

Smarter technology for all

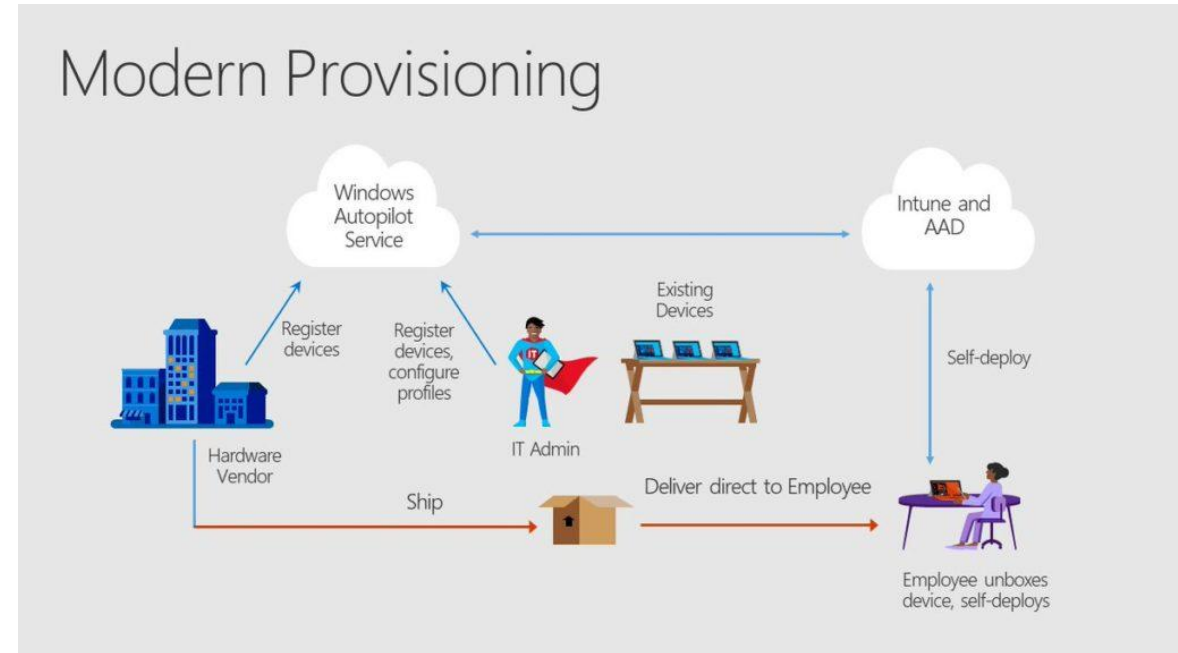
ONBOARDING: Microsoft Autopilot

[EXTERNAL]

Revised: August 14th, 2025

Overview

- Autopilot is a Modern-IT offering **developed and managed** by Microsoft.
- Lenovo provides a value-added service to register Lenovo devices for Autopilot, **on our customer's behalf**.
- Autopilot registration can be done on WIN OS compliant devices at the point of manufacture **or** after shipment.
- The Autopilot Registration service is purchased for each device.



Onboarding Scope

Who this document is for:

- You are requesting Lenovo to register your devices with Microsoft for use with Autopilot
- AND**
- This is the first time you are undertaking the Autopilot Onboarding process with Lenovo.

Who this document is NOT for:

- You have previously completed the Autopilot Onboarding process with Lenovo and made Lenovo your registration delegate with Microsoft.
- You are a Microsoft CSP (Cloud Service Provider) and are using PKIDs to register your customer's devices.

Guidelines

The Lenovo's Autopilot Registration Service is/can/does:

- An easy way for customers to have their Lenovo devices registered with Microsoft on their behalf.
- Requires **the customer** to Authorize Lenovo to register on their behalf.

The Lenovo's Autopilot Registration Service is not/cannot/does not:

- Lenovo **cannot register** customer devices without pre-authorization completed by the customer on the Microsoft Admin Center.
- Lenovo **cannot register** devices without Tenant ID, Domain Name and Group Tag (optional) as **provided by the customer**.
- After Lenovo registered customer devices are visible in the customer's Intune Portal, the registration is complete. Lenovo **does not** provide Microsoft InTune or Entra (f.k.a. Azure Active Directory) support as a part of this registration service.
- Lenovo **never** connects to a customer device or network to complete the Autopilot registration.

