accenture NHS

NHSmail Intune Service

Supported Device Enrolment (HoloLens 2)

27th January 2022

Upskilling Series | Housekeeping

Event name:	Session 16: Supported Device Enrolment HoloLens 2
Date:	27 January 2022
Location:	Online Webinar
Start / end time:	13:30 – 14:00
Attendees:	NHSmail Intune Team and LAs from January onboarding organisations
Objectives & purpose:	To provide a live device enrolment of a HoloLens 2 device onto NHSmail Intune and flag common troubleshooting issues LAs may face.
End goal:	Organisations onboarding in January feel more informed about NHSmail Intune and understand any actions required to begin enrolling these devices.

Housekeeping

- As this is a webinar, all attendees, other than the presenters will be on mute during the event.

- There will be a question and answer section at the end of the session, time permitting. If you wish to ask a question during this section, please raise your hand. Alternatively, please use the chat functionality.

- Any questions submitted in the chat which we don't have time to answer in the session, or are unable to answer in the session will be answered via follow-up email after the session where appropriate.
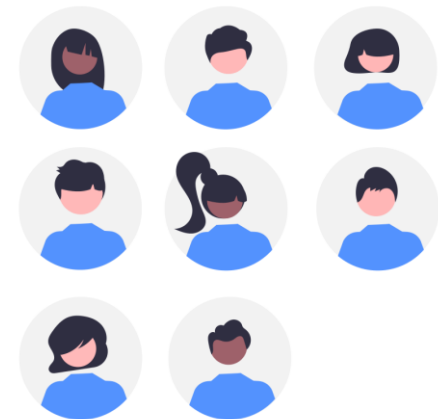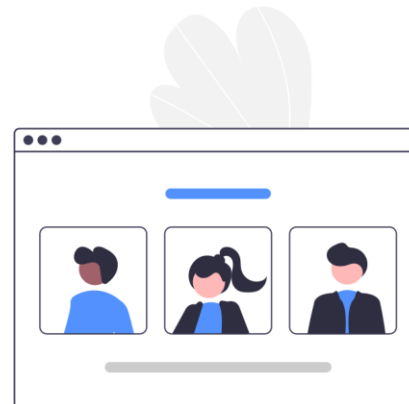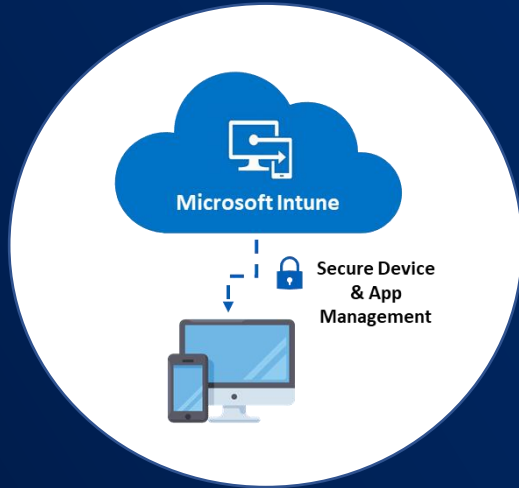
Agenda

Session 16: Supported Device Enrolment

Session 16

Supported Device Enrolment (HoloLens2)

Overview & Objectives

Overview

- As a result of organisations having the opportunity to purchase EMS E3 and AADP2 licenses, **Intune for Mobile Device Management (MDM) capabilities** have been enabled, in a way that supports the shared NHSmail tenant multi-organisation model.

- The NHSmail Intune Service is a **supported live service** with the onboarding of organisations proceeding in a **phased manner.**

- An **upskilling series will be running each month** to provide onboarding organisations with the knowledge to be able to begin rolling out NHSmail Intune across their device estates.

- **Session 16** will provide an overview of how to enrol a HoloLens 2 device from an LA perspective, explain the enrolment steps from an end user perspective and provide the opportunity for LAs to ask any HoloLens 2-specific questions.

Objectives of this session

- Demonstrate a live HoloLens 2 enrolment to LAs.

- Explain the **end-to-end process of enrolling a HoloLens 2 device** onto NHSmail Intune.

- **Flag common issues** faced by LAs and provide **simple troubleshooting tips.**

- **Answer any questions** specific to HoloLens 2 devices and/or the enrolment of HoloLens 2 devices.

