

Reset a Windows Device

Prepare Device for Reprovisioning

Navigate to the Intune Admin Portal <https://intune.microsoft.com/> > Devices > All Devices and select the device.

Select **Autopilot Reset** and then confirm.

The screenshot shows the Microsoft Intune Admin Portal interface. At the top, there is a breadcrumb trail: Home > Devices | All devices > ORNG-V0209. Below this, a search bar and a row of action buttons are visible: Retire, Wipe, Delete, Remote lock, Sync, Reset passcode, Restart, Collect diagnostics, Fresh Start, Autopilot Reset (highlighted with an orange box), and Quick scan. A modal dialog box titled 'Autopilot Reset - ORNG-V0209' is open in the center. The dialog contains the following text: 'Windows Autopilot Reset quickly removes personal files, apps, and settings. It resets devices running Windows 10 and later from the lock screen, and applies original management settings from Microsoft Entra ID and Intune device management. This returns the device to a fully configured or known-IT-approved state. (If an enrollment status page wasn't configured for this device during initial device enrollment, the device will go straight to the desktop after sign-in. It might take up to eight hours to sync and appear compliant in Intune.)' Below the text are two buttons: 'Yes' (highlighted with an orange arrow) and 'No'. The dialog also displays device details: Serial number, Phone number, and Device manufacturer: ASUSTeK COMPUTER INC. On the right side of the screen, a list of device attributes is visible: Primary user, Enrolled by, Compliance, Operating sy, Device mode, Last check-in, and Remote assis.

This will return the device an IT approved state and make it ready for a new user.

Prepare Device for Deprovisioning

To factory reset the device, navigate to the Intune Admin Portal <https://intune.microsoft.com/> > Devices > All Devices and select the device.

Click **Wipe** and confirm.

Overview

Manage

Properties

Monitor

Hardware

Discovered apps

Device compliance

Device configuration

App configuration

Local admin password

Recovery keys

Are you sure you want to wipe ORNG-V0209

Factory reset returns the device to its default settings. This removes all personal and company data and settings from this device. You can choose whether to keep the device enrolled and the user account associated with this device. You cannot revert this action. Are you sure you want to reset this device?

Wipe device, but keep enrollment state and associated user account

Wipe device, and continue to wipe even if device loses power. If you select this option, please be aware that it might prevent some devices running Windows 10 and later from starting up again.

Wipe Cancel

Device manufacturer : ASUSTeK COMPUTER INC.

Device actions status

Action	Status	Date/Time
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Primary user
Enrolled by
Compliance
Operating system
Device model
Last check-in time
Remote assistance

This will return the device the factory state and make it ready for disposal.

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