Lenovo's Role & Responsibilities

As a Microsoft OEM Partner, Lenovo's role and responsibilities are:

- Lenovo follows Microsoft's guidance for registration strategy. The process and tools used will make devices registered available in the customer's Intune account.
- When Lenovo registers a device, it sends only the device's identity and customer's Entra Tenant information to Microsoft via an API. This secured API was developed between Microsoft and Lenovo. Lenovo **does not** gain access to an end customer's Entra tenant and therefore cannot make changes within.
- Lenovo has **non-delegated** registration access; therefore, Lenovo has **NO access** to the customer's Entra account information.

Lenovo's Role & Responsibilities (cont.)

As a Microsoft OEM Partner, Lenovo's role and responsibilities are:

- Unique InTune customer information is stored in our secure sales handling systems. This information is used for future device orders where Autopilot registration with Microsoft is required.
- InTune customer information by itself **does not** provide Lenovo access into that Entra tenant. All-access would have to be authenticated using Microsoft's established security mechanisms. It is basically equivalent to knowing the domain (e.g., @customer.com).
- Per the authorization, **you as the customer are accepting Lenovo as your Microsoft PC OEM partner**. This permission grants Lenovo the right to register the devices through the OEM API registration process.

Requirements

- Microsoft limits Autopilot Registration to a specific set of Windows operating systems.
- The list of operating systems supported is maintained by Microsoft here:
<https://learn.microsoft.com/en-us/mem/autopilot/software-requirements>
- Lenovo **will not** preform an Autopilot Registration on devices defined by Microsoft as unsupported.
- Lenovo **cannot** register non-Lenovo devices.



Prerequisites

A **customer** must have the following completed **before** starting the Lenovo Autopilot Registration process:

1. A Microsoft **Entra** Premium P1 or P2 Subscription.
2. A Microsoft **Enterprise Mobility Manager** selection.
3. Entra **Tenant ID** and **Domain Name**.
4. Autopilot configuration completed in Intune (e.g. Profile Setup, Automatic Enrollment set, etc.)



Onboarding Steps: OVERVIEW

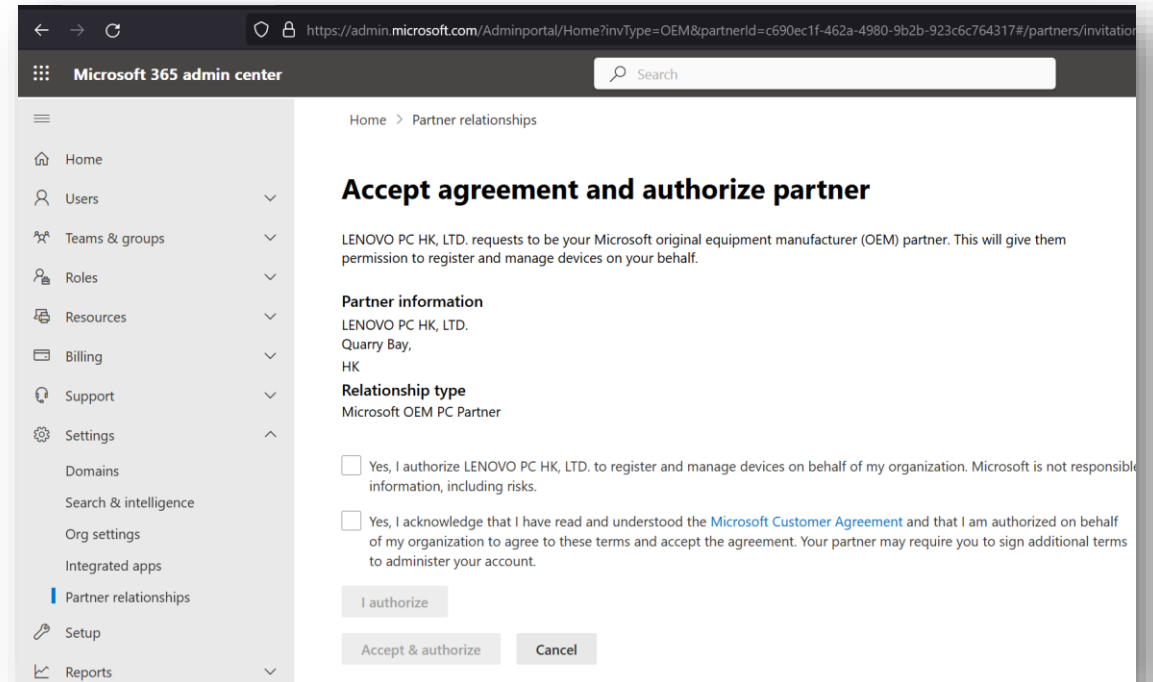


- The following step-by-step instructions will enable Lenovo to register your new Custom Devices (aka CTO) or previously purchased device (aka TopSeller) for Autopilot, in Microsoft's Entra.
- Retrieval of Tenant ID, Domain ID information and definition of a Group Tag are the **customer's sole responsibility**.

