MIGRATION PLAYBOOK · DEVICES

How to move Mac and iOS devices from Jamf to Intune

Rebuild your Jamf configuration in Intune first, connect Intune to Apple Business, then move company-owned devices with the OS 26 migration deadline, so users keep their data and nobody has to wipe a Mac.

Updated 4 Nov 2026 6 phases 13 detailed steps 6 official sources

START HERE

How do you move Mac and iOS devices from Jamf to Intune?

SHORT ANSWER

This moves company-owned Macs, iPhones and iPads from Jamf to Microsoft Intune. Intune is connected to Apple Business (the portal where Apple records which organisation owns each device), your Jamf settings and apps are rebuilt in Intune, and then devices are reassigned to Intune in waves with a deadline.

- **Recommended route:** Apple Business device migration with a deadline (Assign Device Management) to Intune, for devices on OS 26 or later
- **Order:** Build first, move last.
- **6 phases:** Inventory Jamf, Connect Intune to Apple, Rebuild in Intune, Test and pilot, Migrate in waves and Retire Jamf.
- **You're done when:** Every company-owned Mac, iPhone and iPad is enrolled in Intune and none remains in Jamf.

Devices on version 26 or later move without being erased; older devices are unenrolled and re-enrolled.

RECOMMENDED ROUTE

Apple Business device migration with a deadline (Assign Device Management) to Intune, for devices on OS 26 or later

It is Apple's own method, users keep their device and data, and the deadline makes sure every device moves.

▼ **Other options and when to use them**

- **Unenroll from Jamf, then enrol in Intune**
  : Devices that cannot update to version 26, or that are not in Apple Business.
- **Erase and enrol through Setup Assistant**
  : Shared or spare devices, or devices due for a fresh start anyway.

TOOLS FOR THIS PLAN

Are you ready?	Plan your dates	New to the jargon?
22-question readiness check	Dated countdown you can add to your calendar	Plain-English migration glossary

ORDER TO MIGRATE IN, AND WHY

Build first, move last. Every Jamf policy, profile, app and script needs an Intune equivalent before the first real device arrives, because a migrated device applies whatever Intune has at that moment.

1. **Inventory of Jamf policies, configuration profiles, apps, scripts and extension attributes**
   This is the list of what Intune must do on day one.
2. **Apple MDM push certificate and ADE token in Intune**
   Intune cannot manage or enrol Apple devices without them, and Apple Business needs Intune set up as a device management service.
3. **Enrolment profile, configuration, compliance and apps rebuilt in Intune**
   A migrated device applies Intune policy immediately; anything missing is a gap on that device.
4. **App licences (content token) moved for volume-purchased apps**
   Apple says to move the content token to the new service, and to keep the deadline to 30 days or less if you use volume-purchased apps.
5. **Test devices, then pilot, then waves with deadlines**
   Real devices show what the rebuild missed while the group is small.
6. **FileVault keys escrowed, Jamf retired**
   Intune only shows recovery keys it escrowed itself, and Jamf should not keep managing anything.

SETTINGS CHECKLIST: DECIDE THESE BEFORE YOU COPY

Built-in and third-party tools treat these differently. Tick each one off once you have decided.

Download this checklist (Excel)

- [ ] **Which devices can migrate without a wipe**

  Which devices use the deadline migration, and which need unenrolling.

  ▼ How each tool handles it

Built-in method	Apple Business: devices with iOS 26, iPadOS 26 or macOS 26 or later, owned by you and enrolled with Automated Device Enrollment. Devices added manually with Apple Configurator only after their 30-day provisional period. Shared iPad is not supported.

  Tip: Update devices to version 26 through Jamf before the move; it turns most of the fleet into wipe-free migrations.

  Apple Support: Migrate devices to a new management service in Apple Business

- [ ] **How long users get**

  The deadline for each wave.

