



PATCH MY PC

Complete User Experience

First Login Ready: Intune
Provisioning Best Practices
for a Clean Handoff

Table of Contents

1. Understanding & Configuring the Enrollment Status Page
2. Autopilot vs Autopilot Device Preparation
3. Skipping the User Status Page & Launching Company Portal Automatically
4. Required vs Available Apps in Intune
5. Handling Large Applications in ESP
6. Making the Company Portal Useful
7. Removing Built In Microsoft Store Apps without Breaking Provisioning
8. Toasts That Help, Not Annoy
9. Respect the User Workflow
10. Enable Self Service Device Reset
11. Use PSADT for Interaction When Needed
12. Use TAP for Final Validation
13. Monitor What Actually Happened
14. Make First Login Success Your Standard

Getting Started

Nothing ruins the excitement of a new laptop faster than being stuck on the “1 of 100 apps installing” page. For a new user, that first login could set the tone for their entire IT experience. If users are left staring at progress bars or an Enrollment Status Page (ESP) that does not progress, the new user loses all enthusiasm for their new device and the help desk inevitably gets the mess.

This guide is about how you can ensure a smooth application enrollment process. It walks through Intune provisioning best practices you can use right away, such as keeping ESP lean, dealing with big apps, setting up the Company Portal properly, and using tools like Temporary Access Pass (TAP) and PSADT to make sure the device is truly ready. The goal is simple: a device that is ready for the moment the user signs in.

Along the way, you will see how Patch My PC fits into this equation by making app delivery and updates easier. With the tips in this guide and Patch My PC at your back, device handoff will be clean, and the IT support line will stay quiet

Understanding & Configuring the Enrollment Status Page



The Enrollment Status Page (ESP) appears during Autopilot provisioning and shows the progress of installing apps and other configuration steps before the device reaches the desktop. It ensures that the most important parts of the enrollment are complete before the user starts working.

While Autopilot allows you to assign up to 100 apps in ESP, **this is a trap**. Every extra app increases the risk of slowdowns or failures.

Best Practice: Keep the Blocking Apps in the ESP limited to **roughly ten apps**. This is not a hard technical limit, but a range that has consistently proven reliable in real world deployments.

Once you've configured a stable ESP setup, the next step is understanding how it behaves differently in Autopilot versus Autopilot Device Preparation, because that will influence which apps and scripts you put in it.

Home > Devices | Enrollment > Enrollment Status Page > All users and all devices

All users and all devices | Properties

Search

Overview Manage Properties

Basics

Name: All users and all devices

Description: This is the default enrollment status screen configuration applied with the lowest priority to all users and all devices regardless of group membership.

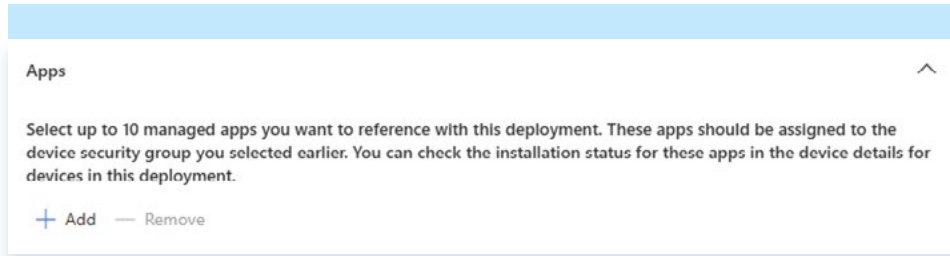
Settings Edit

Show app and profile configuration progress	Yes
Show an error when installation takes longer than specified number of minutes	60
Show custom message when time limit or error occurs	Yes
Error message	Setup could not be completed. Please try again or contact your support person for help.
Turn on log collection and diagnostics page for end users	Yes
Only show page to devices provisioned by out-of-box experience (OOBE)	Yes
Install Windows updates (might restart the device)	Yes
Block device use until all apps and profiles are installed	Yes
Allow users to reset device if installation error occurs	Yes
Allow users to use device if installation error occurs	No
Only fail selected blocking apps in technician phase	No
Block device use until required apps are installed if they are assigned to the user/device	Microsoft Edge for Windows 10 and later Microsoft Office X64 OnedriveX64 Windows_OneDriveEnforceSilent Windows_OneDriveconfig Winget Company Portal



Autopilot vs Autopilot Device Preparation

Autopilot Device Preparation (AP-DP) sets a hard limit. You can only configure ten items in ESP, whether those are apps or scripts.