Onboarding Steps: Authorize Lenovo w/ Microsoft

STEP #1

1. **Customer** – Click the Lenovo Authorization link here: <http://bit.ly/3kXQD7L>. You will be brought to the **M365 Admin Center** (formerly MS Store for Business). (Customers with an existing SSC login can also access this authorization from the **Microsoft Authorization** link in the left SSC menu).
2. Sign-in using your **Global Admin** privileges (**You must have Global Admin Access** to perform this and all other InTune-related tasks on Microsoft's site).
3. On the Partner Relationships page, select the checkbox to acknowledge the agreement and to authorize Lenovo. (see image right).
4. Click **Accept & Authorize**.



NOTE: If you are authorizing Lenovo to register **Top Sellers**, you are complete after clicking Accept & Authorize. The following steps in this document **do not apply** to your process.

Onboarding Steps: Service Connect Portal Onboarding

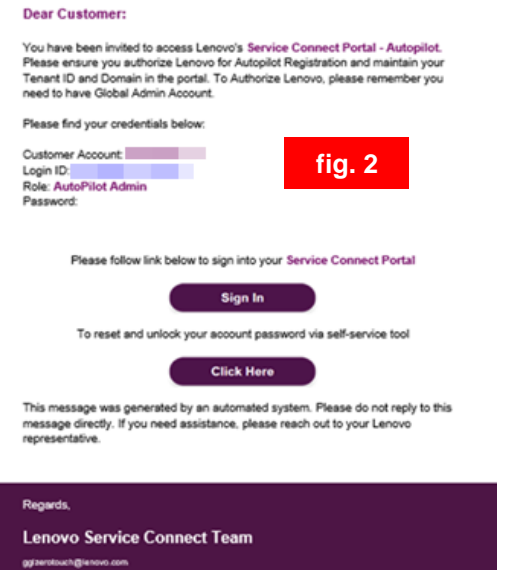
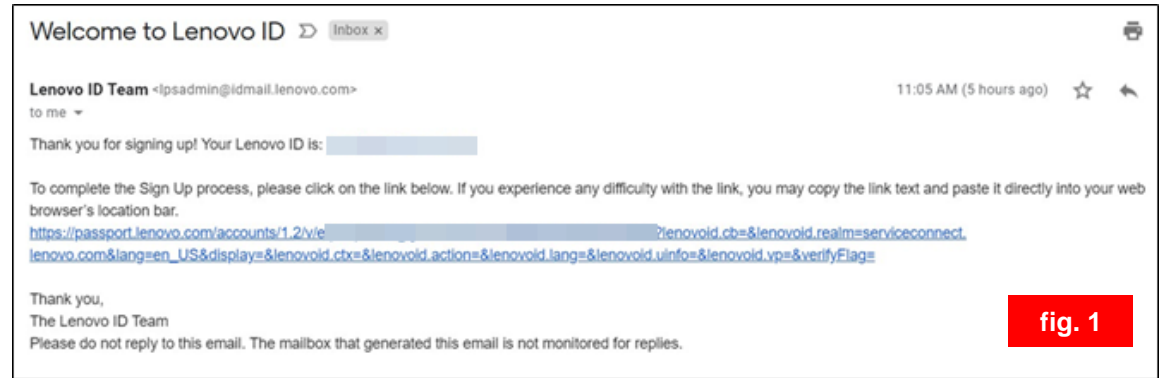
STEP #2

1. **Customer** - Provide to your Lenovo Salesperson an e-mail address as well as First and Last Name of who will be your Service Connect “Autopilot Administrator”. This is generally the **Intune Administrator** and/or **IT Contact** at your company. This will be used to create a profile in Lenovo’s Service Connect portal (<https://serviceconnect.lenovo.com/>). Here you can maintain your company’s Entra information (e.g. Tenant ID, Domain and Group Tag)
2. **Lenovo Salesperson** - Create a new Autopilot Ticketing Tool ticket and include the following:
 1. Include “**COMPANY NAME - New Customer for Autopilot Registration**”.
 2. Customer Autopilot Administrator First & Last Name.
 3. Customer Autopilot Administrator contact e-mail.
 4. Customer# (DMU/MC Hierarchy ID).