Supported Enrolment | HoloLens 2 Recap 1/2

LAs should be aware of the following specificities of enrolling and managing HoloLens 2 devices on NHSmail Intune

DEVICE AND SOFTWARE REQUIREMENTS

Important to fulfil
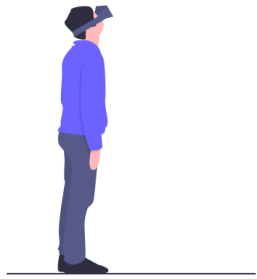
Key takeaways:

✓ HoloLens 2 devices should be running the Windows Holographic build version 20H2 in order to be successfully enrolled, managed and used

✓ Devices to be enrolled will need to be unenrolled from any exisiting MDM solution and reset not new devices to factory settings

SINGLE / SHARED USER DEVICES

Options available for HoloLens 2

Key takeaways:

✓ HoloLens 2 devices can be enrolled as a single user device

✓ HoloLens 2 can be used as a shared device with end users signing in/out

✓ The first user of the device is the device owner; subsequent users will not have data saved on the device after logging out

ENROLMENT FOR HOLOLENS 2

Specficities of HoloLens 2 enrolment

Key takeaways:

✓ Devices must be connected to a stable Wi-Fi network to enrol

✓ An internet connection of at least of 1.5 mbps bandwidth is recommended

✓ Enrolled HoloLens 2 devices will not show in the Intune Portal until end user enrolment steps are complete

ONGOING MANAGEMENT

Minimial maintenance tasks for HoloLens 2 devices

Key takeaways:

✓ Ensure devices updated to latest version/OS

✓ Review configured policies frequently

✓ Stay up-to-date with latest Microsoft updates

✓ Reset / reflash must be done from the HoloLens 2 device itself

APPLICATION MANAGEMENT

Microsoft Store

Key takeaways:

✓ Once LAs have enrolled the HoloLens 2 device to Intune, Dynamics Remote Assist can be used to interact with Microsoft 365 applications

✓ Dynamics 365 Remote Assist is a set of tools that can be used to collaborate and solve problems remotely

## DYNAMICS 365 REMOTE ASSIST

Feature available

Key takeaways:

✓ Dynamics 365 Remote Assist licence is required to be assigned to each end user with a device in order to use collaboration tools

✓ HoloLens 2 devices can be managed on NHSmail Intune without Remote Assist licences

Supported Enrolment | HoloLens 2 Recap 2/2

LAs should be aware of the following specificities of enrolling and managing HoloLens 2 devices on NHSmail Intune

SUPPORTING DOCUMENTATION

*HoloLens 2 self-service documentation*
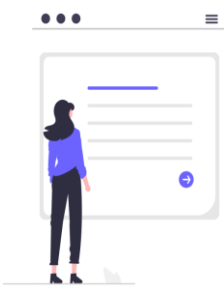
Key takeaways:

✓ There are several supporting documents which LAs and end users can access to help with the rollout of Intune and facilitate troubleshooting

For Local Admins:

✓ Operations Guide for Local Administators and Onboarding Managers

For end users:

✓ HoloLens 2 Quick Start End User Guide

✓ HoloLens 2 FAQs

✓ Remote Assist Application Supporting Documentation
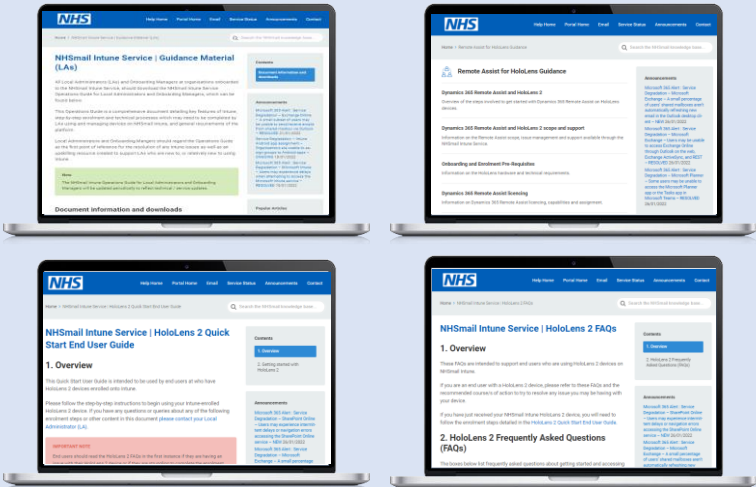
REQUESTING SUPPORT

Raising a ticket with the Intune Live Service Team

Key takeaways:

✓ LAs can raise a Level 3 technical incident ticket for issues relating to the enrolment and/or management of a HoloLens 2 device

✓ Level 3 technical incidents should only be raised after the Operations Guide for LAs and Onboarding Managers has been consulted and LAs have made use of their RBAC permissions

✓ There are no prior set-up sessions required to begin enrolling HoloLens 2 devices and no specific service requests or incident tickets

✓ All HoloLens 2-related incidents and service requests need to be raised via Helpdesk Self-Service