  ▼ How each tool handles it

Built-in method	Apple Business: a deadline of more than a day and less than 90 days. At the deadline, iPhone and iPad restart to enforce the move; a Mac shows a full-screen prompt that cannot be dismissed. You can edit or remove the deadline, or cancel before the move starts.

  Tip: One to two weeks per wave is usually enough, with a reminder email a few days before the deadline.

  Apple Support: Migrate devices to a new management service in Apple Business

- [ ] **Apps and their data**

  Which apps must be installed by Intune before the move completes.

  ▼ How each tool handles it

Built-in method	Apple: on iPhone and iPad, apps and their data can be kept if the new service delivers the apps before sending the DeviceConfigured command. For volume-purchased apps, remove the content token from the old service and

upload a new one to the new service, and keep the deadline to 30 days or less.

Tip: Assign every required app in Intune as Required to the migrating devices before the first wave, and test one of each kind.

Apple Support: Migrate devices to a new management service in Apple Business

- [ ] **Enrolment with a user**

Whether devices enrol with user affinity, and how users sign in.

▼ **How each tool handles it**

Built-in method	Intune: for ADE with user affinity, use Setup Assistant with modern authentication; users sign in to Company Portal after enrolment to finish Microsoft Entra registration. Intune ended support for Setup Assistant (legacy) with the October 2026 service release. Enrolments without user affinity do not use Company Portal.

Tip: Use user affinity for staff devices, so compliance and Conditional Access work, and no affinity only for shared or kiosk devices.

Microsoft Learn: macOS device enrollment guide for Microsoft Intune

- [ ] **FileVault recovery keys**

How Macs encrypted under Jamf get a key Intune holds.

▼ **How each tool handles it**

Built-in method	Intune: with an Intune FileVault policy assigned, a user can upload their recovery key in Company Portal (Store recovery key) and Intune rotates it, or the key can be rotated on the Mac with sudo fdesetup changerecovery -personal. Admins see keys in device details > Monitor > Recovery keys, for corporate devices only.

Tip: Export Jamf's escrowed keys before you retire it, as a fallback until Intune holds a key for every Mac.

Microsoft Learn: Use FileVault disk encryption for macOS with Intune

- [ ] **Activation Lock**

How Activation Lock is handled after the move.

▼ **How each tool handles it**

Built-in method	Apple: after re-enrolment, the new service creates Activation Lock bypass codes.

Tip: Check one migrated device in Intune for its bypass code before the larger waves.

Apple Support: Migrate devices to a new management service in Apple Business

THE PLAN, PHASE BY PHASE

1 Inventory Jamf Weeks 1 to 2

Export the list of devices with model, OS version and owner.

List every policy, configuration profile, app, script and extension attribute in Jamf.

Mark which devices are in Apple Business and on version

26 or later.

> **Watch out:** Devices below version 26 cannot use the deadline migration.
>
> **WAYS AROUND IT**
>
> - Update them through Jamf first, or plan an unenrol and re-enrol for those devices.

Show the detailed steps (2) →

2 Connect Intune to Apple Week 2

Create and upload the Apple MDM push certificate in Intune.

Add Intune as a device management service in Apple Business and upload the server token to Intune.

Create the enrolment profile, using Setup Assistant with modern authentication for staff devices.

> **Watch out:** Without an active push certificate, Intune cannot enrol or manage any Apple device.
>
> **WAYS AROUND IT**
>
> - Use a shared admin Apple Account for the certificate, and note its yearly renewal date.

Show the detailed steps (3) →

3 Rebuild in Intune

Weeks 2 to 5

Recreate configuration profiles (Wi-Fi, VPN, restrictions, FileVault) in the settings catalog.

Create compliance policies and scripts

to replace Jamf policies.

Add apps and move the volume-purchase content token to Intune.

> **Watch out:** Some Jamf features, such as extension attributes and Self Service, have no one-to-one match.
>
> **WAYS AROUND IT**
>
> - Use Intune custom attributes and shell scripts, and Company Portal for optional apps; test each replacement.