That limit forces you to choose carefully and reserve those slots for the things a user cannot work without, like security tools, VPN clients, critical agents, and Microsoft 365. Everything else should be installed later.

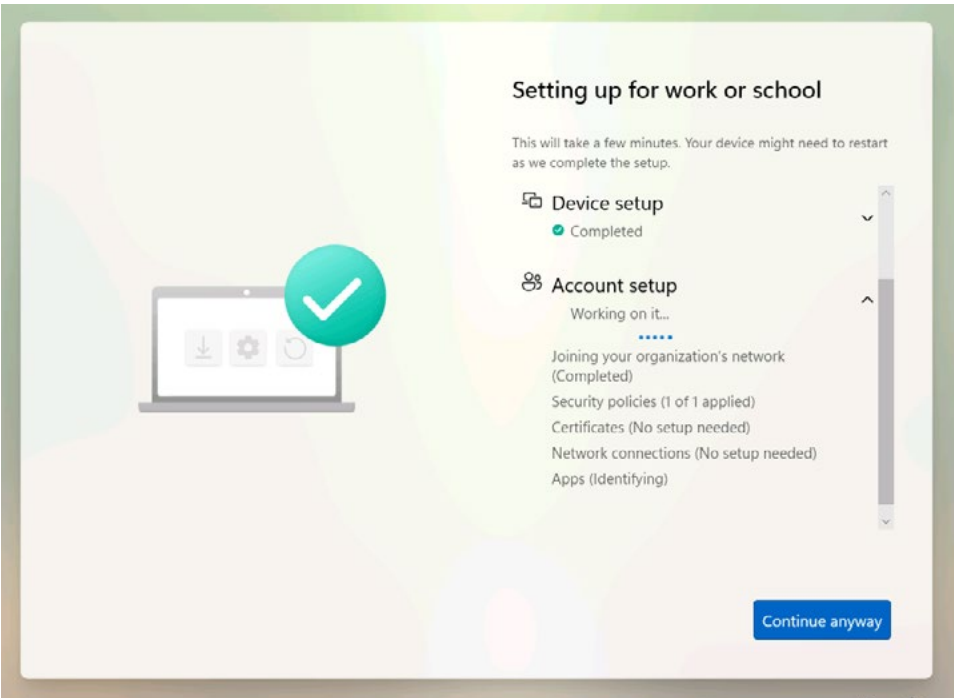
Traditional Autopilot does not have that hard limit. You can technically add up to 100 apps into ESP, but that is where admins often run into the “1 of 100 apps installing” nightmare. The more apps you pile into the device’s ESP phase, the higher the chance that provisioning slows down or fails completely.



Skipping the User Status Page & Launching Company Portal Automatically



Even if you manage the device ESP phase well, you still face another problem: the Account ESP phase. This part of provisioning is notoriously unreliable. Nine times out of ten it stalls, hangs, or simply fails to install user-targeted apps.



The result is a failed first login and a help desk call.

Tip: The best practice is to skip the user ESP phase completely. Keep the device ESP phase focused only on the essentials, then move all other apps to install after login.

Edit Row

OMA-URI Settings

Name *

./Device/Vendor/MSFT/DMClient/Provider/MS...

Description

./Device/Vendor/MSFT/DMClient/Provider/MS...