	Ticket Type	Reason for Ticket	Requestor/s
Onboarding Tickets	Intune Registration Form	• Submission of key information about an interested organisation and current readiness for Intune, in order to register interest in onboarding onto the platform.	LA from an interested organisation ONLY.
	Onboarding Request Form	• Submission of the Onboarding Request Form to request the technical onboarding of an organisation on to the NHSmail Intune Service. • **Please note:** This form will only be visible to LA/s listed on your organisation's entry on the NHSmail Intune SharePoint.	LA from interested organisation ONLY who have been invited to complete this form.
	Licence Onboarding Request Form	• Request to move procured licences into the NHS Shared Tenant in order to be able to assign them to LAs and end users.	LA from interested/onboarded organisation. Helpdesk can support with completing form if needed.
Service Support	Service Requests	• Request an update to the Windows 10 baselines (centrally managed) • Windows 10 BitLocker Recovery key • Request an Android enrolment profile (Shared Device) • Request a new Microsoft store application • Request to offboard an organisation from NHSmail Intune • Request to onboard your organisation's Apple Business Manager (ABM) for Apple Devices • Other (Certificate connector session etc)	LA from concerned organisation. Helpdesk can support with completing form and submitting if needed.
	Incidents	• Organisation onboarding • Device enrolment • Intune Role Based Access Control (RBAC) Permissions • Device Configuration and policies (LA Delegated) • Windows 10 baselines (centrally managed) • Intune Group Management Tool (inc. create dynamic groups, assign all users security group) • Resetting Devices • Applications • Conditional Access • Other (request RBAC permissions for a new person)	LA from concerned organisation. Helpdesk can support with completing form and submission if needed.

Supported Enrolment | HoloLens 2 Device

High-level overview of the device enrolment process for HoloLens 2 devices

LAs should **begin their enrolment of a HoloLens 2 device by gathering the hardware hash/es**. LAs should proceed with the enrolment by importing a .zip file containing the hardware hash into Intune and then adding the Group Tag.

Once this has been completed, the device will not automatically show in the Intune Portal. This does not mean that the enrolment has been unsuccessful. To check if the Autopilot profile has been successfully applied to the devices, LAs can check the Autopilot enrolment screen.

Before the HoloLens 2 device will show up on the Intune Portal Device Overview page, **the LA will need to complete/ request an end user to complete the Autopilot enrolment of the device**. The final phase of the enrolment involves setting up the HoloLens 2 device using the HoloLens 2 Quick Start End User Guide.

Once the LA/end user has completed the final phase of the enrolment, **the device should then be visible in the Intune Portal.** If the device is visible in the Devices section of the Intune Portal, then the **enrolment has been successful and end users should be able to use the device** to complete their normal work tasks.

1. OBTAIN HOLOLENS 2 HARDWARE HASH/ES	2. REGISTER HOLOLENS 2 ON INTUNE	3. END USER AUTOPILOT ENROLMENT
LA Action	**LA Action**	**LA / End User Action**
▪ LA will need to obtain the hardware hash for the HoloLens 2 device which they intend to enrol onto NHSmail Intune	▪ LA will need to import the hardware hash into the Intune Portal	▪ Autopilot enrolment now needs to be completed on the device
▪ This involves extracting a .zip file from the HoloLens 2 device	▪ Once imported, the Group Tag should be added using the format *ODS_HoloLens2*	▪ End users or LAs supporting end users can complete these steps with reference to the HoloLens 2 Quick Start End User Guide
▪ The .zip file contain the hardware hash and the diagnostic logs	▪ The Group Tag allows the device to be added automatically to the corresponding device group	

Supported Enrolment | Enrolment Journey

Gathering the device hardware hash/es is the first step of a HoloLens 2 device enrolment

STEP 3

LAs should extract the contents of the **AutopilotDiagnostics.zip** file.

In the extracted files, locate the .csv file that has a file name prefix of **DeviceHash**.

Copy that file to an accessible location on the drive on the computer.

STEP 1

LAs should start the HoloLens 2 device and press **Power and Volume Down** at the same time and then release them.

The device will then collect the diagnostic logs and the hardware hash and store in a .zip file.

START

STEP 2

LAs should use a USB-C cable to connect the HoloLens 2 device to a computer.