Show the detailed steps (3) →

4 Test and pilot Weeks 5 to 6

Migrate two or three test devices with a short deadline.

Check policies, apps, FileVault and

Company Portal sign-in on each.

Run a pilot wave of IT and willing users.

> **Watch out:** Apps assigned only as Available may not be installed during the move.
>
> **WAYS AROUND IT**
>
> - Assign apps users need on day one as Required.

Show the detailed steps (3) →

5 Migrate in waves Weeks 6 to 10

Tell each wave what will happen and when the deadline is.

Assign the wave to Intune

in Apple Business with a deadline.

Track enrolled devices in Intune and follow up stragglers before the deadline.

> **Watch out:** At the deadline the move is enforced: iPhone and iPad restart, Macs show a full-screen prompt.
>
> **WAYS AROUND IT**
>
> - Avoid deadlines on busy days, and remind users a few days before.

Show the detailed steps (3) →

6 Retire Jamf

After the last wave

Confirm every device shows in Intune and none in Jamf.

Check Intune holds

a FileVault key for every Mac.

Export Jamf records you need, then end the subscription.

> **Watch out:** Intune can only show FileVault keys it escrowed itself.
>
> **WAYS AROUND IT**
>
> - Keep an export of Jamf's keys until Intune has a key for every Mac.

Show the detailed steps (2) →

You are finished when

- Every company-owned Mac, iPhone and iPad is enrolled in Intune and none remains in Jamf.
- Each device has its configuration, compliance policy and required apps from Intune.
- Intune holds a FileVault recovery key for every Mac.
- Jamf is no longer managing any device, and its data you need is exported.

CLICK BY CLICK

What does each step involve?

Open a part when you reach it in the plan. Each step says where to go, what to do and what you should see.

About this migration

What it covers, limits at a glance

Since iOS 26, iPadOS 26 and macOS 26, Apple lets you move a company-owned device from one device management service to another from Apple Business, with a deadline. The user gets a prompt, and if they ignore it, the move is enforced at the deadline. Devices must be owned by you and enrolled with Automated Device Enrollment (ADE).
The move itself is quick. The real work is rebuilding what Jamf does today, as Intune configuration, compliance, apps and scripts, before any device arrives, so a Mac lands in Intune already set up. For Windows PCs moving from Configuration Manager, see Configuration Manager to Intune.

MIGRATION WITHOUT A WIPE
iOS 26, iPadOS 26 and macOS 26 or later, enrolled with Automated Device Enrollment

WHERE YOU START IT
Apple Business: Devices > Assign Device Management, with a deadline

DEADLINE WINDOW
More than a day and less than 90 days; 30 days or less if you use volume-purchased apps

OLDER OS VERSIONS
Unenroll from Jamf, then enrol in Intune

ENROLMENT PROFILE
Setup Assistant with modern authentication for devices with a user

FILEVAULT
Intune escrows a new recovery key once its FileVault policy applies

1 What do you need before you move Mac and iOS devices from Jamf to Intune?

Need	Details	Where to get it
Intune licences	For each user or device you will manage.	Microsoft 365 admin center
Intune Administrator role	To create enrolment profiles, policies and apps.	Microsoft Entra admin center
Apple Business access	A role that can assign devices to device management services.	https://business.apple.com
A shared admin Apple Account	For the Apple MDM push certificate, so it survives staff changes.	Apple Account sign-up

Need	Details	Where to get it
Jamf admin access	To export inventory, policies and FileVault keys.	Your Jamf Pro console
Test devices on version 26	A Mac and an iPhone or iPad enrolled in Jamf through ADE.	Your IT spares

2 Inventory what Jamf does today

2 steps

1 Export devices

Where: Jamf Pro, using an inventory search exported to CSV

Export serial number, model, OS version, user and enrolment method for every device. Mark devices on version 26 or later and enrolled through ADE.