OMA-URI *

\$ DM Server/FirstSyncStatus/SkipUserStatusPage

Data type

Boolean

Value *

True

To make the transition smooth, configure the [Company Portal to launch automatically](#) once provisioning is finished so users can immediately see and install what they need. With this approach you avoid both extremes: the device ESP overload that causes “1 of 100 apps” and the unreliable user ESP phase. That naturally leads to the next decision every admin has to make: which apps should be required and which should be available?

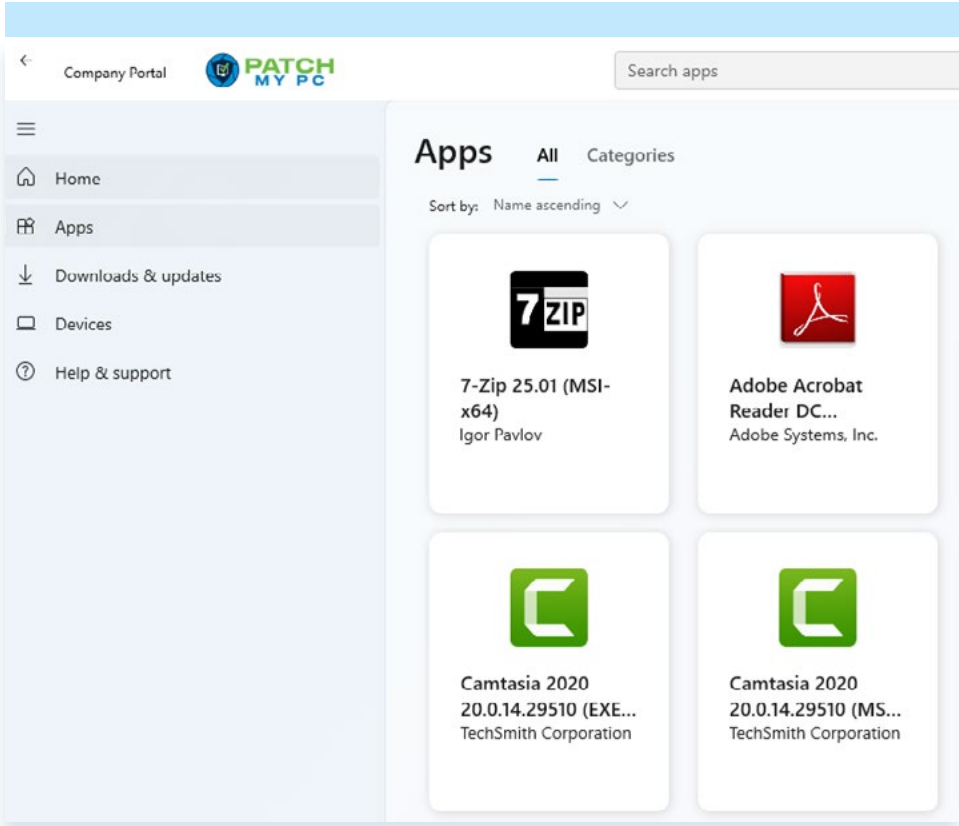


Required vs Available Apps in Intune

When you assign an app in Intune, you can configure the app as **required** or **available**.

Assignments Edit				
Group mode	Group	Status	Filter mode	Filter
Required				
Available for enrolled devices				
⊕ Included	All devices	Active	None	None
⊕ Included	All users	Active	None	None

- Required apps install automatically. If they are device-targeted, they install during the device ESP phase. If they are user-targeted, they install during the user ESP phase.
- Available apps do not install automatically. Instead, they appear in the Company Portal for users to install when they need them.



On paper, this sounds simple. In practice, making too many apps required is one of the biggest causes of slow and broken provisioning. Device ESP can get overloaded with dozens of required apps, leading to the dreaded “**installing apps**” stall. And the user ESP phase is so unreliable that required user apps often never install at all.

