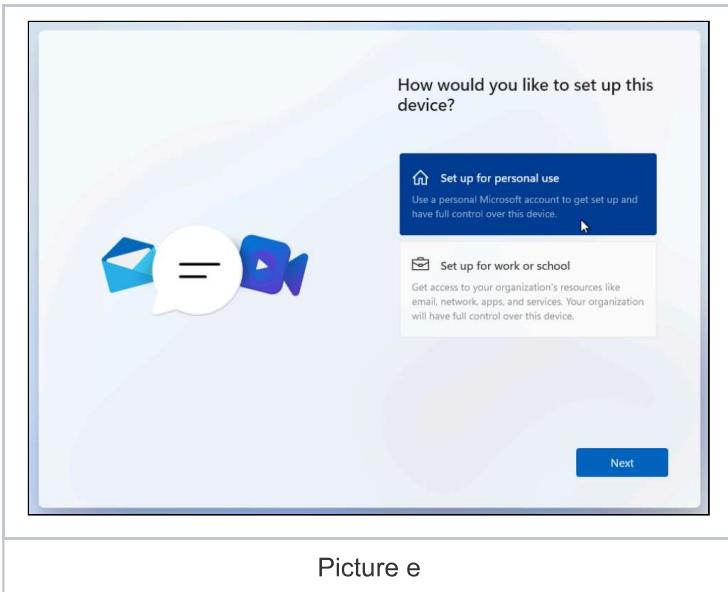
- If you use a personal **Wi-Fi connection**, select your network, enter your Wi-Fi password, select **Connect automatically**, and select **Connect**. When the connection is established, click **Next**.
- However, if you use a personal **Ethernet connection**, your device connects online automatically.

5. To start the enrollment process, in the relevant field, enter your EPAM credentials and pass authentication.

**⚠️ IMPORTANT!** Please **do not proceed** with any other steps, if you do not see the **Welcome to EPAM!** message on this step.

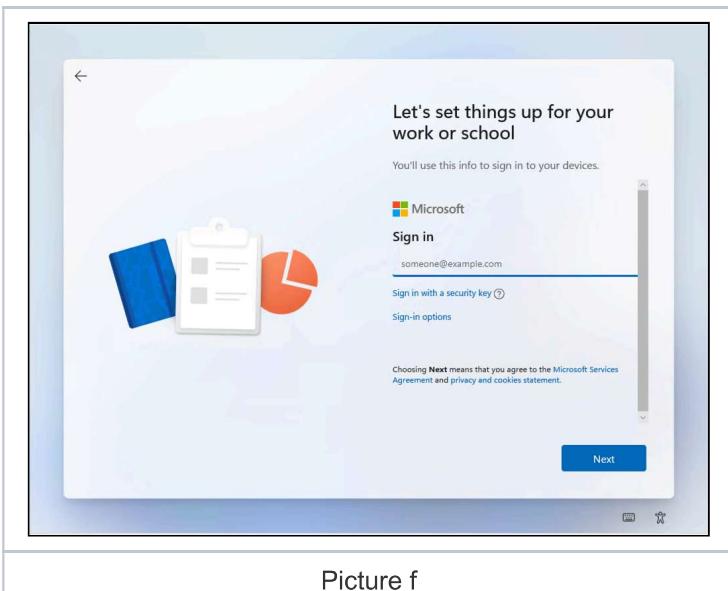
➤ [Click to expand] Possible improper options which may appear on this step

If you see the window (Picture e) shown below, the device is not recognized by MDM service as an EPAM corporate device, or your account is not included to the appropriate group. Please contact **EPAM Support**.

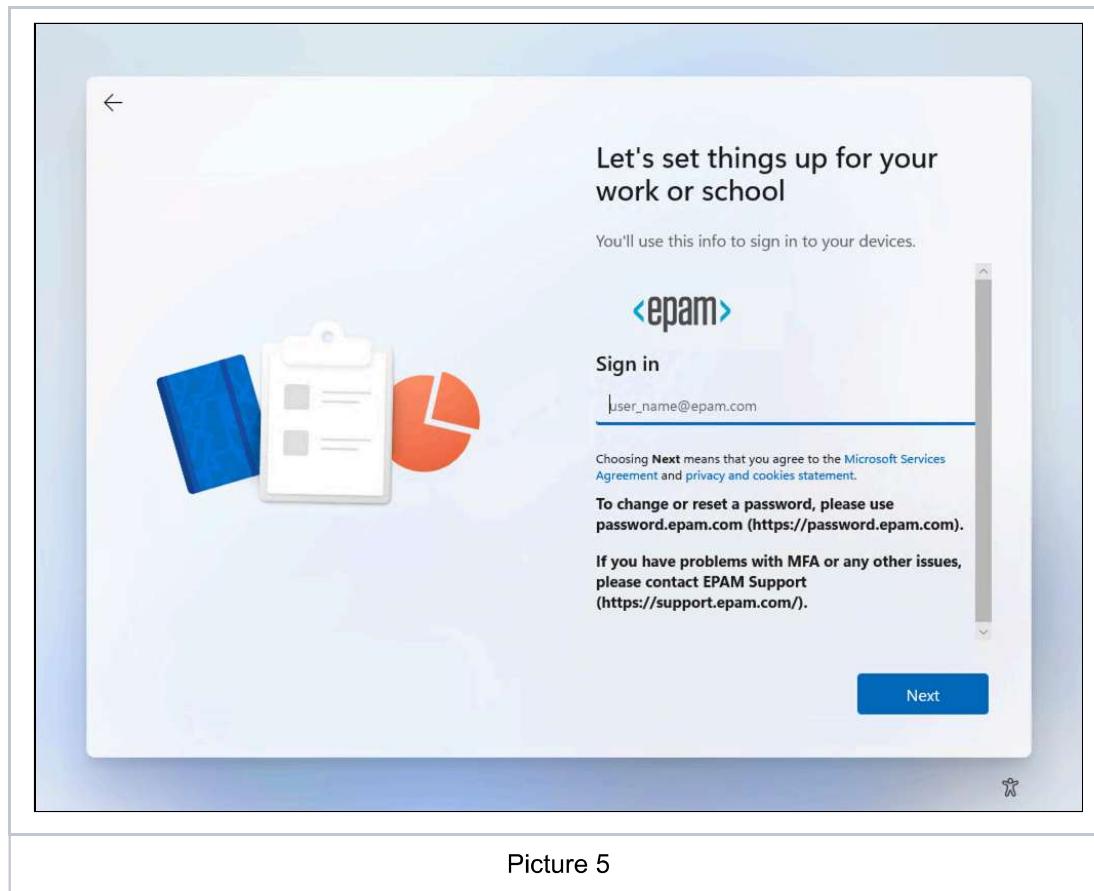


Picture e

If you see the window (Picture f) shown below, the device is not recognized by MDM service as an EPAM corporate device. Please contact [EPAM Support](#).



Picture f



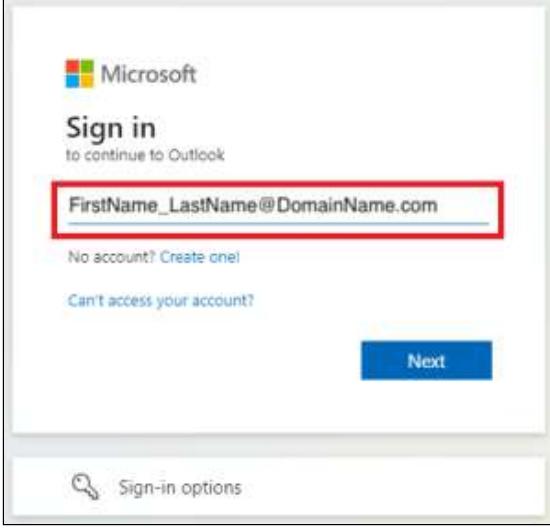
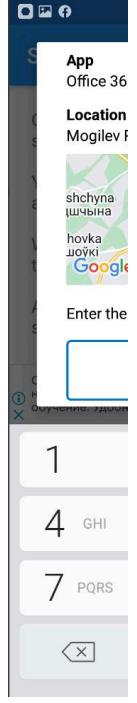
Picture 5

6. To pass authentication, **select an option below using the horizontal tabs:**

Authenticator - Passkey    Authenticator - Passwordless Sign-in    FIDO2 Security key    DUO m

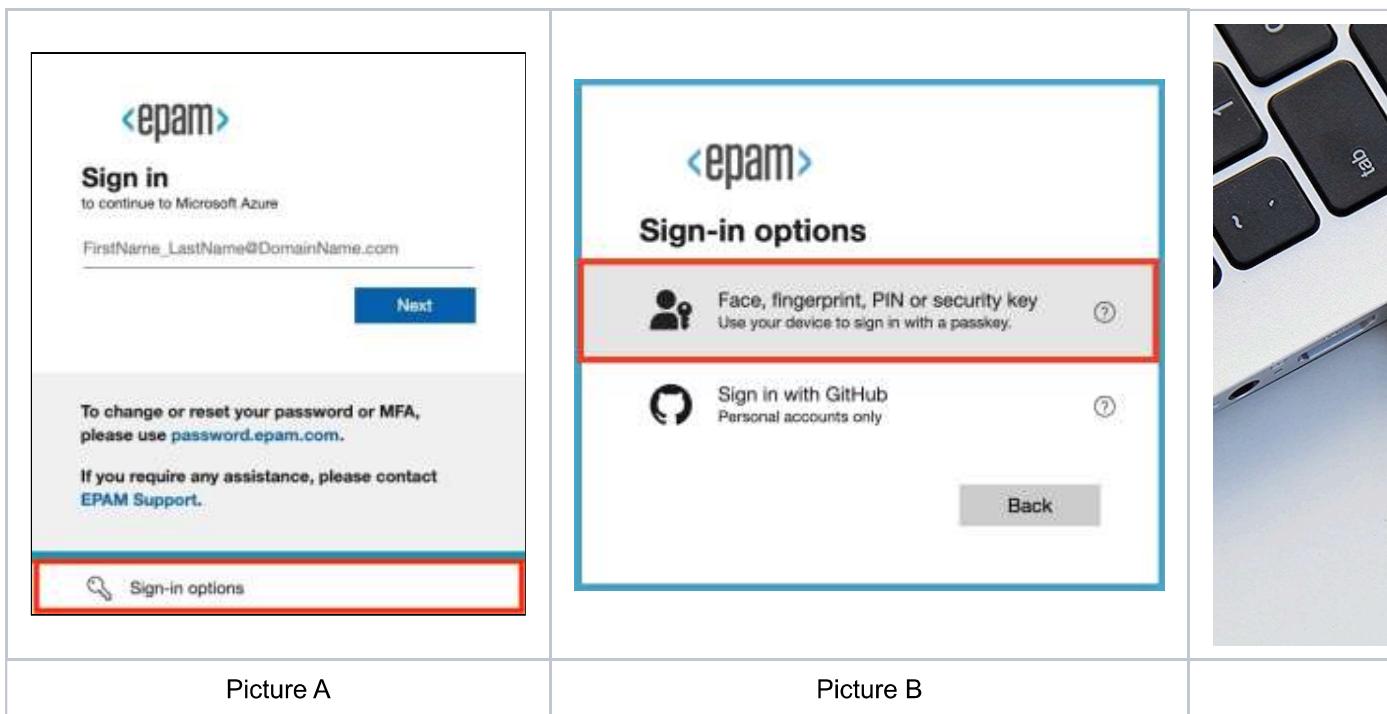
To complete multi-factor authentication:

- Click **Sign-in options** (Picture A).
- Select **Use your device to sign in with a passkey** (Picture B).
- Select **Use passkey from a device with camera**.
- Open the **Microsoft Authenticator** app on your **mobile device** (Picture C), and **Scan the QR code** (Picture D).