✓ **You should see:** A device list showing which devices can use the deadline migration.

2 List configuration and apps

Where: Jamf Pro, in its configuration profiles, policies, scripts and apps lists

Record each profile, policy, script and app, who it applies to, and what it does. Put them in the application inventory template with an Intune equivalent column.

✓ **You should see:** One row per Jamf item with its planned Intune replacement.

3 Connect Intune to Apple

3 steps

1

Upload the Apple MDM push certificate

Where: Intune admin center > Devices > Enrollment, Apple tab > Apple MDM Push certificate

Download the certificate signing request, create the certificate at the Apple Push Certificates Portal with the shared admin Apple Account, and upload it back to Intune.

✓ **You should see:** The certificate shows as Active with its expiry date.

2

Add Intune to Apple Business

Where: Intune admin center > Devices > Enrollment, Apple tab > Enrollment program tokens; then Apple Business, where you add a device management service

Download Intune's public key, add an MDM server in Apple Business with it, download the server token and upload it to Intune. Microsoft says Apple Business then syncs with Intune every 12 hours, or manually.

✓ **You should see:** The token shows in Intune, and Intune is listed as a device management service in Apple Business.

3

Create the enrolment profile

Where: Intune admin center > Devices > Enrollment, Apple tab > Enrollment program tokens > your token > Profiles > Create profile

Choose **Enroll with User Affinity** and **Setup Assistant with modern authentication** for staff devices, and set the Setup Assistant screens. Assign the profile to the devices you will migrate.

✓ **You should see:** The profile is assigned to the migrating devices.

4 Rebuild Jamf configuration in Intune

3 steps

1

Create configuration profiles

Where: Intune admin center > Devices > Configuration > Create > New policy > macOS (or iOS/iPadOS) > Settings catalog

Recreate Wi-Fi, VPN, certificates, restrictions and login settings from your inventory. Use the endpoint security disk encryption policy for FileVault.

✓ **You should see:** Each Jamf profile has an Intune policy assigned to the right group.

2

Create compliance policies

Where: Intune admin center > Devices > Compliance > Create policy

Set the minimum OS version, encryption and password rules you enforce today, with actions for non-compliance.

✓ **You should see:** Compliance policies are assigned to the migrating users or devices.

3

Add apps and the content token

Where: Intune admin center > Apps; Tenant administration > Connectors and tokens > Apple VPP tokens

Apple says to remove the content token from the old service and upload a new one to the new service. Download a new token from Apple Business, upload it to Intune, and assign required apps as **Required**.

✓ **You should see:** Apps show as assigned, with licences from the new token.

5 Migrate devices with a deadline

3 steps

1

Assign devices to Intune

Where: Apple Business > Devices > Inventory > select devices > Assign Device Management

Choose Intune as the new service, select **Add Deadline** (more than a day and less than 90 days, or 30 days or less with volume-purchased apps), then **Continue** and **Confirm**.

✓ **You should see:** An activity is created, and the device shows a pending migration.

2

Users complete the move

Where: Each device

Users accept the prompt to move management. On a Mac, they then sign in to Company Portal to finish registration. Send the communication plan before the wave.

✓ **You should see:** The device appears in Intune under Devices with its user, and leaves Jamf.

3

Check each migrated device

Where: Intune admin center > Devices > select the device

Check configuration and compliance status, installed apps, and, for Macs, that a FileVault recovery key is listed under Monitor > Recovery keys.

✓ **You should see:** Policies applied, compliant, apps installed, and a recovery key for each Mac.

6 Retire Jamf

2 steps

1

Move stragglers and older devices

Where: Jamf Pro and Intune

For devices below version 26, remove management in Jamf and enrol them in Intune through Company Portal or a fresh Setup Assistant. Microsoft notes another MDM's certificates and files must be removed first.

✓ **You should see:** No device remains managed by Jamf.