On the computer, open File Explorer and find: **This PC\<HoloLens device name>\Internal Storage\Documents** to locate the AutopilotDiagnostics.zip file.
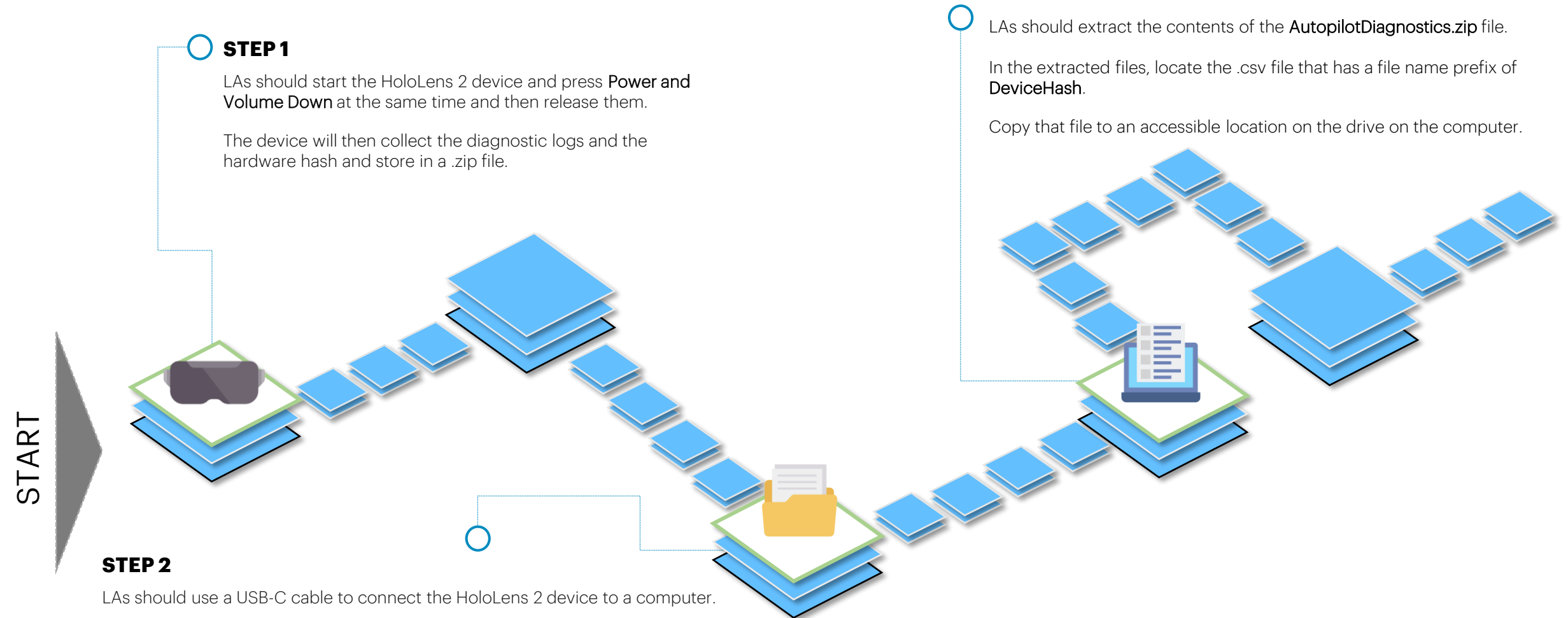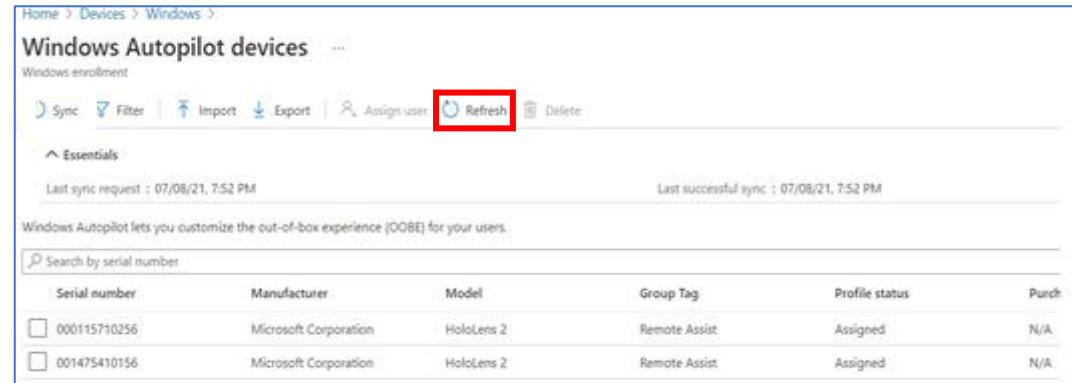
Supported Enrolment | Enrolment Journey

Uploading the hardware hash/es to Intune is a key step for HoloLens 2 device enrolment

STEP 4

LAs should use this link: https://endpoint.microsoft.com/ to login to the Intune Portal.

LAs should **select Devices > Windows > Windows Enrolment**, and then select **Devices > Import** under Windows Autopilot Deployment Program.
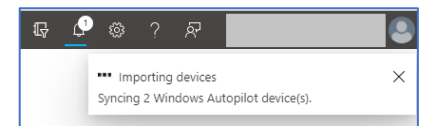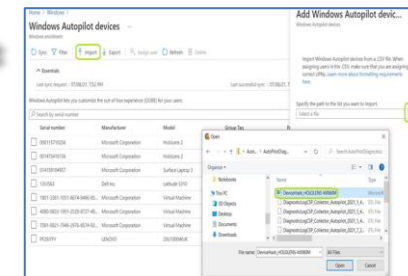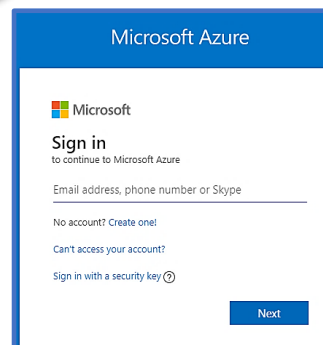
STEP 6

After the import finishes, select **Refresh** to see the device. The process might take a few minutes to complete, depending on how many devices are being synchronised.