Required vs Available Apps in Intune

CONTINUED

Tip: Use required assignments only for apps a user truly needs on day one, such as security tools, VPNs, and core productivity apps. Everything else should be set to available so users can install it from the Company Portal. This lets the ESP complete quickly while users install the remaining apps after they sign in.

With Patch My PC, making apps available does not mean sacrificing security or control. Once a user installs an app, Patch My PC ensures the app will stay updated automatically. That means you can safely move apps out of ESP without creating patching problems later.



Handling Large Applications in ESP

Large applications are another common pain point. A single heavyweight app can slow down provisioning across an entire batch of devices, or, even worse, it can cause the whole enrollment to fail. This is especially painful in pre-provisioning scenarios where technicians are preparing dozens of machines at once.

Two safer approaches:

1. **Keep** them required but **don't add them as required apps the ESP**, so they only install after provisioning.
2. **Configure** the ["only fail selected blocking apps"](#) feature in the ESP during Autopilot pre provisioning (the technician phase). It lets you mark truly critical apps as blocking while the rest install in best effort mode. If a non blocking app fails, the ESP still completes successfully, allowing more apps to install before handoff without risking the entire enrollment.

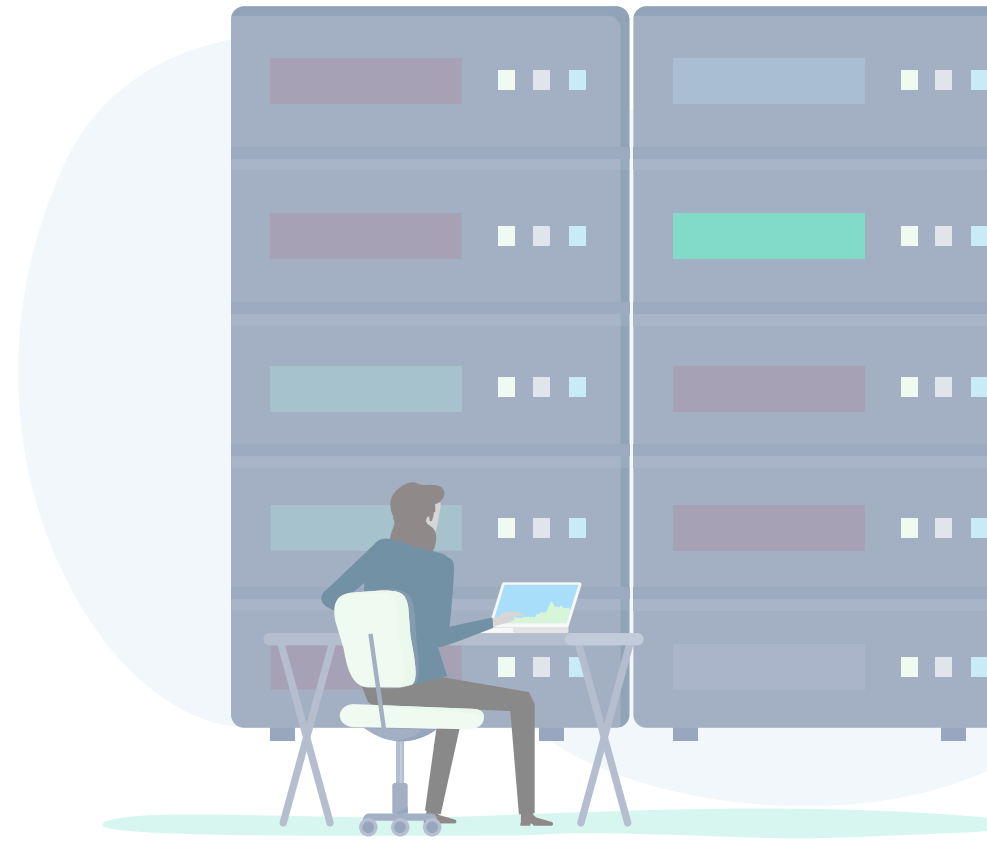
Only fail selected blocking apps in technician phase

No

Yes

WARNING: Poorly configured [Delivery Optimization](#) settings can make this problem worse. You will want to ensure these are configured correctly before rollout.