Picture A	Picture B	Pic
To complete multi-factor authentication:		
<ul style="list-style-type: none"> <li>a. Enter your EPAM account (Picture A).</li> <li>b. Select <b>Approve a request on Microsoft Authenticator app</b> (Picture B).</li> <li>c. Open the <b>Microsoft Authenticator</b> app on your <b>mobile device</b> (Picture C), and <b>Approve the sign-in request</b> by entering the digits (Picture D).</li> </ul>		
 <p>Picture A</p>	 <p>Picture B</p>	

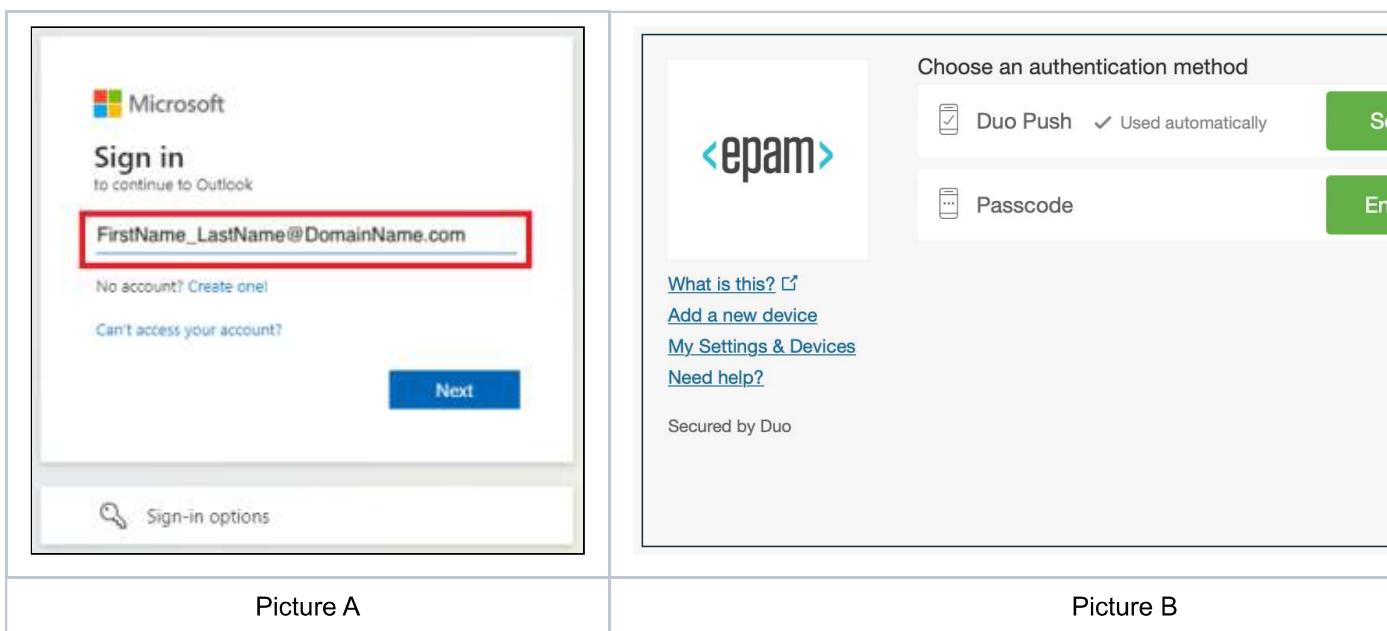
To complete multi-factor authentication:

- a. Click **Sign-in options** (Picture A).
- b. Select **Use your device to sign in with a passkey** (Picture B).
- c. Select **Use an external security key**.
- d. **Insert** your security key and **touch** it (Picture C).
- e. **Enter the PIN** for your security key (Picture D).
- f. To complete the request, **touch your security key again** (Picture C).

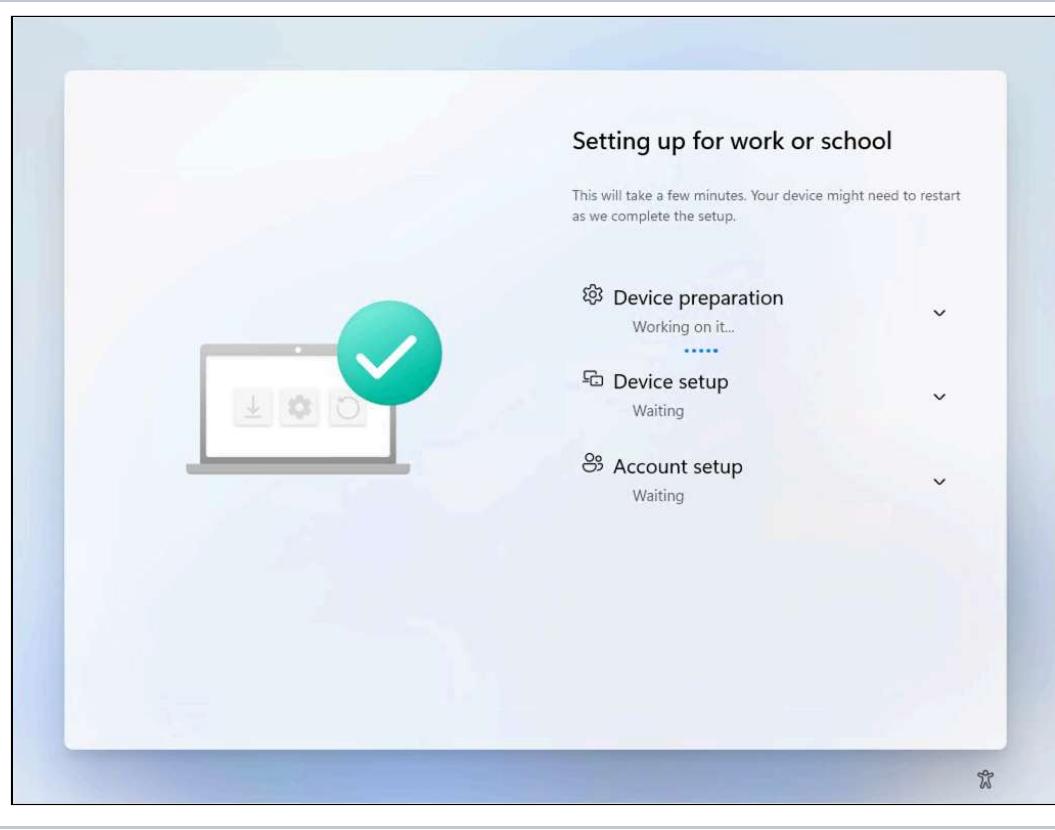


To complete multi-factor authentication:

- Enter your EPAM account credentials (Picture A).
- Authenticate with **DUO mobile**, by clicking **Send Me a Push** or **Enter a Passcode** (Picture B).

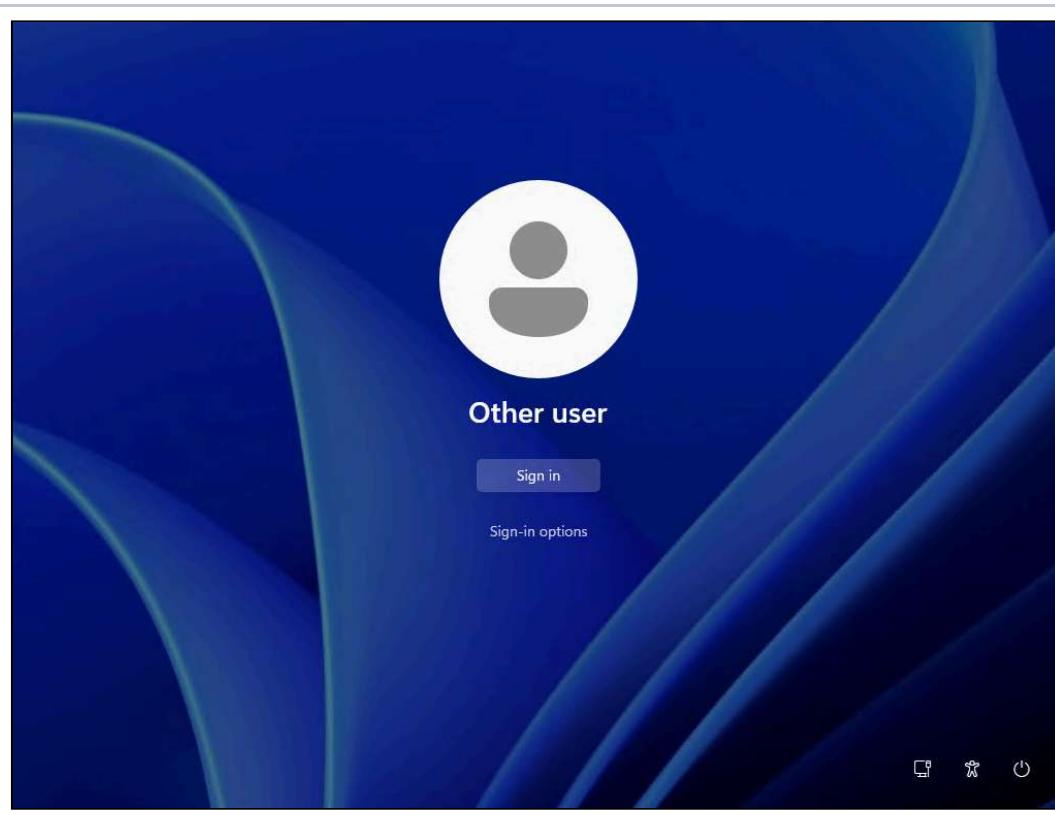


- The **Setting up for work or school** window (Picture 6) will appear. Wait until the device completes the setup and restarts.



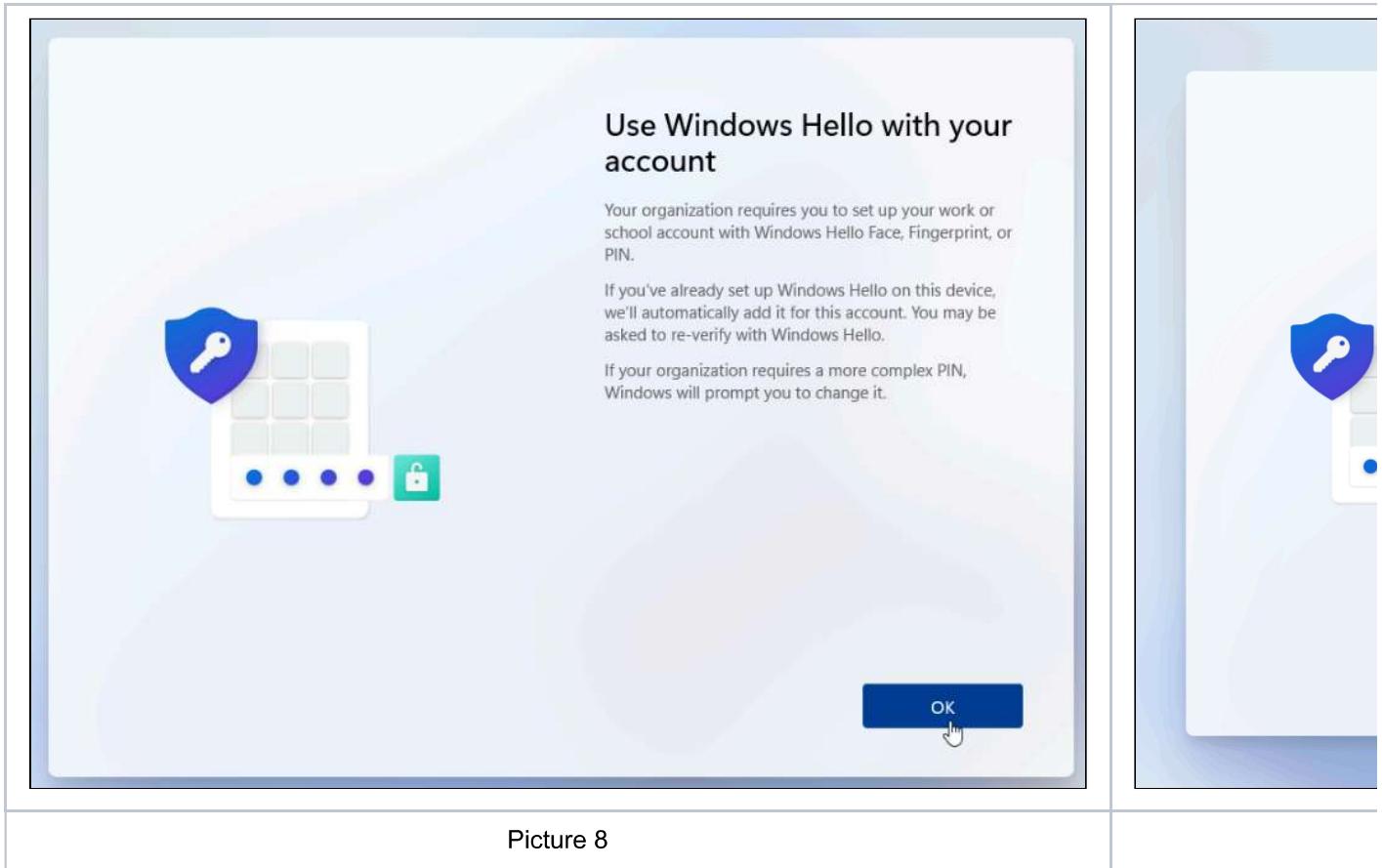
Picture 6

8. After the device is restarted, on the initial sign-in page (Picture 7), sign in with your EPAM account.



Picture 7

9. The **Use Windows Hello with your account** window (Picture 8) appears to set up your account with a Windows Hello PIN. Click **OK** to continue.