LAs should then add the group tag *ODS_HoloLens2* to the imported device. It will take some time for the device to be automatically updated into the dynamic device group (ODS-Intune-HoloLens2-Devices).

LAs can navigate to the deployment profiles and confirm if the Autopilot profile has been assigned to the device.

Home > Devices > Windows >

Windows Autopilot devices
Windows enrollment

Sync | Filter | Import | Export | Assign user | Refresh | Delete

∧ Essentials

Last sync request : 07/08/21, 7:52 PM   Last successful sync : 07/08/21, 7:52 PM

Windows Autopilot lets you customize the out-of-box experience (OOBE) for your users.

Search by serial number

Serial number	Manufacturer	Model	Group Tag	Profile status	Purch
000115710256	Microsoft Corporation	HoloLens 2	Remote Assist	Assigned	N/A
001475410156	Microsoft Corporation	HoloLens 2	Remote Assist	Assigned	N/A

Microsoft Azure

Microsoft

Sign in
to continue to Microsoft Azure

Email address, phone number or Skype

No account? Create one!

Can't access your account?

Sign in with a security key ⓘ

Next

STEP 5

Under **Add Windows Autopilot devices**, select the **DeviceHash CSV file > Open > Import.**

END

DEMO

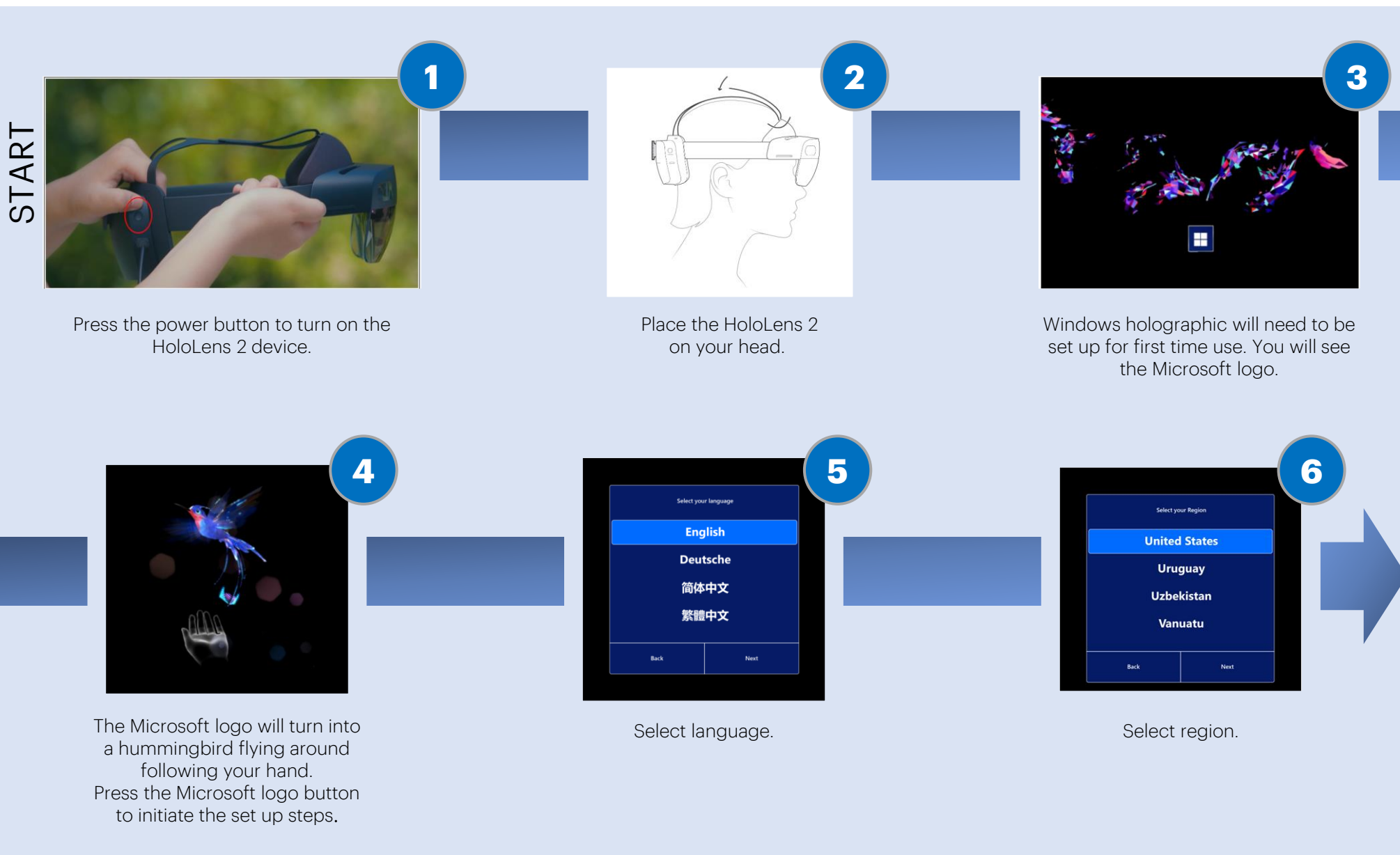Supported device enrolment (HoloLens 2)
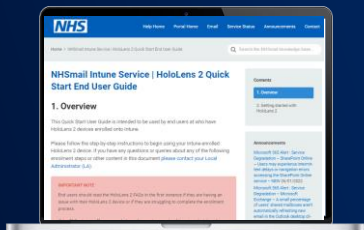
Once LAs have enrolled HoloLens 2 devices into Intune, the device/s will need to complete the Autopilot setup. This should be done by end users and/or LAs supporting an end user following the steps outlined in the HoloLens 2 Quick Start End User Guide & FAQs. The steps to complete the Autopilot setup are also below:

Supported Device Enrolment

End User Journey

START

1

Press the power button to turn on the HoloLens 2 device.

2

Place the HoloLens 2 on your head.

3

Windows holographic will need to be set up for first time use. You will see the Microsoft logo.

4

The Microsoft logo will turn into a hummingbird flying around following your hand.
Press the Microsoft logo button to initiate the set up steps.

5

Select your language

English

Deutsche

简体中文

繁體中文

Back   Next

Select language.

6

Select your Region

United States

Uruguay

Uzbekistan

Vanuatu

Back   Next

Select region.

Supported Device Enrolment

End User Journey

7

Eye calibration

Let's adjust the HoloLens for your eyes

This improves how clearly you see holograms and helps withreliable interactions. Please note this calibration will only work for you, and this data is only stored and used on this device.

Back | Next

Calibrate the HoloLens 2 by following the steps presented on your device.

8

Adjust device fit

Make sure the visor is pushed fully down and in, so you can see all four corners.

Back | Next

Follow the instructions presented to you on the screen to complete this step.

9

Your HoloLens is calibrated!

You can remove the calibration data in Settings

Back | Next

Once completed, a confirmation message will be shown.

10

Let's connect you to a network
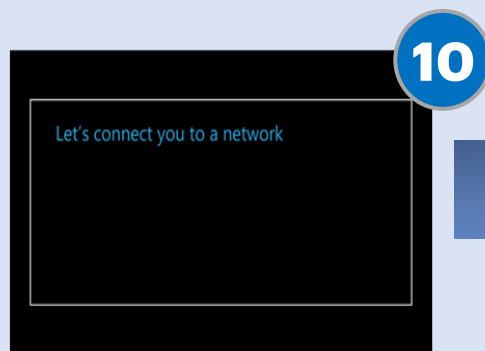
Connect to your Wi-Fi or ethernet connection for the Out Of Box Experience (OOBE) to begin. **Allow time for the Autopilot process to complete on the device.**

11

Let's Login

NHS

Sign in with your NHSmail account

@nhs.net

Password
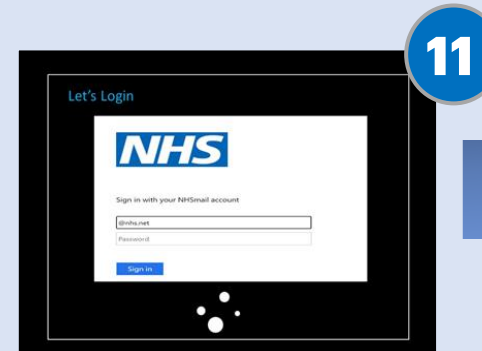
Sign in

Sign in using nhs.net credentials. Once the Autopilot build is complete, you may be asked to complete MFA before the enrolment can progress.

12

Use your iris to sign in

Say goodbye to having to enter passwords.

Windows Hello iris sign-in is a fast and secure way to sign in to your HoloLens. This data is used for this device.

Skip | Next

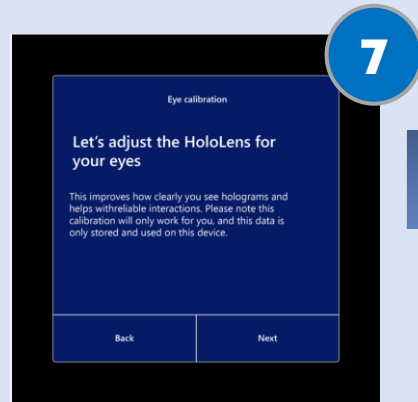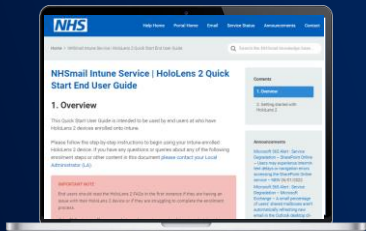The eye calibration process will start again and steps to enable iris sign-in.