Patch My PC can help here too. By optimizing app delivery and updates, you reduce the risk of bottlenecks and avoid the wasted time of troubleshooting slow installs during provisioning.



Making the Company Portal Useful



Once ESP is trimmed down, the Company Portal becomes the main hub for users to get the rest of their software. That said, a messy, unorganized portal only creates confusion. If users cannot find what they need quickly, they call IT instead of self-servicing.

Best Practice:

Organize the Applications, so users can find what they need quickly.

Use App categories like:

- **Productivity tools**
- **Design software**
- **Browsers**
- **Security tools**

The screenshot shows the 'App information' tab for an application named 'Autodesk DWG TrueView 2023'. The 'Category' dropdown menu is open, showing options: 'Other apps', 'Books & Reference', 'Data management', and 'Productivity' (which is selected). The 'Publisher' is 'Patch My PC' and the 'App Version' is '24.2.72.0'. The 'Description' field contains a detailed text about the software's capabilities.



Patch My PC makes this much easier by publishing apps with categories, icons, and descriptions preconfigured. The result is a Company Portal that feels professional and easy to navigate without hours of manual setup.

A well-structured Company Portal improves self-service IT, but the experience is not just about what you add, it is also about what you remove. Cleaning up the clutter of unnecessary built-in apps gives users a clearer workspace from day one and keeps the focus on the apps that actually matter.



Removing Built In Microsoft Store Apps Without Breaking Provisioning



A clean workspace is necessary for maintaining productivity, and that is true even in our virtual spaces. Nothing is more distracting than a cluttered Start menu full of consumer apps on a corporate device. Unfortunately, trying to rip them out during ESP with custom scripts often backfires, causing Autopilot to hang or even fail.

Windows 11 25H2 finally introduces a safe, built-in way to handle this with the [Remove Default Microsoft Store Packages](#) policy.

This policy prevents Microsoft Store Apps from provisioning for new users and uninstalls them for existing users after sign-out and sign-in. This keeps devices consistent without the risk of breaking ESP.

With Patch My PC handling app delivery and updates, this gives you a balanced approach: remove distractions, keep control of the apps that matter, and avoid the headaches of brittle cleanup scripts.

Create profile

Windows 10 and later - Settings catalog

1 Basics

2 Configuration settings

3 Scope tags

4 Assignments

5 Review + create

+ Add settings

Administrative Templates

Remove category

Windows Components > App Package Deployment

Remove subcategory

1 of 27 settings in this subcategory are not configured

Feedback Hub (Device)False

Microsoft 365 Copilot (Device)False

Microsoft Clipchamp (Device)False

Microsoft Copilot (Device)False

Microsoft News (Device)True



Toasts That Help, Not Annoy

Bad notifications are ignored almost instantly, something every admin has seen firsthand. Too many popups or unclear messages are ignored, which defeats the purpose. But well-timed toasts can guide users during onboarding and keep them in the loop without adding frustration.

Best Practice:

Use toast notifications for:

- Letting the user know an app is ready to be used
- Prompting them to close an app so it can be updated
- Confirming that the installation has finished

If you are using Patch My PC, you can customize toast notifications to match your organization's branding and tone. That way the notifications feel like a part of your organization's normal workflow.

Of course, notifications only work if they respect the user's workflow. That is why your update process should always account for what the user is doing at the time.



Respect the User Workflow

Nothing kills trust faster than an update that closes a user's active app in the middle of their work. Forced updates at the wrong moment create frustration and drive tickets straight to IT.

Best Practice:

- Detect if an app is running before updating
- Prompt the user to close the app if it is open, and explain why
- Retry the update later if the user chooses not to close it

Patch My PC includes this logic out of the box. You do not need custom scripts to detect, prompt, and retry updates. Updates happen smoothly and users keep control of their work.