Onboarding Steps: Lenovo Portal Confirmation

STEP #3

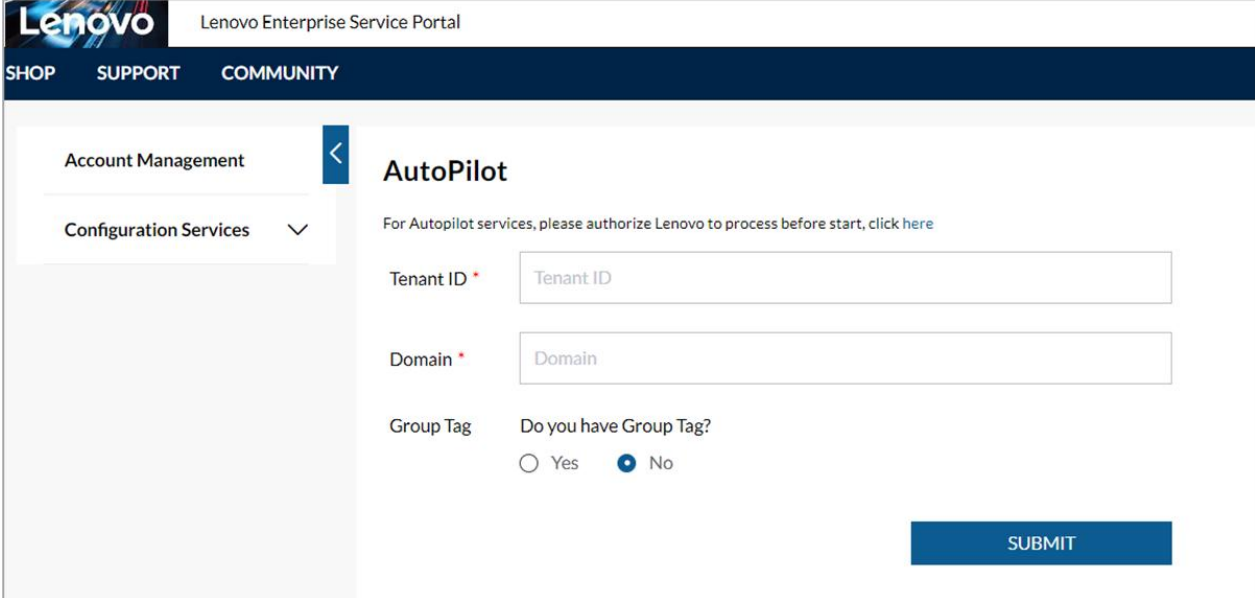
1. **Customer** – If you are **new to Service Connect** you will receive an e-mail from LPSAdmin@idmail.Lenovo.com requesting you to activate your new account (fig.1).
2. If you are an **existing Service Connect user**, you will receive an e-mail from lenovomail@lenovo.com as Autopilot Administrator and inviting, you to maintain your Tenant ID/Domain/Group Tag information (fig. 2).
3. Please record this logon information for future access and if needed, put these Lenovo e-mail addresses on your 'safe' list.



Onboarding Steps: Enter Autopilot Information

STEP #4

1. **Customer** – Retrieve your unique Tenant ID and Domain Name from the **Microsoft Admin Portal**.
2. Login to the **Lenovo Service Connect** - <https://serviceconnect.lenovo.com/> and navigate to Account Management > Configuration Services > Autopilot menu.
3. Input your Tenant ID and Domain information.



The screenshot shows the 'Lenovo Enterprise Service Portal' interface. The top navigation bar includes 'SHOP', 'SUPPORT', and 'COMMUNITY'. A left sidebar menu shows 'Account Management' and 'Configuration Services'. The main content area is titled 'AutoPilot' and contains a message: 'For Autopilot services, please authorize Lenovo to process before start, click here'. Below this are three input fields: 'Tenant ID' (with a red asterisk), 'Domain' (with a red asterisk), and 'Group Tag' (with a question 'Do you have Group Tag?'). The 'Group Tag' field has two radio buttons: 'Yes' and 'No', with 'No' selected. A blue 'SUBMIT' button is located at the bottom right of the form.