Once LAs have enrolled HoloLens 2 devices into Intune, the device/s will need to complete the Autopilot setup. This should be done by end users and/or LAs supporting an end user following the steps outlined in the HoloLens 2 Quick Start End User Guide & FAQs. The steps to complete the Autopilot setup are also below:

13

Scan successful

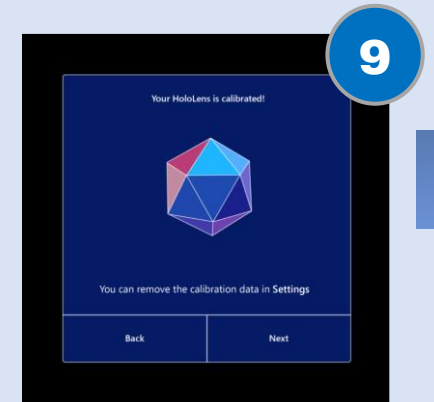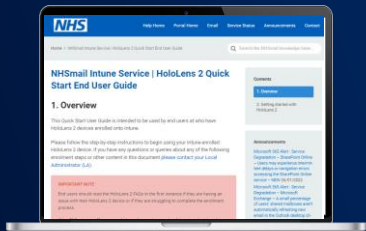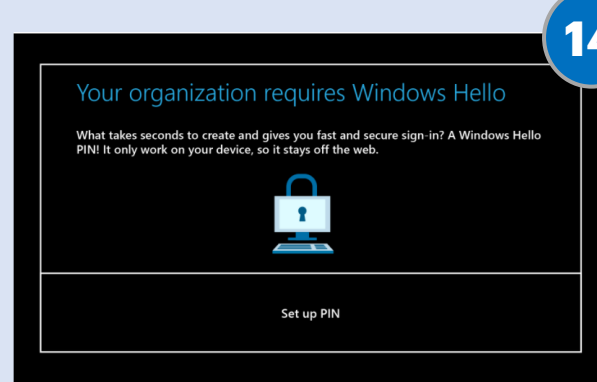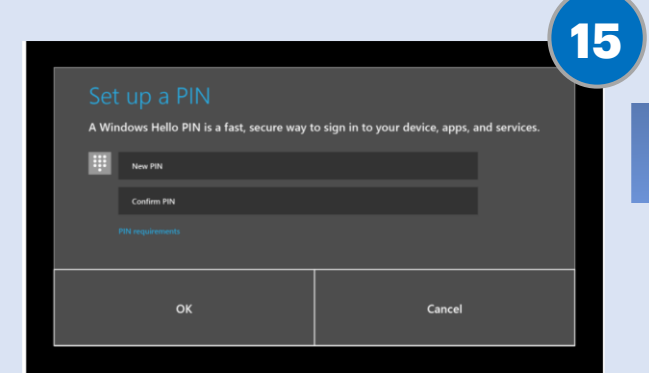You can remove your Windows Hello iris sign-in data in Settings.

Done

Once iris sign-in is enabled, a confirmation message will be shown.

14

Your organization requires Windows Hello

What takes seconds to create and gives you fast and secure sign-in? A Windows Hello PIN! It only work on your device, so it stays off the web.

Set up PIN

Select Set up PIN.

15

Set up a PIN

A Windows Hello PIN is a fast, secure way to sign in to your device, apps, and services.

New PIN

Confirm PIN

PIN requirements

OK   Cancel

There will be PIN requirements to adhere to when setting up the PIN.

16

All set!

You can sign in with your PIN now.

OK
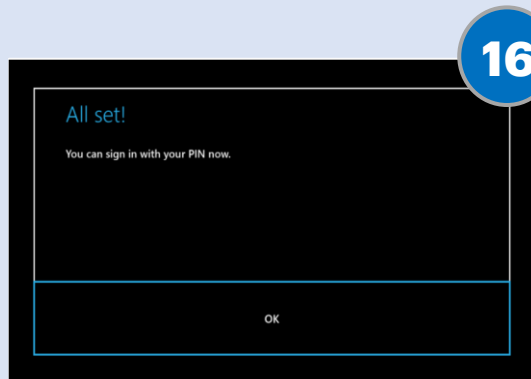
Once PIN setup is complete, a confirmation message will be shown.

17

Do more with your voice

Use Speech
Use your voice for commands, dictation, and app interactions. When your HoloLens is on, it's always listening for your voice input and sending your voice data to Microsoft's speech service.

Don't use speech
You won't be able to use your voice for commands, dictation, and app interactions.

Learn more   Accept
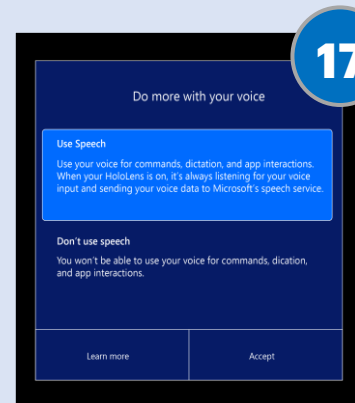
End users will be prompted to enable speech recognition.