**10. In the Set up a PIN window (Picture 9), enter and confirm a PIN and then click OK.**

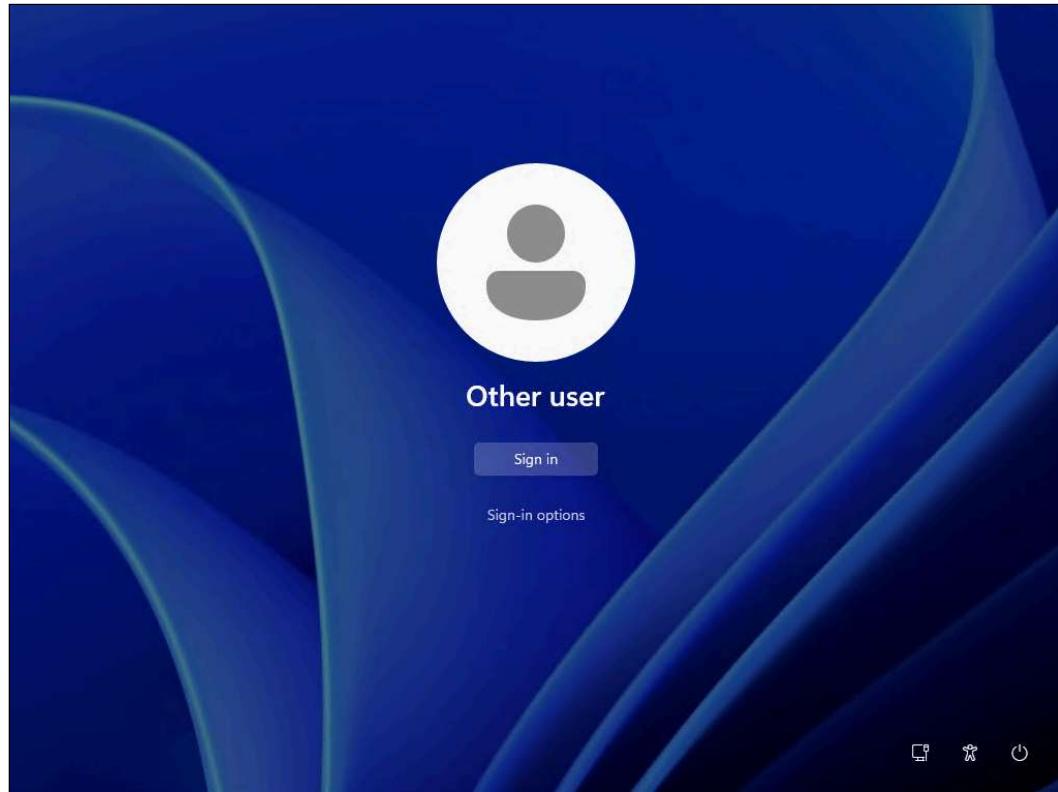
➤ [Click to expand] Detailed guide how to setup Windows Hello for Business (WHfB)

ⓘ Original guide: [kb.epam.com: # How to setup Windows Hello for Business \(WHfB\)](https://kb.epam.com/#How to setup Windows Hello for Business (WHfB))

To register for Windows Hello for Business, use one of the four horizontal tabs below:

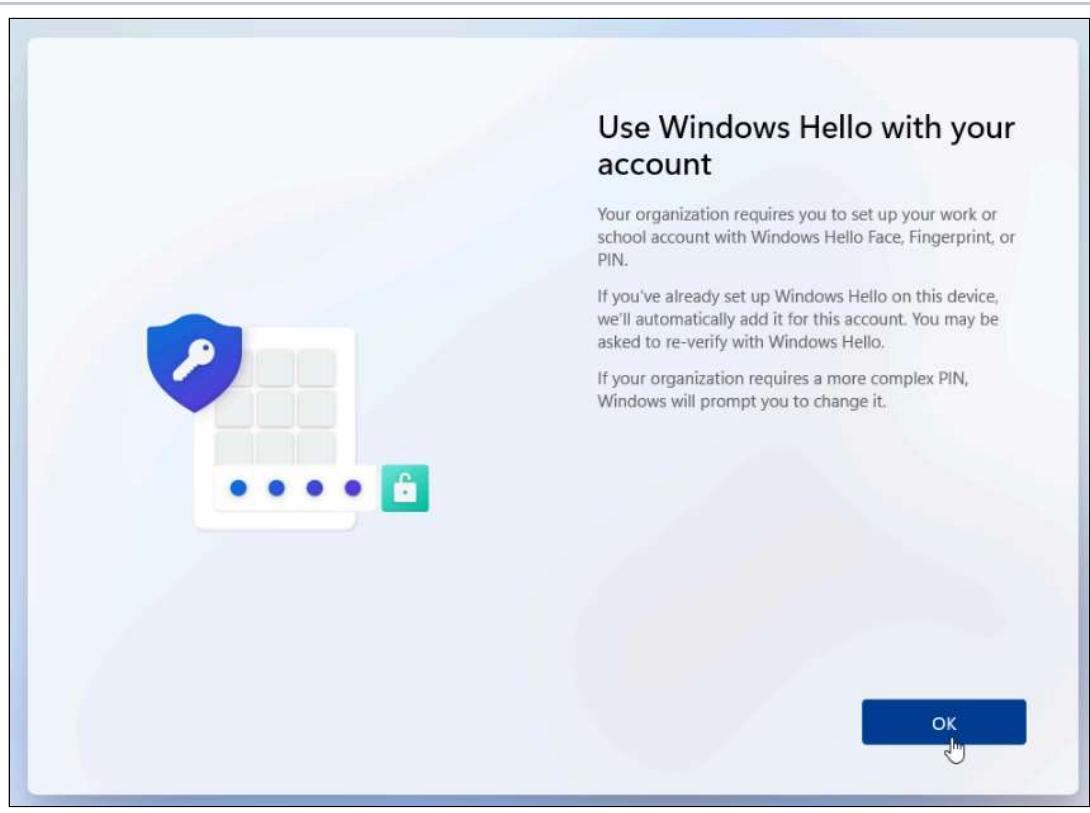
Setup PIN during Autopilot    Manual setup of PIN    Face recognition set-up    Fingerprint recog

1. After completing the **Account Setup** step during **Autopilot**, click **Sign in** (Picture 1) on the initial sign-in page and pass Authentication.



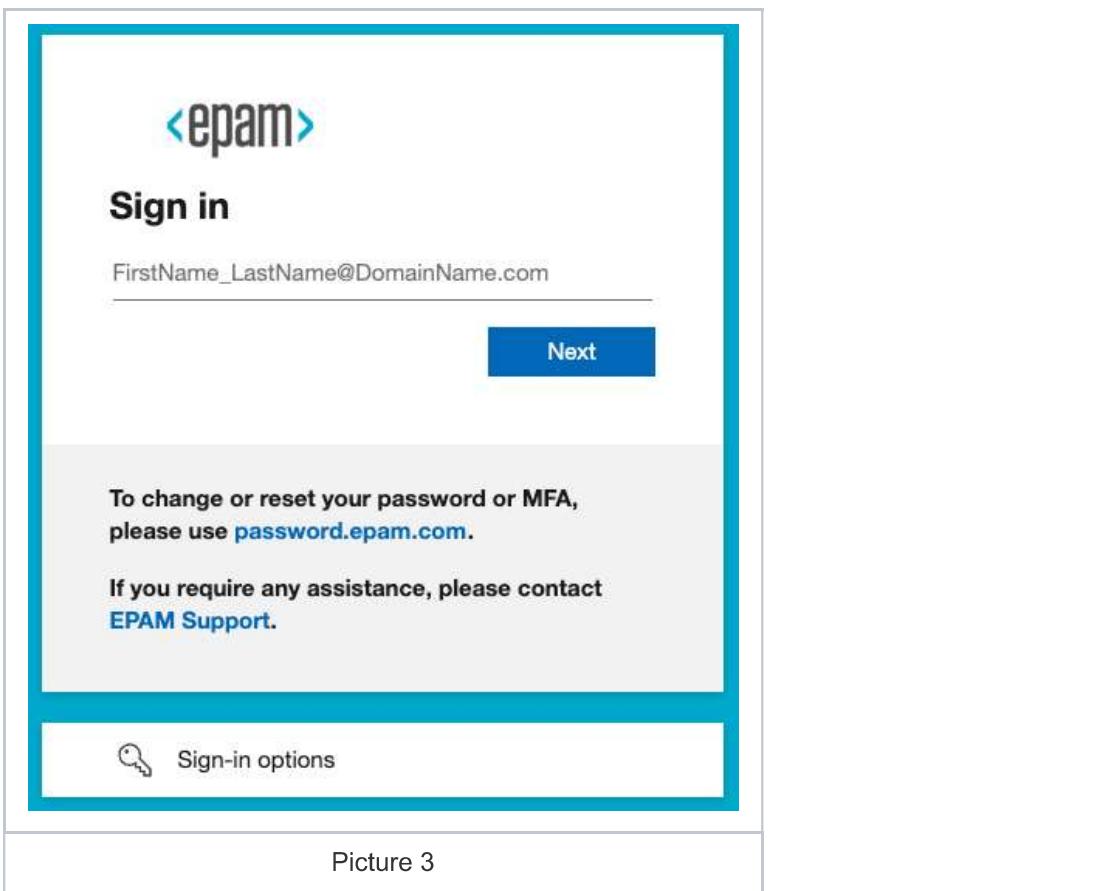
Picture 1

2. The **Use Windows Hello with your account** window appears to set up your account with a Windows Hello PIN. To continue, click **OK** (Picture 2).