NOTE: Instructions for Customers to retrieve their Autopilot information from Microsoft here: <https://support.office.com/en-us/article/find-your-office-365-tenant-id-6891b561-a52d-4ade-9f39-b492285e2c9b>

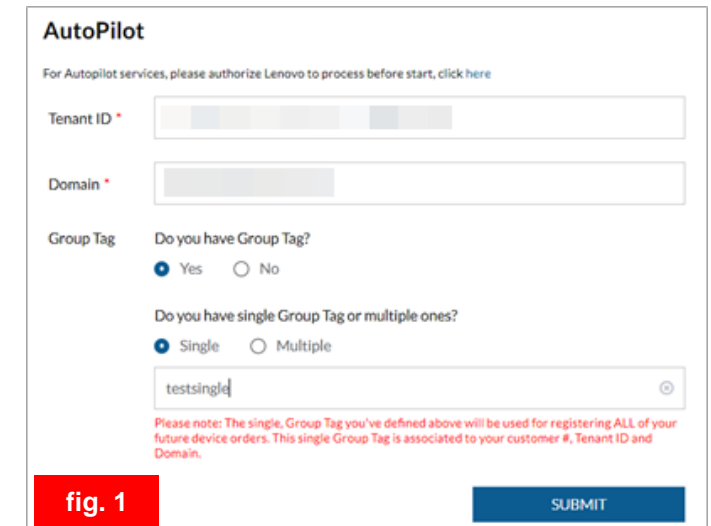
Onboarding Steps: Enter Autopilot Information (Group Tags)

STEP #4 (cont.)

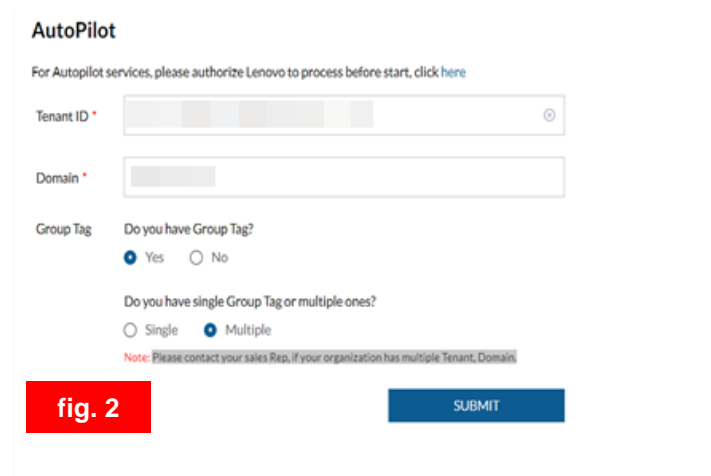
1. **Customer** – If you have a single (one) group tag used for your Autopilot Registrations, select **Yes** using the “*Do you have a Group Tag?*” and **Single** in the “*Do you have a single Group Tag...?*” checkbox and enter your Group Tag in the text box provided (fig. 1).
2. Click the **Submit** button.

MULTIPLE GROUP TAGS

1. If you have multiple (two or more) groups tag used for your Autopilot Registrations, select **Yes** using the “*Do you have a Group Tag?*” checkbox and **Multiple** in the “*Do you have a single Group Tag...?*” checkbox (fig. 2).
2. Click the **Submit** button.
3. Contact your Lenovo Salesperson to have your multiple Group Tags configured. Until that is completed, your registrations will be done without a Group Tag.



The screenshot shows the 'AutoPilot' configuration page. At the top, it says 'AutoPilot' and 'For Autopilot services, please authorize Lenovo to process before start, click here'. There are three input fields: 'Tenant ID *', 'Domain *', and 'Group Tag'. The 'Group Tag' section has two radio buttons: 'Yes' (selected) and 'No'. Below that, there are two more radio buttons: 'Single' (selected) and 'Multiple'. A text box contains the value 'testsingle'. A red note at the bottom states: 'Please note: The single, Group Tag you've defined above will be used for registering ALL of your future device orders. This single Group Tag is associated to your customer #, Tenant ID and Domain.' A red box with 'fig. 1' is in the bottom left, and a blue 'SUBMIT' button is in the bottom right.