18

A screen will show detailing guidance on how to use device.

19

13:03   26%

A screen will show detailing guidance on how to use device.

END
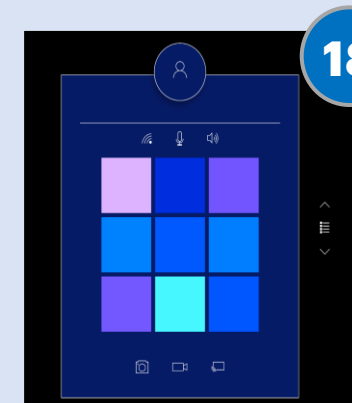
The HoloLens 2 enrolment process is now complete and applications will begin to download.

Supported Enrolment | Key Takeaways

The following should be kept in mind by LAs enrolling and managing these devices on NHSmail Intune

6 Steps

19 Steps

3. DYNAMICS 365 RA SUPPORT

Documentation is available on the NHSmail Support Site to upskill organisations on the Remote Assist application:

https://support.nhs.net/article-categories/remote-assist-for-hololens-guidance/

2. DYNAMICS 365 REMOTE ASSIST

End users can use the Dynamics 365 Remote Assist application on their HoloLens 2 device if they have a Dynamics 365 Remote Assist licence assigned to their nhs.net account. This application is a collaboration tool which will allow end users to use applications like MS Teams, OneDrive, Power Apps etc., on their HoloLens 2.

1. RECOMMENDED OS

It is recommended that all HoloLens 2 devices which will be enrolled onto NHSmail Intune are updated to Windows Holographic build version 20H2 in order to ensure that all devices have received important security patches.
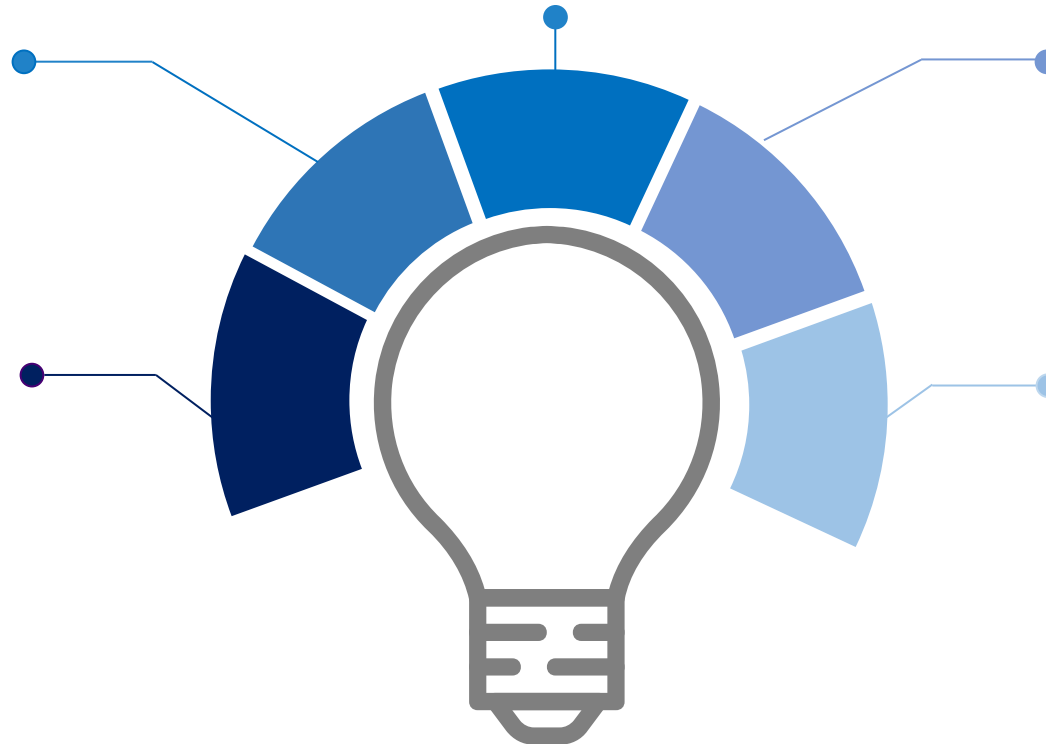
4. ENROLMENT TIME

Enrolment time varies between each organisation, usually as a result of different Wi-Fi speeds and reliability.
If you are unable to enroll your HoloLens 2 device **for any reason**, organisations are encouraged to raise an incident ticket via Helpdesk Self-Service.

5. DEVICE OWNER

The individual who first logins into the HoloLens 2 device will become the device owner and will be able to delete other accounts. Any individual who is not the owner of the device can login and see a customised user profile, but their data will not be saved on the device.

THANK YOU