Yet even with a smooth update process, there will be times when a device needs a complete reset. Making this possible without IT intervention can save hours of downtime.



Enable Self Service Device Reset



When a device enrollment really goes sideways, waiting for IT to reimage it, wastes hours. Users sit idle while the IT helpdesk is trying to remotely wipe the device again.

Best Practice:

- Enable the reset option in Intune under, the Enrollment Status Page Properties
- Use it for frontline workers and remote staff

This approach can cut recovery times from days to minutes while keeping the process consistent. With Patch My PC ensuring apps return updated and ready, self-service reset becomes a reliable safety net instead of a support nightmare.

When you cannot automate every step, you may still need a way to communicate directly with the user during installs. That is where PSADT comes in.

Setup could not be completed. Please try again or contact your support person for help.

Turn on log collection and diagnostics page for end users

NoYes

Only show page to devices provisioned by out-of-box experience (OOBE)

NoYes

Install Windows updates (might restart the device)

NoYes

Block device use until all apps and profiles are installed ⓘ

NoYes

Allow users to reset device if installation error occurs

NoYes



Use PSADT for Interaction When Needed

Most app installs should stay silent, but sometimes the user needs to complete a task, such as closing a running app or confirming an upgrade, in order for the app installation to run. The problem is that installs running in the system context give no feedback. To the user, it looks like nothing is happening, which leads to confusion or calls to IT.

Best Practice:

- Use for upgrades that require user confirmation
- Display messages explaining what is being installed and why
- Give users the option to defer when possible
- Require closure of running apps before continuing

Patch My PC integrates seamlessly with PSADT, so you have the flexibility to add user interaction without rebuilding your deployment logic from scratch.

Even with these controls in place, you still need a way to confirm a device is truly ready before handing it over to the user, which is where TAP becomes invaluable.



Use TAP for Final Validation



Regardless of whether enrollment shows as successful, issues can still slip through. A policy may be missing, an app may have failed, or a VPN may not connect. If IT hands over the device without validating this first, the first user sign in can still disappoint.

This is where TAP fits.

Add authentication method

Choose method

Temporary Access Pass

Create a Temporary Access Pass for Rudy Oöms. While the pass is valid, the user can use it to sign in and register strong credentials. [Learn more](#)

☐ Delayed start time

Activation duration ⓘ

3

hours

One-time use

Yes

No

Best practice is to perform a TAP check before handover.

- Verify all required apps are installed
- Confirm policies are applied
- Test critical services such as VPN and security tooling

Patch My PC reduces the chance of surprises by keeping third party apps consistently updated, so the TAP check becomes validation instead of firefighting. Do not treat a successful ESP as the finish line. If additional assurance is needed, post provisioning checks, including TAP when appropriate, help confirm the device is truly ready for the user.



Monitor What Actually Happened

The Enrollment Status Page can give a false sense of success. It may show that provisioning is complete, but in reality, some apps might have failed silently or are still pending in the background. If no one checks, those hidden failures eventually turn into support tickets.

Best Practice:

- Monitor Intune app deployment success after provisioning
- Review failed and pending installs to find patterns
- Investigate recurring failures by app, device model, or location

With Patch My PC keeping third-party apps updated automatically, the number of apps you need to track is reduced. This frees up your time to allow you to focus on the real edge cases instead of chasing every single install.



Make First Login Success Your Standard



The first login sets the tone for the entire device's lifecycle. A bad experience with long waits, broken enrollment phases, or missing apps overshadows all the work IT puts into patching, security, and device management.

The practices in this guide are designed to prevent just that. By keeping the enrollment lean, skipping the unreliable user phase, handling large apps intelligently, and setting up the Company Portal as a hub, you can give users a clean and ready device from the start.

Patch My PC ties it all together by automating app updates, simplifying delivery, and reducing help desk tickets.



Book a demo to see how Patch My PC can help reduce help desk tickets after deployment and optimize ESP and app delivery in your environment.



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