The screenshot shows the 'AutoPilot' configuration page. At the top, it says 'AutoPilot' and 'For Autopilot services, please authorize Lenovo to process before start, click here'. There are three input fields: 'Tenant ID *', 'Domain *', and 'Group Tag'. The 'Group Tag' section has two radio buttons: 'Yes' (selected) and 'No'. Below that, there are two more radio buttons: 'Single' and 'Multiple' (selected). A red note at the bottom states: 'Note: Please contact your sales Rep, if your organization has multiple Tenant, Domain'. A red box with 'fig. 2' is in the bottom left, and a blue 'SUBMIT' button is in the bottom right.

Onboarding Steps: Update Autopilot Information

STEP #5

1. **Customer** – You can use Service Connect to edit your Tenant ID, Domain and (single) Group Tag information at any time using the Service Connect portal.
2. Edit your information as needed
3. Click **EDIT** to save.

AutoPilot

For Autopilot services, please authorize Lenovo to process before start, [click here](#)

Tenant ID *

Domain *

Group Tag

Do you have Group Tag?
 Yes No

Do you have single Group Tag or multiple ones?
 Single Multiple

Please note: The single, Group Tag you've defined above will be used for registering ALL of your future device orders. This single Group Tag is associated to your customer #, Tenant ID and Domain.

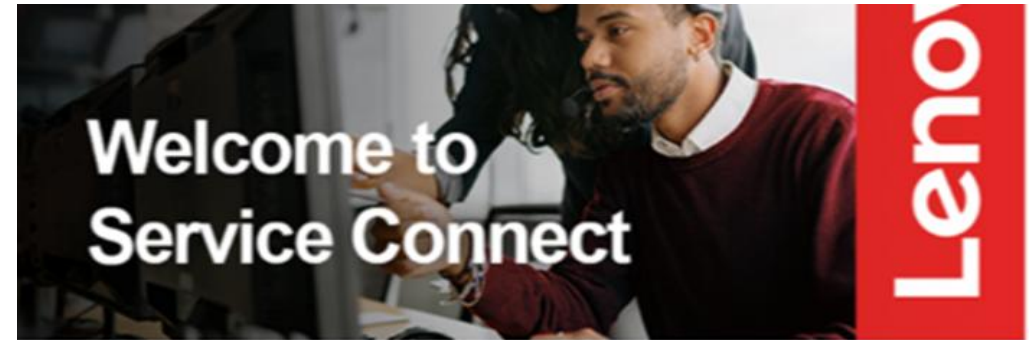
EDIT

NOTE: Autopilot Group Tags are **optional** and defined by the Customer. It is the **responsibility of the Customer** to maintain Group Tag information in Lenovo Service Connect. PLEASE confirm that if Group Tags are being used, they are in Service Connect AND/OR are on your order.

Omitting the Group Tag information when requesting a registration will require a deregistration and reregistration. **There will be a charge for this service.**

Onboarding Steps: Confirmation

1. **Customer** – When your unique customer information has been received and stored to Service Connect, you will receive a confirmation e-mail (see image right). No further action is necessary.
2. **Your Autopilot Onboarding is complete!**



Dear Customer:

You have authorized Lenovo for Autopilot Registration and successfully submitted your TenantID and Domain.

You have completed the necessary steps for Autopilot Registration Process.

We are ready for your order!

To login into the [Service Connect Portal](#)

[Sign In](#)

This message was generated by an automated system. Please do not reply to this message directly. If you need assistance, please reach out to your Lenovo representative.

Regards,

Helpful Links

Autopilot Overview: <https://learn.microsoft.com/en-us/mem/autopilot/windows-autopilot>

Creating Autopilot Group Tags: <https://learn.microsoft.com/en-us/mem/autopilot/enrollment-autopilot>

Autopilot Configuration Requirements: <https://learn.microsoft.com/en-us/mem/autopilot/configuration-requirements>

Autopilot Registration Overview: <https://learn.microsoft.com/en-us/mem/autopilot/registration-overview?source=recommendations>

Autopilot Known Issues: <https://learn.microsoft.com/en-us/mem/autopilot/known-issues>

Motherboard Replacement Guide: <https://learn.microsoft.com/en-us/mem/autopilot/autopilot-mbr#capture-a-new-autopilot-device-id-4k-hh-from-the-device>

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thanks.