How to configure Windows AutoPilot with White Glove deployment

Some time ago I wrote a blog about “[How to setup Windows AutoPilot and add existing devices the quickest way](https://www.robinhobo.com/how-to-setup-windows-autopilot-and-add-existing-devices-the-quickest-way/)”. At that time, White Glove did not exist yet. And it’s great to know how to setup Windows AutoPilot and add existing devices the fastest way, but how to get endusers to work on a new device the fastest way?

**What is White Glove?**

That’s where White Glove comes into play. White Glove is a feature that enables pre-enrollment staging. All device based policies, including certificates, applications and settings will be pre-installed on the device. This will result that the user enrollment on the device goes much faster! The White Glove staging can be performed by OEM’s, IT Partner, or your own IT department (I show you in a minute). But before you start with White Glove, make sure you know the following requirements;

* Windows 10, build 1903 must be installed on the device;
* It must be a physical device that support TPM 2.0 (no virtual machines this time);
* The devices must be connected via a Ethernet connection (Wi-Fi not supported)
* And off course an Intune subscription and a Azure AD P1 or P2 license

**In this blog**

I assume you have already configured Windows AutoPilot in your environment like described it [this](https://www.robinhobo.com/how-to-setup-windows-autopilot-and-add-existing-devices-the-quickest-way/) blog, so I will not cover those steps. But what I will cover is the following;

* Edit your current Windows AutoPilot profile to enable it for White Glove
* How to stage a device with White Glove
* The end-user experience

**Enable White Glove in your Windows AutoPilot profile**

To enable White Glove in your Windows AutoPilot profile, navigate within the Azure Portal to; **Intune > Device Enrollment > Windows Enrollment > Deployment Profiles**and open your AutoPilot profile.

[A screenshot of a computer

Description automatically generated with medium confidence](https://www.robinhobo.com/wp-content/uploads/2019/10/How-to-configure-Windows-AutoPilot-with-White-Glove-deployment-001.png)

Open the properties of the AutoPilot profile and make sure you set **Allow White Glove OOBE** to **Yes**

That’s all you have to do on the backend.

**How to stage a device with White Glove**

Lets stage a device with Windows AutoPilot White Glove. As I mentioned before, only physical devices are supported, so I cannot use a virtual machine. Therefor I need to make photos instead of screenshots for this blog. I hope they have become clear enough.

[A computer on a table

Description automatically generated with medium confidence](https://www.robinhobo.com/wp-content/uploads/2019/10/How-to-configure-Windows-AutoPilot-with-White-Glove-deployment-002.jpg)

For this blog I will use a Microsoft Surface 4 Pro device connected with a Ethernet adapter.

[A hand holding a keyboard

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Turn on the device, and once you see the first blue OOBE screen (probably language selection), press the Windows button five times.

[A computer screen with a blue background

Description automatically generated with low confidence](https://www.robinhobo.com/wp-content/uploads/2019/10/How-to-configure-Windows-AutoPilot-with-White-Glove-deployment-004.jpg)

This will activate another screen. Select the **Windows AutoPilot provisioning** option and click **Continue**.

[Qr code

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The device will check the Windows Autopilot service for the configuration. If everything is correct click the **Provision** button.

[A computer screen with a blue background

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The device will now be configured with the first two phases of the AutoPilot enrollment, including the installation of device based application installations (for example the Microsoft Office 365 installation).

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Once the pre-staging is finished a green screen will appear if everything is ok, or a red screen if there were some errors. In this case everything was fine, so on the green screen, click **Reseal**. Once the reseal is completed the device will be turned off and is ready to ship to the end user.

The end-user experience, lets test the results

Lets test the results by power the device back on and login with a user account.

[A computer screen with a blue background

Description automatically generated with low confidence](https://www.robinhobo.com/wp-content/uploads/2019/10/How-to-configure-Windows-AutoPilot-with-White-Glove-deployment-008.jpg)

Select your language and click **Yes**

[A computer screen with a blue background

Description automatically generated with low confidence](https://www.robinhobo.com/wp-content/uploads/2019/10/How-to-configure-Windows-AutoPilot-with-White-Glove-deployment-009.jpg)

Select your region and click **Yes**

[A computer screen with a blue background

Description automatically generated with low confidence](https://www.robinhobo.com/wp-content/uploads/2019/10/How-to-configure-Windows-AutoPilot-with-White-Glove-deployment-010.jpg)

Select your keyboard layout and click **Yes**

[A computer screen with a blue background

Description automatically generated with medium confidence](https://www.robinhobo.com/wp-content/uploads/2019/10/How-to-configure-Windows-AutoPilot-with-White-Glove-deployment-011.jpg)

Click the **Skip** button

[A computer screen with a blue background

Description automatically generated with low confidence](https://www.robinhobo.com/wp-content/uploads/2019/10/How-to-configure-Windows-AutoPilot-with-White-Glove-deployment-012.jpg)

On the Welcome screen, login with your user credentials and click **Next**

[A blue screen with white text

Description automatically generated with low confidence](https://www.robinhobo.com/wp-content/uploads/2019/10/How-to-configure-Windows-AutoPilot-with-White-Glove-deployment-013.jpg)

As you can see, **Device preparation**and **Device setup** are already completed at the first moment this screen appears, this saves the end user a lot of time.

[A picture containing text, open, computer, solar cell

Description automatically generated](https://www.robinhobo.com/wp-content/uploads/2019/10/How-to-configure-Windows-AutoPilot-with-White-Glove-deployment-014.jpg)

After a few moments, the desktop with all de applications installed on it is presented.