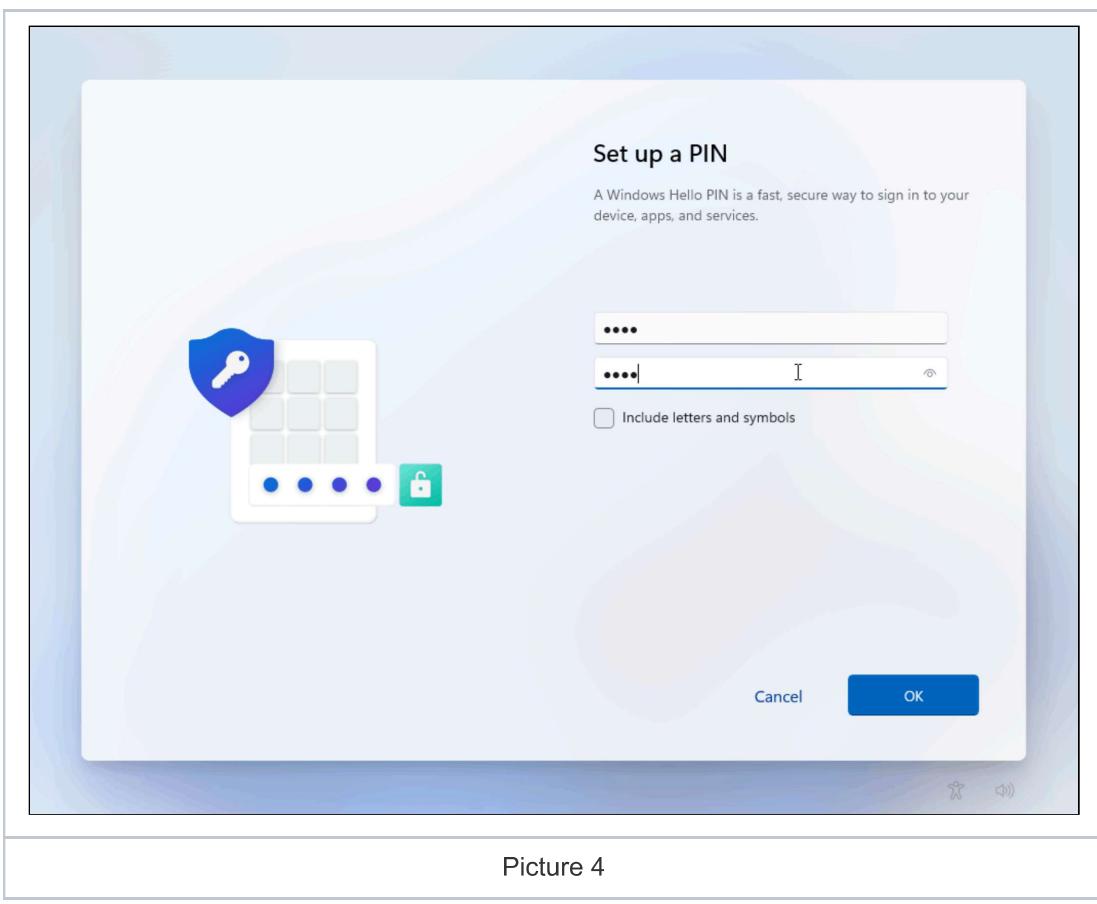
Picture 2

3. Authenticate with your EPAM account (Picture 3).



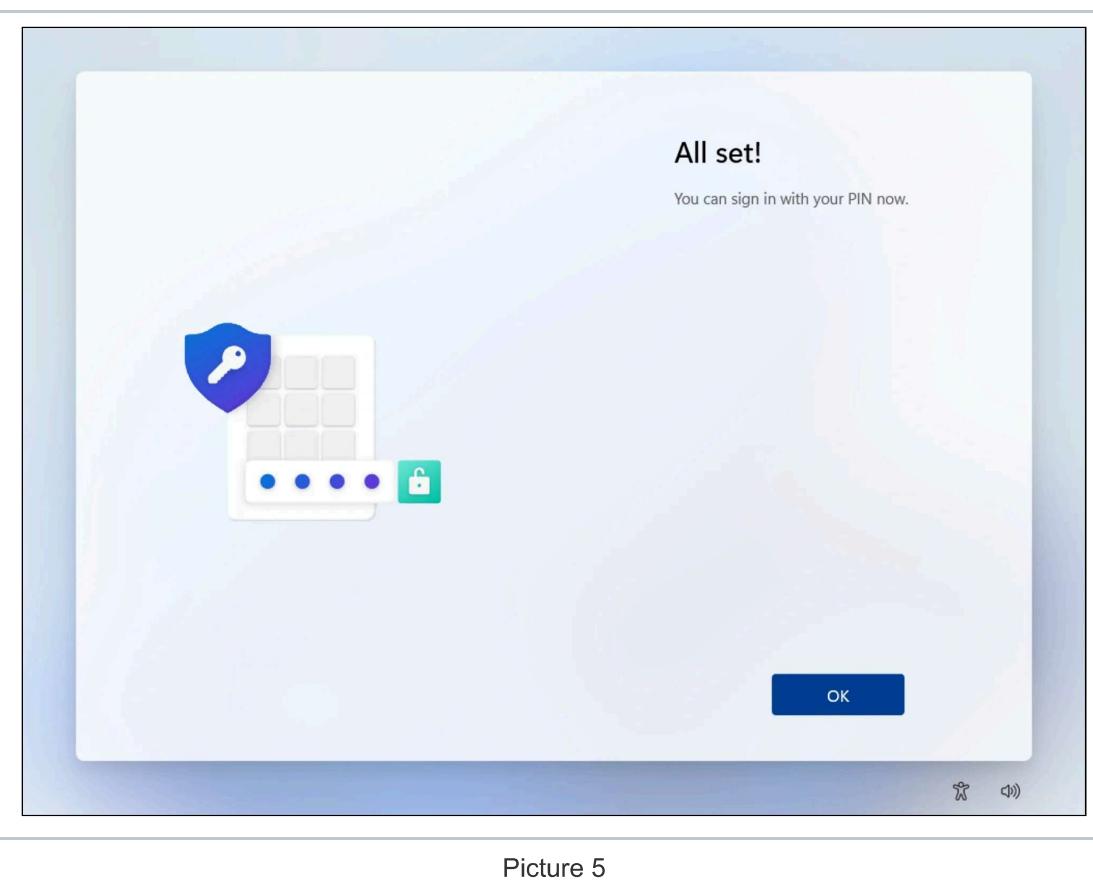
Picture 3

4. In the **Set up a PIN** window (Picture 4), enter and confirm a PIN and then click **OK**.



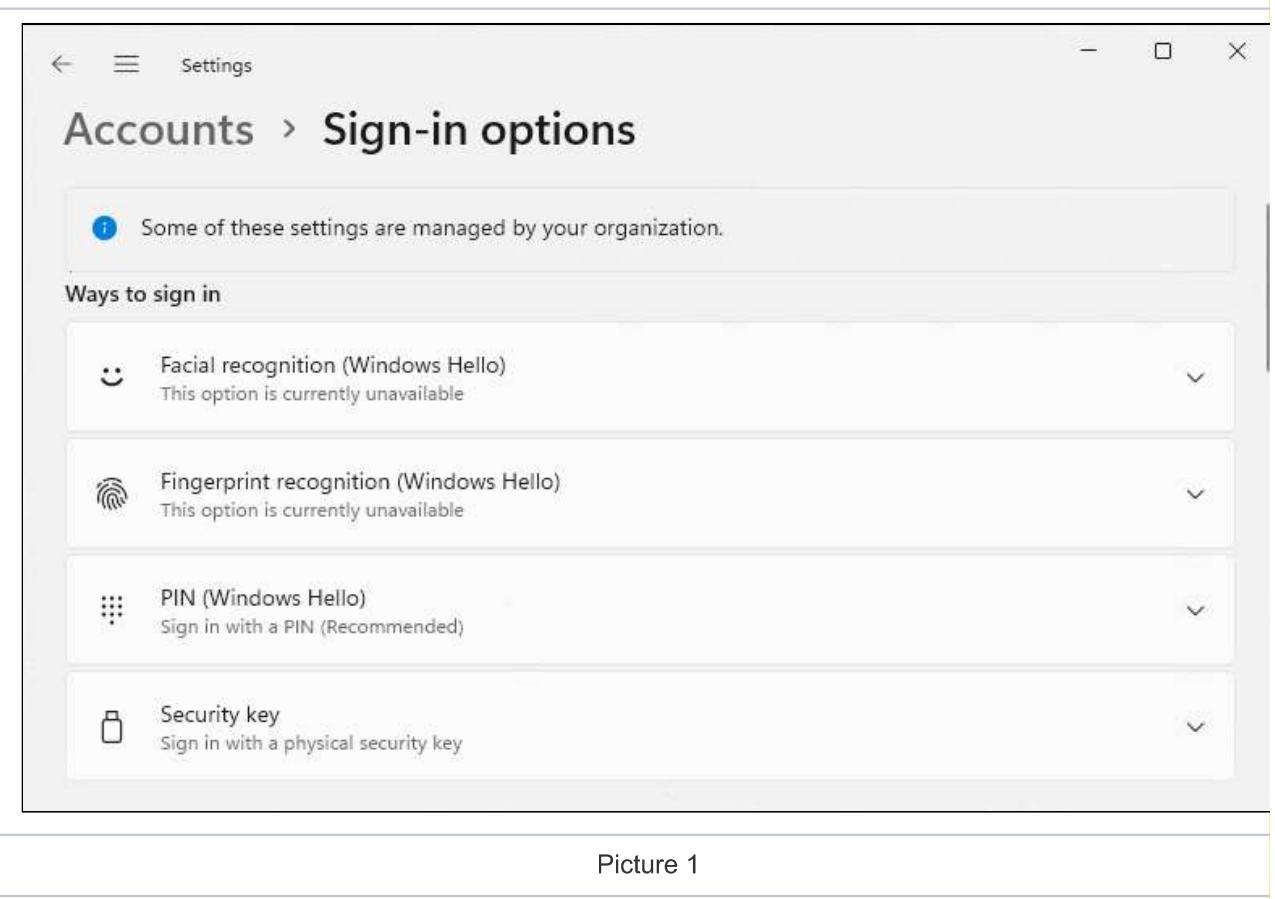
Picture 4

5. Once the PIN is successfully created, in the **All set!** window (Picture 5) appeared, click **Ok**.



Picture 5

1. Windows Hello PIN can be configured either during the Windows Hello enrollment process or afterward by going to **Settings > Accounts > Sign-in options > PIN** (Picture 1).



Picture 1

2. Click **Set up** (Picture 2) near the **Use a PIN to sign in to Windows, apps, and services**.

## Accounts > Sign-in options

Ways to sign in

- Facial recognition (Windows Hello)  
This option is currently unavailable
- Fingerprint recognition (Windows Hello)  
This option is currently unavailable
- PIN (Windows Hello)  
Sign in with a PIN (Recommended)  