2

Close down Jamf

Where: Jamf Pro, then Apple Business

Export records you must keep, including FileVault keys until Intune has a key for each Mac, then remove Jamf as a device management service in Apple Business and end the subscription.

✓ **You should see:** Jamf is no longer listed as a management service.

WORTH KNOWING

What can go wrong, and how do you avoid it?

The detail behind the plan: options compared, and what experienced engineers check first. Tap any item.

Compare all the ways to do this

3 options –

Apple Business migration with a deadline

LOW EFFORT

Best for: Company-owned devices on version 26 or later, enrolled through ADE

+ Apple's own method
+ No erase, users keep the device
+ Deadline makes sure every device moves
– Only version 26 or later
– Move is forced at the deadline

Read more →

Unenroll from Jamf, then enrol in Intune

MEDIUM EFFORT

Best for: Devices that cannot run version 26

+ Works on older versions
+ No erase needed for user-enrolled devices
– Users act on each device
– A gap with no management between steps

Read more →

Erase and enrol

MEDIUM EFFORT

Best for: Shared, spare or end-of-life devices

+ Clean start
+ No leftover Jamf configuration
– User data must be backed up first
– Takes the device out of use for a while

Read more →

OUR ADVICE

Update the fleet to version 26 and use the Apple Business deadline migration for everything you can. Unenrol and re-enrol only the devices that cannot update, and erase only shared or spare devices.

Version 26 decides how painful this is

SAVES TIME

Only devices on iOS 26, iPadOS 26 or macOS 26 or later, enrolled through ADE and owned by you, can move with the Apple Business deadline. Others must be unenrolled and re-enrolled.

WHAT TO DO

Push the version 26 update through Jamf before you start, and count the devices that cannot take it.

Apple Support: Migrate devices to a new management service in Apple Business

Rebuild before you move anything

REDUCES RISK

Microsoft tells you to rebuild configuration profiles, compliance policies, scripts and apps in Intune and test on a device before migrating.

WHAT TO DO

Finish the inventory-to-Intune mapping and test it on spare devices before the pilot.

Microsoft Tech Community: Apple making device migration to Microsoft Intune easy with OS 26

Volume-purchased apps limit the deadline

USER IMPACT

Apple says not to set a deadline over 30 days if you use volume-purchased apps, and to move the content token to the new service.

WHAT TO DO

Move the token just before the first wave, and keep deadlines to 30 days or less.

Apple Support: Migrate devices to a new management service in Apple Business

The deadline is enforced

USER IMPACT

If users ignore the prompt, iPhones and iPads restart at the deadline and Macs show a full-screen prompt that cannot be dismissed.

WHAT TO DO

Pick deadlines that avoid busy periods, and remind users a few days ahead.

Apple Support: Migrate devices to a new management service in Apple Business

Use modern authentication in Setup Assistant

COMPLIANCE

Intune ended support for Setup Assistant (legacy) authentication for ADE with user affinity in the October 2026 release. Modern authentication supports MFA and registers devices in Microsoft Entra ID.

WHAT TO DO

Create new enrolment profiles with Setup Assistant with modern authentication.

Microsoft Learn: macOS device enrollment guide for Microsoft Intune

Keep FileVault keys until Intune has its own

REDUCES RISK

Intune escrows a key once its FileVault policy applies and the key is uploaded or rotated. Until then, the only key may be the one in Jamf.

WHAT TO DO

Export Jamf's keys before retiring it, and check the Intune recovery keys report for every Mac.

Microsoft Learn: Use FileVault disk encryption for macOS with Intune

FINISH SAFELY

How do you check it worked, or roll back?

Full validation checklist

5 checks

Run these before you declare the migration complete. Record the results in the data validation report.

Check	How to check	What good looks like
Every device is in Intune	Compare Intune admin center > Devices > All devices with your Jamf export by serial number.	Every company-owned device appears in Intune.