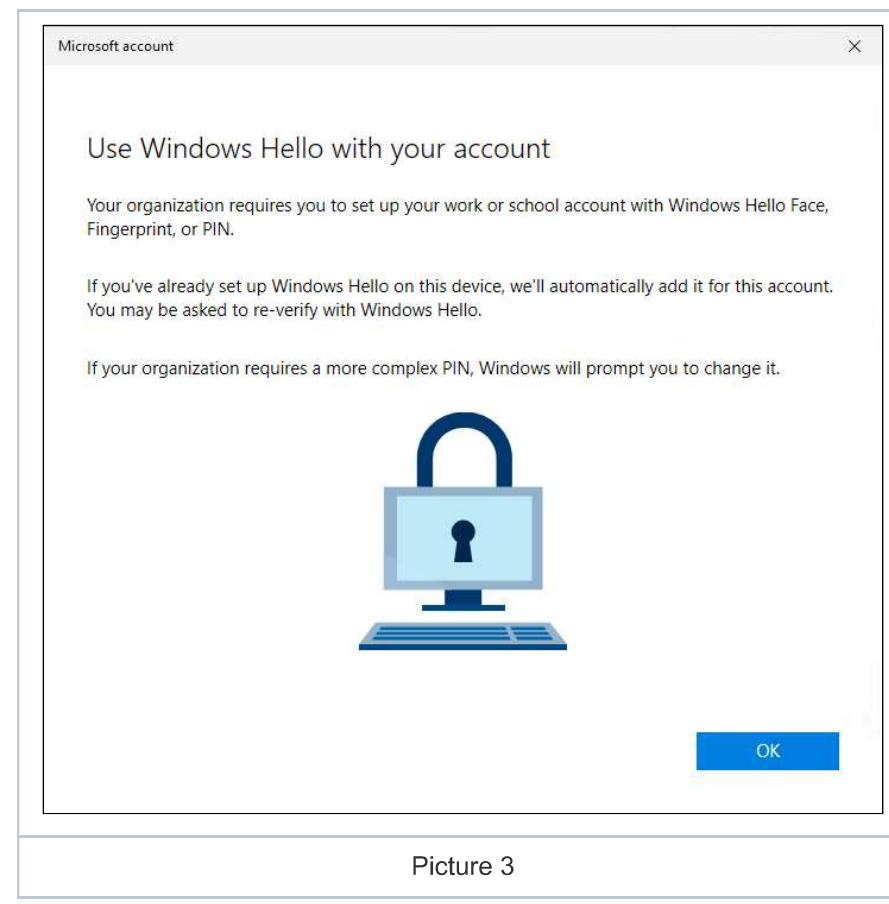

Use a PIN to sign in to Windows, apps, and services Set up

Related links

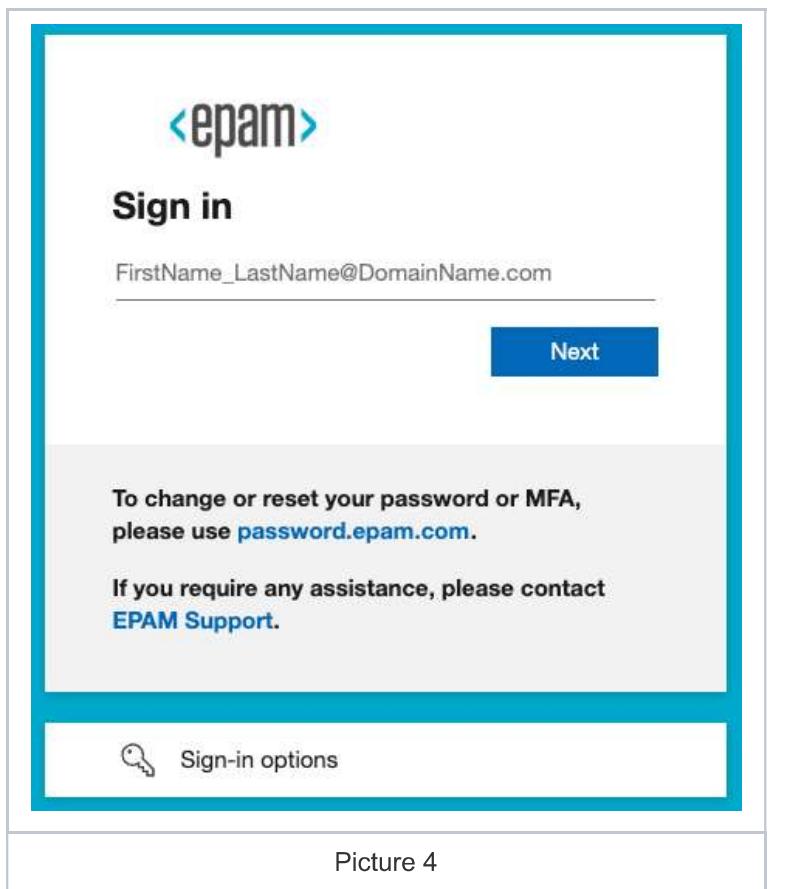
- Security key  
Sign in with a physical security key

Picture 2

3. The **Use Windows Hello with your account** window appears (Picture 3) to set up your account with a Windows Hello PIN. To continue, click **OK**.

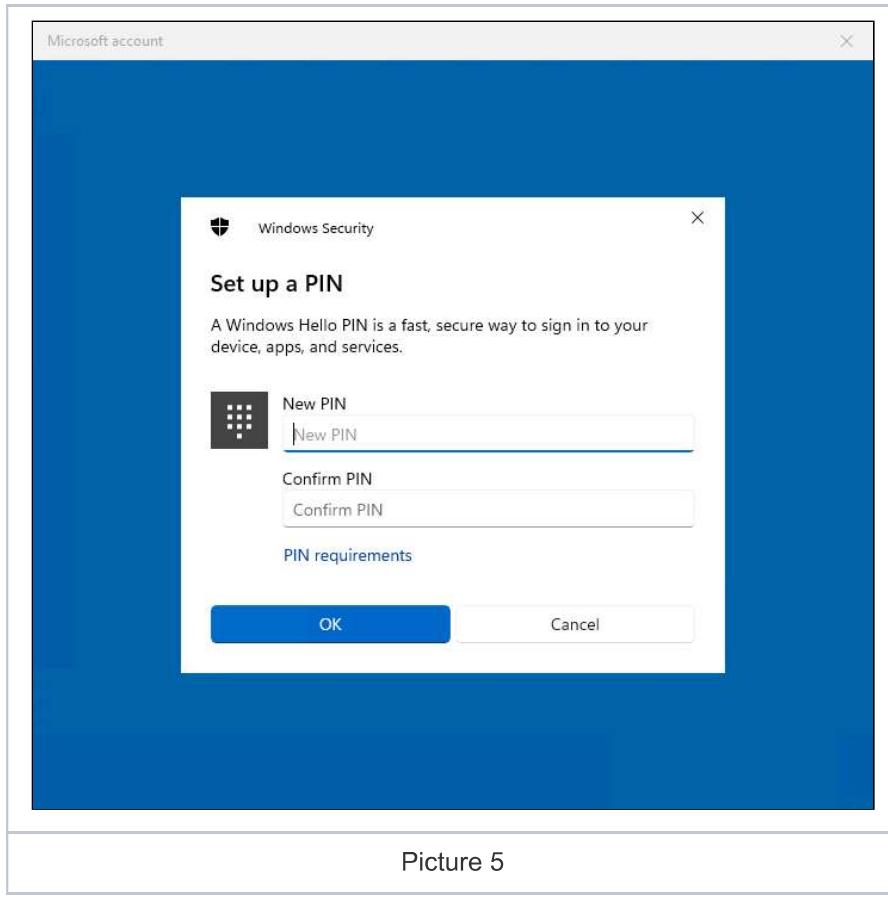


4. Authenticate with your EPAM account (Picture 4).



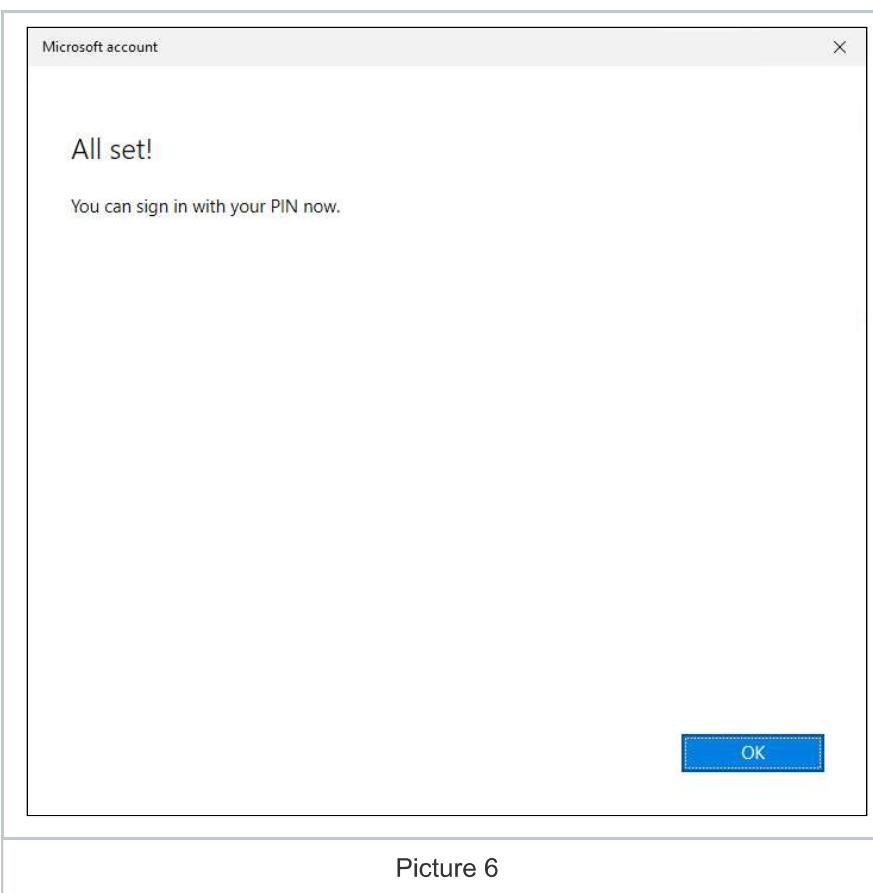
Picture 4

5. In the **Set up a PIN** window (Picture 5), enter and confirm a PIN and then click **OK**.



Picture 5

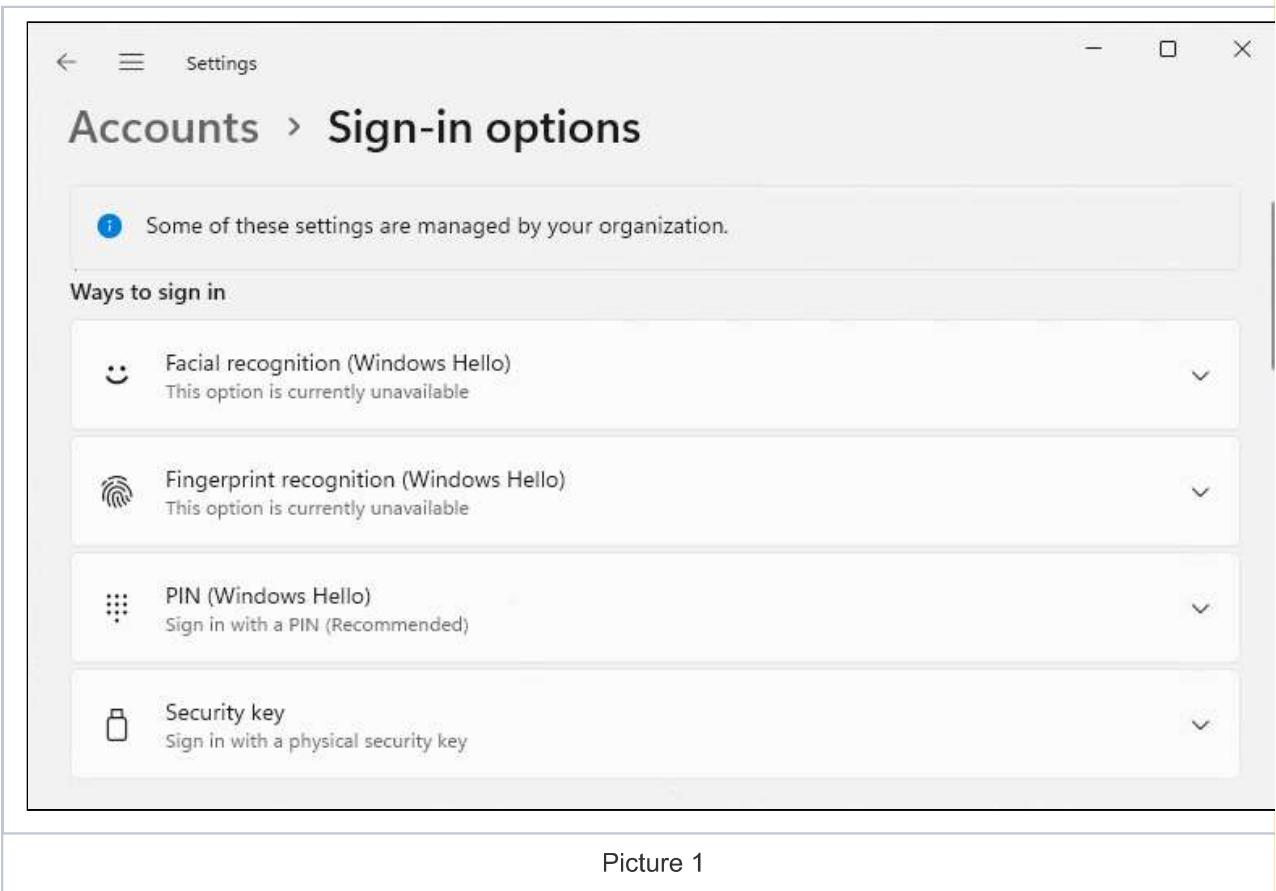
6. Once the PIN is successfully created, in the **All set!** window appeared (Picture 6), click **Ok**.



Picture 6

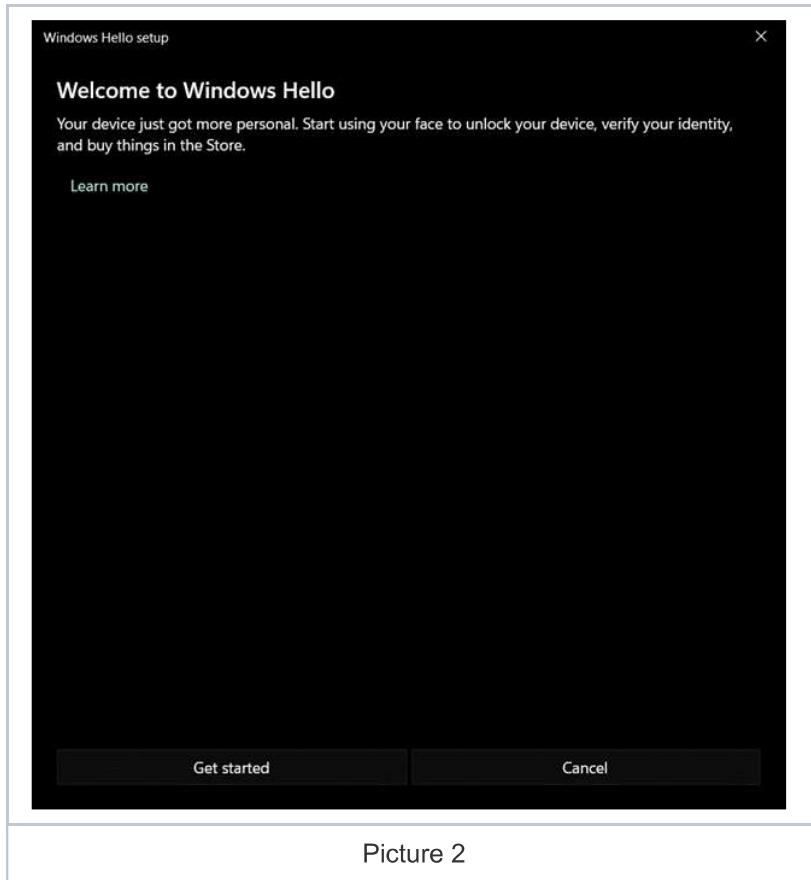
For more details on Windows Hello facial recognition and how the infrared camera helps prevent spoofing, visit the link [Windows Hello face authentication](#).

1. Facial recognition can be configured either during the Windows Hello enrollment process or afterward by going to **Settings > Accounts > Sign-in options > Facial recognition** (Picture 1).



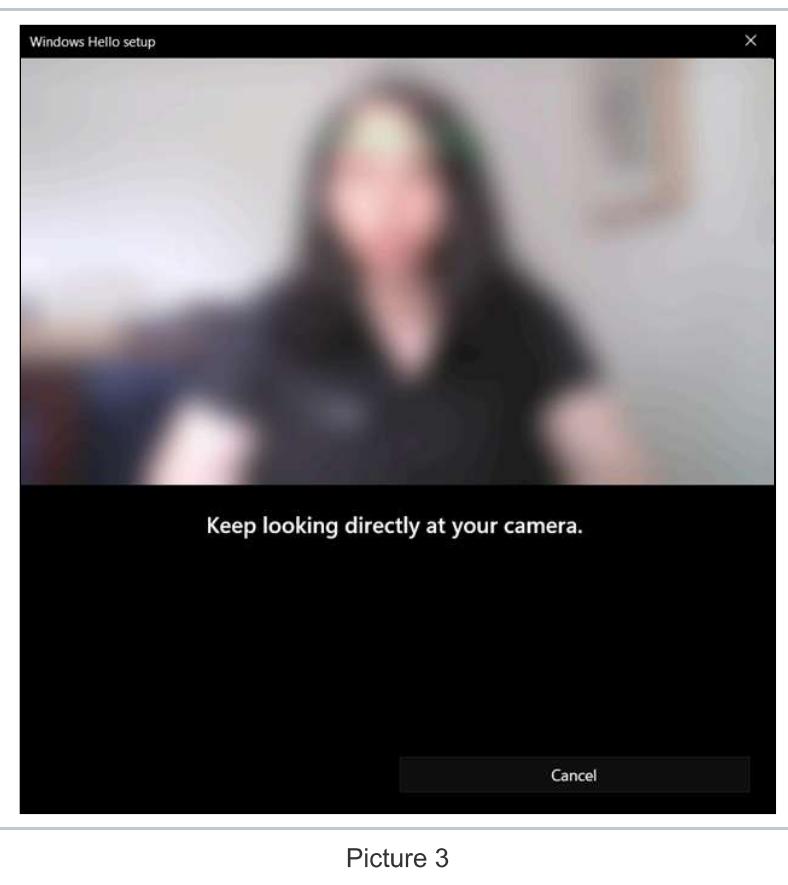
Picture 1

2. Choose Get started (Picture 2) to begin the facial recognition process.



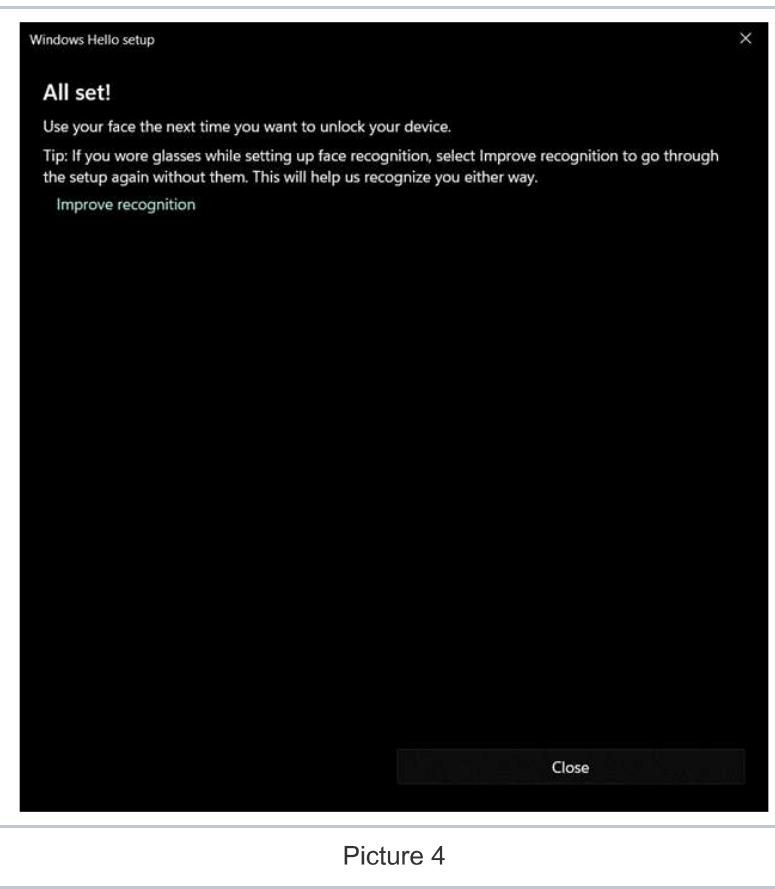
3. The user will be prompted to position their face in the center of the camera frame (Picture 3).

- ⓘ A square will frame the user's face, and they should maintain eye contact with the camera throughout the process. As Windows captures and analyzes the user's facial features, the square will turn green around the edges.



Picture 3

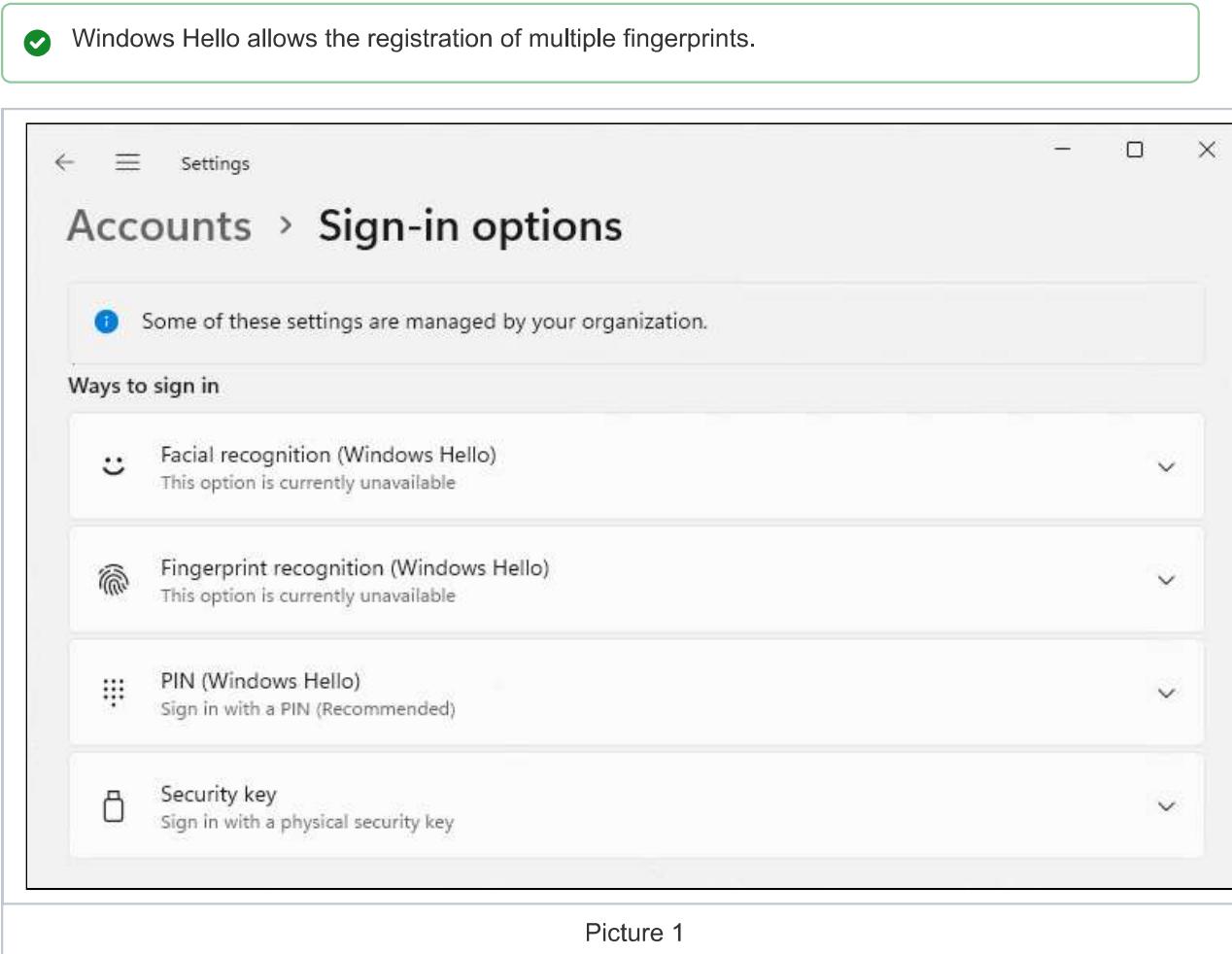
4. After the initial facial scan is complete, the user will be prompted to enhance the recognition accuracy by taking an additional photo, with or without glasses if they wear them.
5. Click the **Close** button on the **All set!** window (Picture 4).