Check	How to check	What good looks like
Policies and compliance applied	Open Devices > Monitor > Configuration and Compliance reports.	Devices show as succeeded and compliant.
Required apps installed	Apps > Monitor > App install status for each required app.	Installed on every targeted device.
FileVault keys escrowed	Open a sample of Macs > Monitor > Recovery keys, and the encryption report.	Every Mac has a recovery key in Intune.
Jamf manages nothing	Check the Jamf Pro inventory for managed devices.	No device is still managed by Jamf.

Rollback plan

If it goes wrong

ROLL BACK IF

- Migrated test devices are missing key policies or apps
- Users lose access to required apps or data after the move
- Enrolment fails for most of a wave

POINT OF NO RETURN

Before a migration starts, you can cancel it in Apple Business and the device stays with Jamf. Once a device has moved, going back means another migration to Jamf, so fix gaps in Intune instead of moving devices back.

1

Cancel pending migrations

Where: Apple Business > Devices > select devices > the migration activity

Cancel the migration for devices that have not started. Apple says they revert to their original service and the prompts are cancelled.

✓ **You should see:** Devices stay managed by Jamf.

2

Fix the gap in Intune

Where: Intune admin center

Add the missing policy or app and assign it to the migrated devices.

✓ **You should see:** Migrated devices receive the fix at their next check-in.

3

Restart the wave

Where: Apple Business

Reassign the remaining devices with a new deadline once a test device passes.

✓ **You should see:** The wave continues with the fix in place.

Agree the triggers and who decides before the go / no-go meeting. Use the rollback plan template.

Common problems and fixes

5 errors −

`Deadline option missing in Apple Business`

Cause: The device is below version 26, not enrolled through ADE, not owned by you, or still in its 30-day provisional period.

Fix: Update the device, or unenrol and re-enrol it instead.

`Device never appears in Intune`

Cause: The enrolment profile is not assigned, or Apple Business has not synced with Intune.

Fix: Assign the profile to the device serial number and sync the token in Intune.

`Apps missing after the move`

Cause: Apps were assigned as Available, or the content token was not moved.

Fix: Assign apps as Required, and upload the new content token to Intune.

`No FileVault recovery key in Intune`

Cause: The Mac was encrypted under Jamf and the key has not been escrowed to Intune.

Fix: Assign an Intune FileVault policy, then have the user store the key in Company Portal, or rotate it.

`Enrolment fails for a device enrolled outside ADE`

Cause: Certificates and files from Jamf are still on the device.

Fix: Remove management in Jamf first, or erase the device, then enrol in Intune.

Search the full error library →

FAQ

Frequently asked questions

Do I need to wipe Macs to move from Jamf to Intune? −

Not for devices on macOS 26 or later enrolled through ADE: Apple Business can move them with a deadline. Older devices are unenrolled and re-enrolled.

How long can the migration deadline be?

More than a day and less than 90 days, or 30 days or less if you use volume-purchased apps.

Do users keep their apps and data?

Apple says apps and data on iPhone and iPad can be kept if Intune delivers the apps before finishing configuration. Test with your own apps first.

What happens if a user ignores the prompt?

At the deadline the move is enforced: iPhones and iPads restart, and Macs show a full-screen prompt.

Can Intune show FileVault keys escrowed by Jamf?

No. Intune shows keys it escrowed itself, after its FileVault policy applies and the key is uploaded or rotated.

SOURCES

Official sources

6 official pages this guide is based on

Vendors change limits and features, so confirm details on the source before you rely on them. Last checked 4 Nov 2026.

- Apple Support: Migrate devices to a new management service in Apple Business
- Microsoft Learn: macOS device enrollment guide for Microsoft Intune
- Microsoft Learn: iOS/iPadOS device enrollment guide for Microsoft Intune
- Microsoft Tech Community: Apple making device migration to Microsoft Intune eas...

- Microsoft Learn: Use FileVault disk encryption for macOS with Intune
- Microsoft Learn: Overview of Apple Automated Device Enrollment in Intune