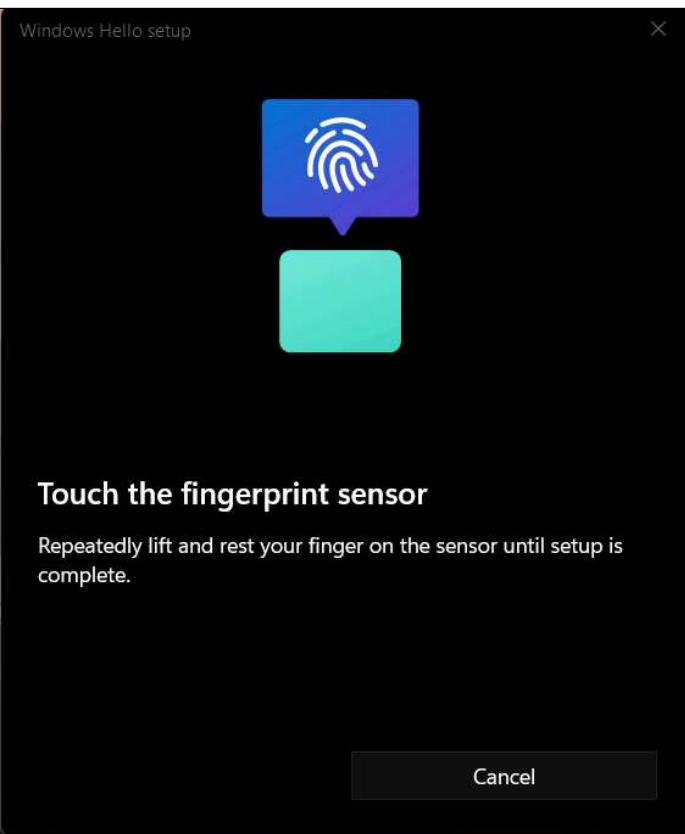
Picture 4

More and more device manufacturers are incorporating fingerprint sensors directly into keyboards. Examples of keyboard layouts that include built-in fingerprint sensors are available [here](#). For devices lacking built-in sensors, a USB fingerprint sensor can be employed with Windows Hello for Business.

1. Fingerprints can be set up either during the Windows Hello enrollment process or later by navigating to **Settings > Accounts > Sign-in options > Fingerprint recognition** (Picture 1).

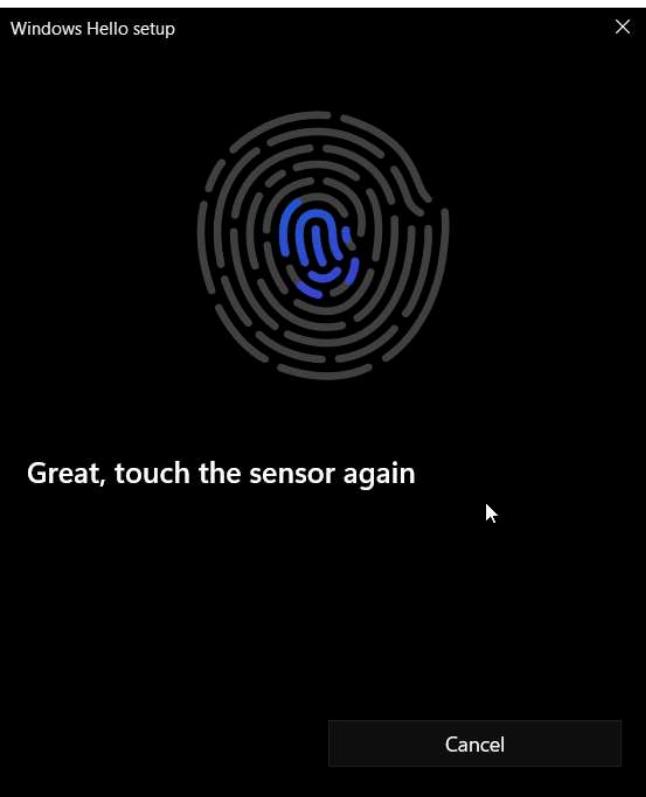


2. Begin by touching your thumb or another finger to the fingerprint sensor (Picture 2).

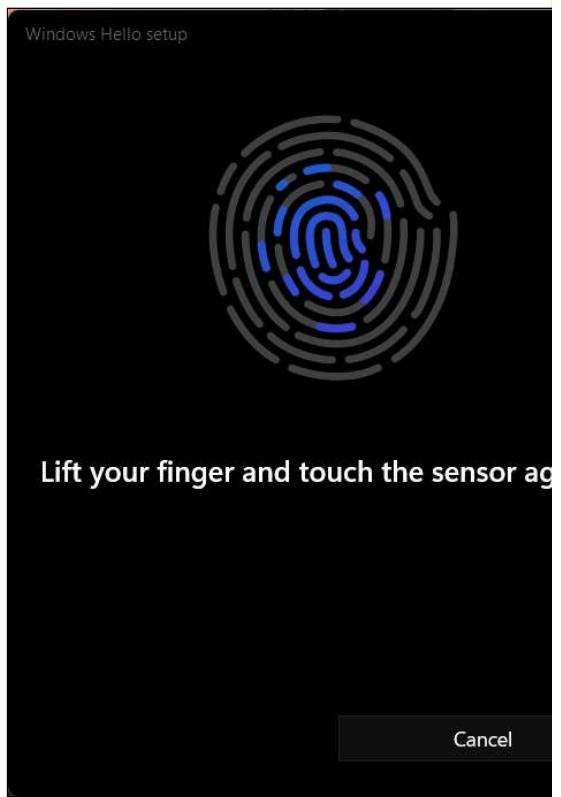


Picture 2

3. Follow the prompts to lift your finger and touch the sensor again in order to map the entire print (Picture 3).

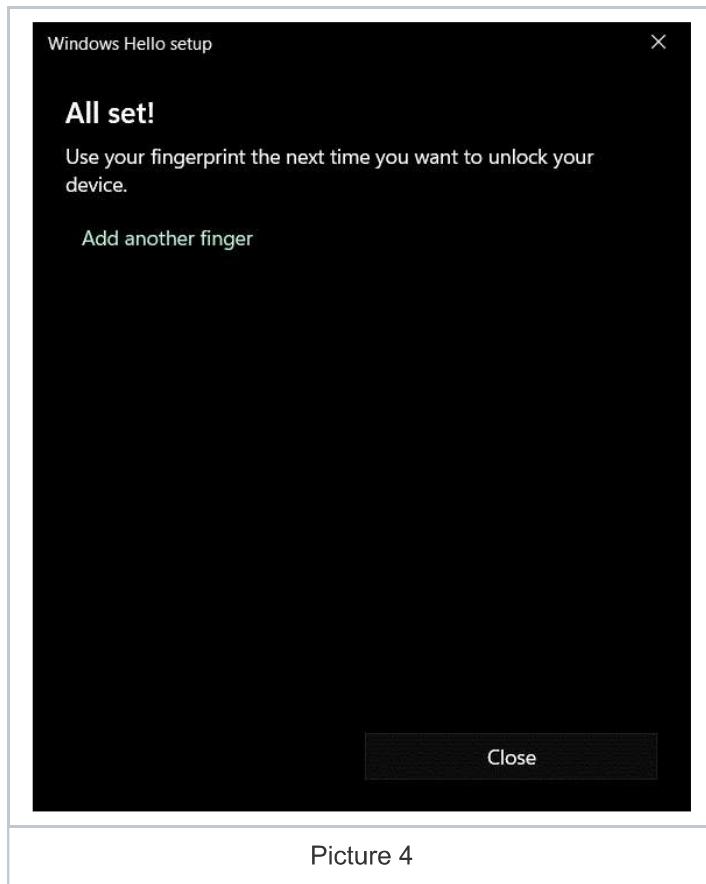


Picture 3 (a)



Picture 3 (b)

4. Windows Hello for Business Fingerprint Scan Complete. Click the **Close** button on the **All set!** window (Picture 4).



Picture 4



➤ [Click to expand] How to use Windows Hello for Business (WHfB)

(i) Original guide: [kb.epam.com: # How to use Windows Hello for Business \(WHfB\)](https://kb.epam.com/#How to use Windows Hello for Business (WHfB))

✓ Tip: You can watch a short video guide available via the link or by scanning the QR code.



<https://epa.ms/WHfB-video-EN>

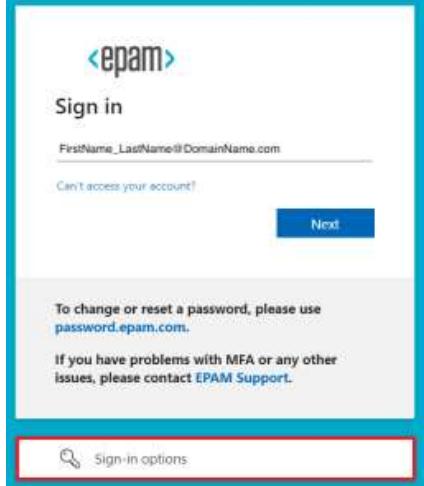
To sign in to EPAM apps and services using Windows Hello for Business:

1. Open a [supported web browser](#).
2. In the address bar, enter the URL of any EPAM or Microsoft 365 apps where you need to sign in, such as <https://outlook.office.com> or <https://telescope.epam.com>, and, to proceed with authentication, press **Enter**.



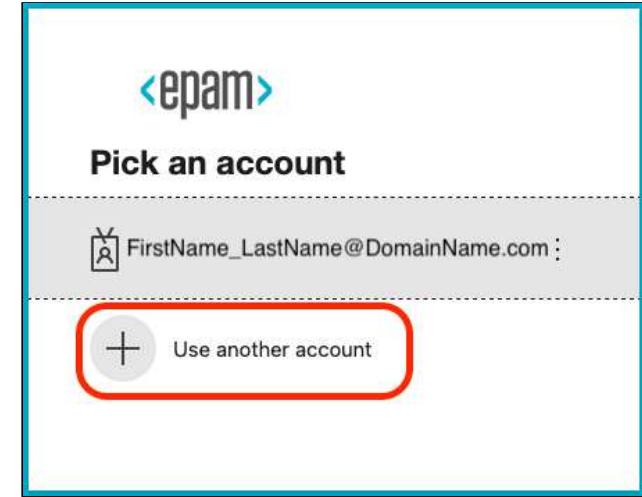
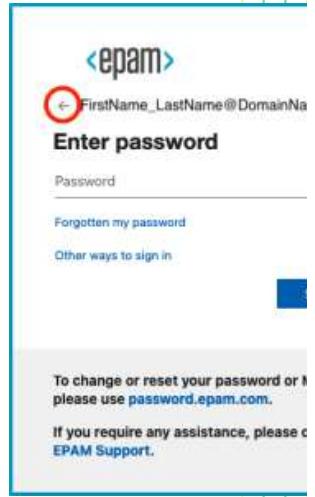
**Note:** If the system prompts you to authenticate, it means that [web browser SSO](#) did not work. Please proceed with the next step of this guide.

3. On the authentication page, **don't enter your account**, select **Sign-in options** (Picture 1) and choose **Face, Fingerprint, PIN, or Security Key** (Picture 2).

 Picture 1	 Picture 2
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**⚠ ➤ [Click to expand] If you don't see the Sign-in options.**

If you don't see the Sign-in options, and the system asks you to **Pick an account** (Picture A) or **Enter password** (Picture B), click **Use another account** and the Sign-in options appear.

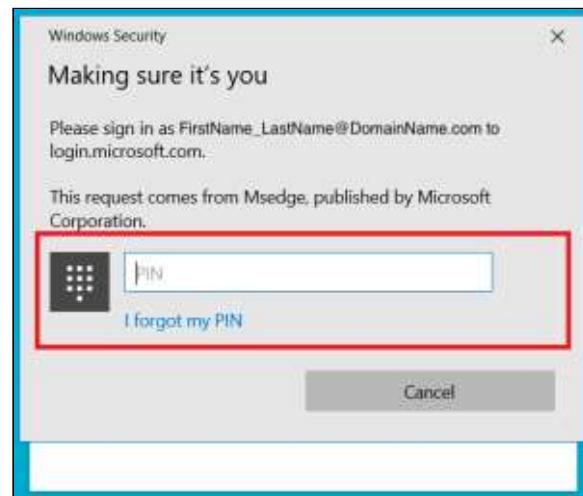
 Picture A	 Picture B
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4. In the **Making sure it's you** window:

**Tip:** On the tabs, different authentication methods are described based on the method used to sign in to your workstation.

 Using PIN     Using Face ID     Using Fingerprint

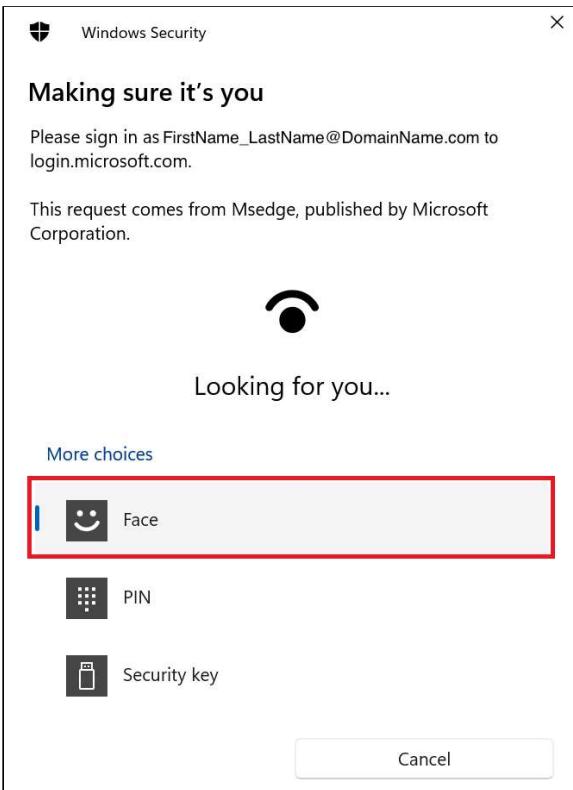
Enter the PIN configured for Windows Hello for Business (Picture 3).



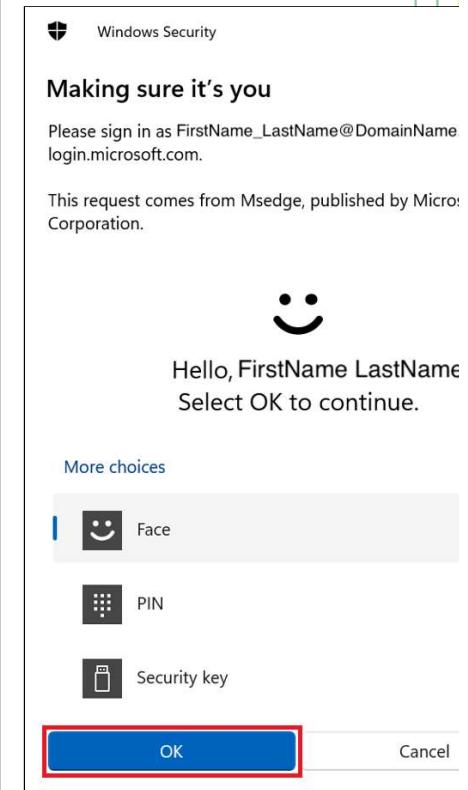
Picture 3

⚠️ Windows Hello face authentication works only with compatible webcams (near IR sensor).

Align your face with the camera (Picture 3); to proceed after recognition, click **OK** (Picture 4).



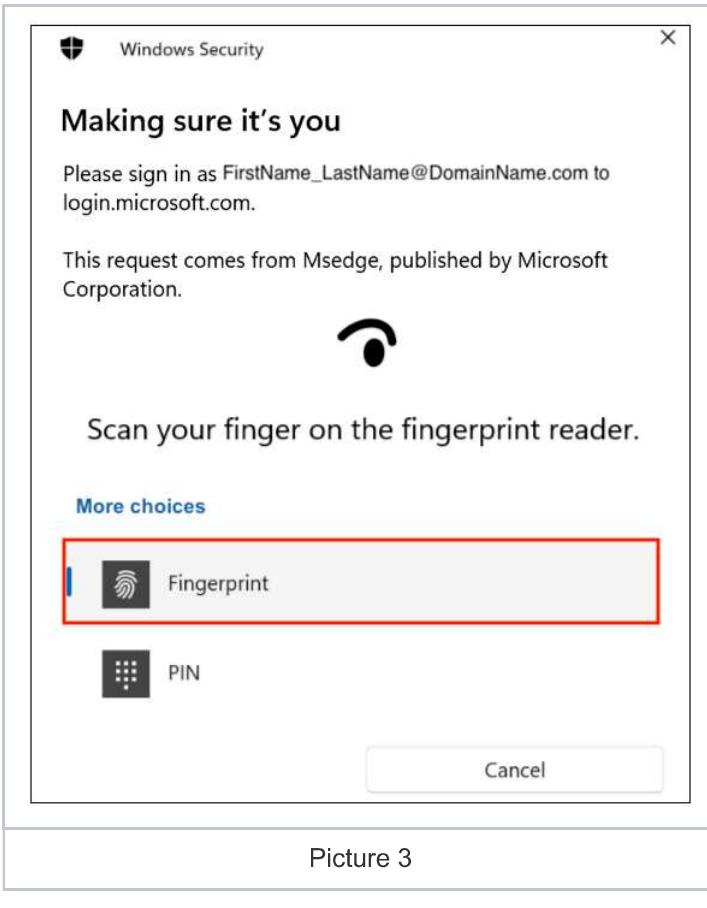
Picture 3



Picture 4

⚠️ Windows Hello Fingerprint authentication works only with compatible fingerprint scanners and devices that support biometric authentication.

Place your finger on the scanner (Picture 3); to proceed after recognition, click **OK**.



Picture 3

You are now signed in without using a password.

For a short time after the enrollment procedure completion, the **Company Portal** application will be installed. You can use it to install available applications.

Company Portal

epam

Featured apps [Show all](#)

- GlobalProtect** Installed
- Office 365 Apps** Microsoft

Newest apps [Show all](#)

- OPSWAT Client** OPSWAT, Inc.
- Company Portal** Microsoft Corporation
- Configuration Manager Client** Microsoft
- GlobalProtect** Installed
- Office 365 Apps** Microsoft
- Teams** Microsoft Corporation
- Sentin** Sentine

 In case the Company Portal application is unavailable after the specified time, you can install it from [MS Store](#).

 No one has confirmed reading this

[autopilot](#) [kb\\_article\\_workflow](#)

## 8 Comments



[Adam Gesztesy](#)

Thanks for this guide, works perfectly.

Some more comments to it:

- "activate windows" came up next morning at home. I needed to connect to EPAM VPN, go to Activation Setting and all was set automatically. Maybe the initially used network connections are not having line of sight to the activation server? This could throw some non-IT users off.
- Global protect is preinstalled in the base image, but the Software Center has a significantly newer version. It could auto-download and auto-upgrade once the device is checked in.
- Office Apps could auto-download via Intune, saves the hassle of pulling it yourself.
- The Acrobat Reader in Software Center makes the client uncompliant with OPSWAT (needs a refresh). Seems a process gap between Workplace and IT Sec 😊
- The official EPAM software profile seems to be disconnected from Intune - would be nice to add this in (so that sw-developers would get VS, DMs would get Visio, etc. automatically)
- Thanks for including Jabra Connect in the Software Center! Saves a download search. Maybe add the Logitech Unifying Software as well?
- In general it would help if the IT team would develop a "backup and restore" utility that would migrate over Desktop, My Documents, Downloads etc from the old machine when switching laptops. This could be a best-effort thing that saves users' life and runs at their own risk. You can backup into a hidden directory with the old machine, and restore from the same with the new, then clean-up the share (or the same with OneDrive for the sake of a modern approach). I've switched laptops and now I need to do this myself, which is OK for me, maybe too complex for some, but it certainly costs time.

All in all, very pleased with the AutoPilot enrolling experience, thanks colleagues!



[Petro Golovnia](#)

I had terrible enrollment experience today:

- the whole process took more than 1h from a 3d attempt using EPAM network! Total time wasted ~2h.
- basic office apps like teams, word, excel, powerpoint are not installed - I had to download them after Windows let me in.
- windows hello/fingerprint/pin demands MS Authenticator and I have no idea how I can set it having DUO active already..



[Petro Golovnia](#)

Otro problema: no pude conectar un monitor externo. Después de registrarme, el controlador de vídeo parecía ser "Standard Microsoft". Tuve que buscar el controlador adecuado en la página de soporte de HP e instalarlo yo mismo.



[Sergii Moroz1](#)

Sería bueno mencionar que se debe visitar la configuración y buscar actualizaciones manualmente. Además, se debe resaltar si usar PIN es la única opción o si también se permite la huella digital



### Evgeniy Voronyuk

No sé si es el lugar correcto para preguntar, pero a veces, al reiniciar o incluso durante el trabajo, el Explorador de Windows se reinicia y fija el Portal de la empresa a la barra de tareas, también lo agrega al menú de inicio e incluso reorganiza los mosaicos allí (no puedo eliminar el Portal de la empresa del menú de inicio en absoluto). ¿Podemos modificar eso?



### Boris Zubanov

Mala experiencia. No logré reinstalar Win11 ayer en casa; siempre fallaba en la etapa de "Aplicaciones", la primera vez en "3 de 5", la segunda en "2 de 4", ni "intentar de nuevo" ni "reiniciar" ayudaron. Y tarda muchísimo en completar cada etapa; logré reintentarlo solo dos veces y me tomó 5 horas. Si mis 100 Mbps de internet son "lentos" a pesar de todo eso, entonces no lo sé... Aun así, de repente logró avanzar hoy desde la oficina, así que, por desgracia, tengo un sistema operativo nuevo en mi portátil. Pero ahora, desde hace medio día, me da vueltas con "Descargando..." MS Office con el Portal Corporativo. Tonterías



### Valeri Mandev

Cuando el entorno OOB se inicia con una imagen obsoleta de un dispositivo que se acaba de desempaquetar (recibido tal cual del almacén del proveedor), el proceso se corrompe al inscribir desde la oficina. El dispositivo se conecta automáticamente a la red preferida predeterminada EPAM802.1x en lugar de EPAMBYOD, y cuando se ingresan las credenciales del usuario, la configuración se bloquea en un bucle



### Valeri Mandev

En caso de que tenga un dispositivo Windows listo para usar, debe asegurarse de que la versión mínima para el inicio de sesión web sea la del 12 de noviembre de 2024: KB5046617 (compilación del sistema operativo 26100.2314). Si la versión es anterior, como en nuestro caso para BG - 26100.1301, el inicio de sesión web no funcionará y la reinstalación manual a través de USB es obligatoria. Espero que esta información le ayude a elegir qué dispositivos restaurar y cuáles se pueden entregar a los usuarios tal cual, sin reinstalar el sistema operativo. Además, es aconsejable ponerse en contacto con el equipo de adquisiciones para asegurarse de que nuestros proveedores nos suministren dispositivos con una nueva compilación del sistema operativo en lugar de enviarnos el montón de dispositivos polvorrientos, que no se vendieron durante bastante tiempo