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Getting More Out of Admin By Request: Tips and Tricks for SMBs

Introduction

You've deployed Admin By Request EPM, revoked local admin rights across your endpoints, and your users are elevating applications instead of running as permanent admins. That's a great start, and a significant security win on its own.

But there's a lot more under the hood.

Whether you're managing 25 endpoints or a few hundred, the tips in this document will help you tighten up your setup, save your team time, and get a clearer picture of what's actually happening on your devices. No deep expertise required, just a willingness to poke around the portal a little more than you have been.

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This technical note is available online:



Tips and Tricks for SMBs

Tip 1: Get Familiar With the Inventory

The Inventory page is one of those features that's easy to overlook once your elevations are running smoothly, but it's worth spending some time with.

At a glance, you can see every enrolled endpoint: what OS it's running, which user is assigned to it, the current agent version, and whether anyone has administrator-level access (those show up in red). For a small IT team, that alone is a useful snapshot of your environment without having to dig through individual machines or rely on separate asset tracking tools.

Admin By Request Inventory
This page shows your inventory of computers; click one for details.
In detail view, you can see hardware/software inventory, events, local admins, reset owner, issue PIN codes and Break Glass accounts and much more.

ALL (7) WINDOWS (2) MACS (2) LINUX (2) SERVERS (1)

Computer Inventory

Drag a column header here to group by column or click the funnel icon to filter. You can select more columns by right-clicking the header.

Computer	User	Operating system	Model	SW	PIN	Details
DC0	Administrator	Windows Server 2022 Datacenter	VMware20,1	8.6.2	PIN	Details
LINUX-VM1	Eric Hastie	Ubuntu 22.04.5 LTS	VMware Virtual Platform	4.0.0	PIN	Details
LINUX-VM2	Eric Hastie	Ubuntu 24.04.3 LTS	VMware Virtual Platform	4.0.0	PIN	Details
OLIVIA'S MAC	Olivia Lim	macOS 12 Monterey	VMware 20.1	5.2.0	PIN	Details
Roses-Mac	Steve Dodson	macOS 26 Tahoe	MacBookPro 18,1	5.2.0	PIN	Details
WIN10-VM2	Peter Bloggs	Windows 10 Pro	VMware20,1	8.6.3	PIN	Details
WIN11-VM2	Peter Bloggs	Windows 11 Pro	VMware20,1	8.6.3	PIN	Details

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RED USER = ADMINISTRATOR

Windows macOS Linux Azure VD Amazon WS Server

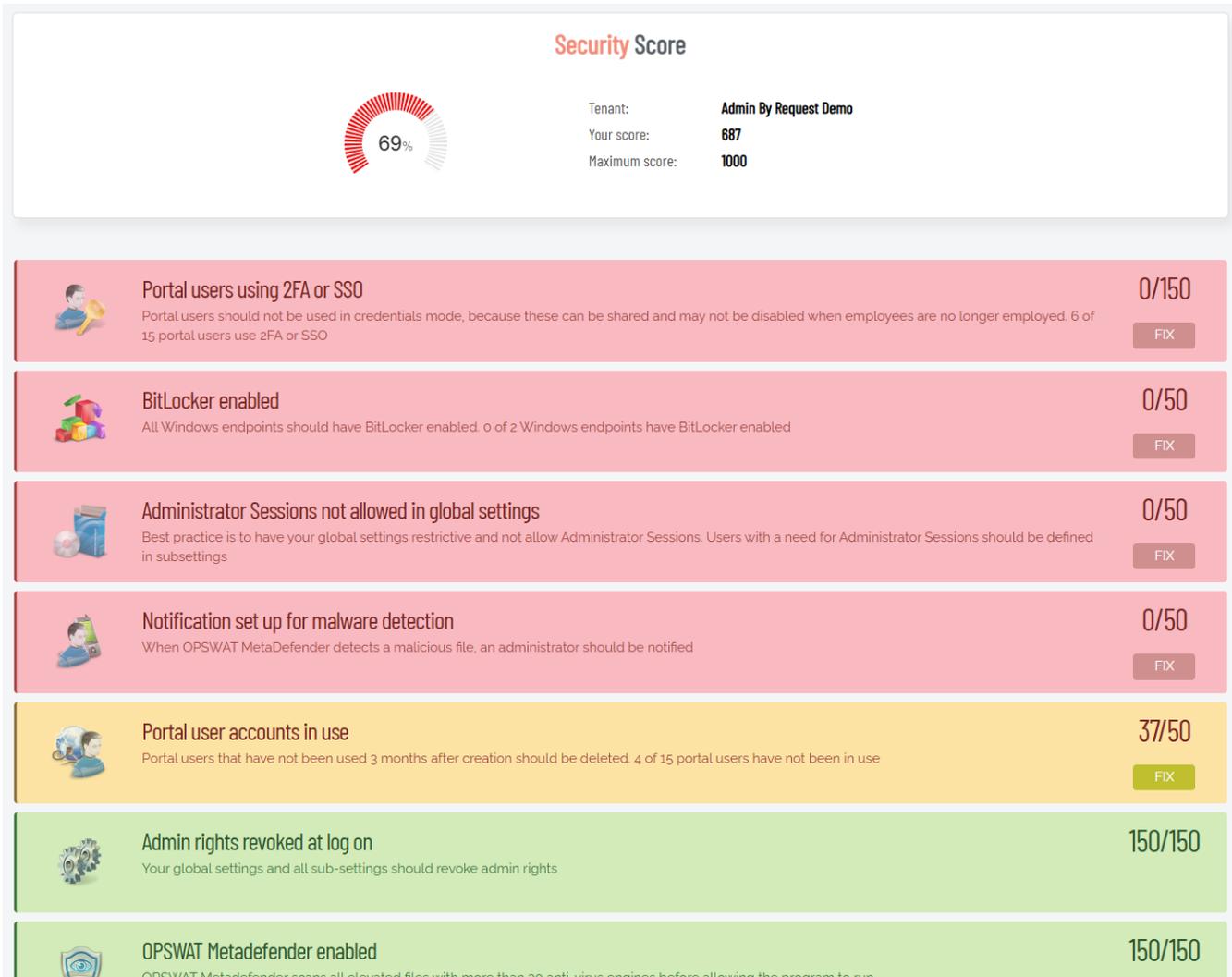
Simple PDF Export Simple XLSX Export Full CSV export (i) Full CSV export (j)

That said, the portal view is really just the highlights reel. If you want the full picture, hit the **Full CSV Export** button at the bottom of the page. The exported file includes a much deeper set of data per device: things like public and private IP addresses, service tags, OS install dates, major and minor OS version, specific build numbers, Bitlocker status, TPM version, Intune compliance status, whether the device is Azure or domain joined, and more. It's the kind of data that's genuinely handy for audits, compliance checks, or just getting a clear picture of where your endpoints stand.

If your endpoints are spread across different OS versions or you're not sure how up-to-date your fleet is, the CSV export is a quick way to find out without touching a single machine.

Tip 2: Check Your Security Score

On the Summary page of the portal, you'll find the Security Advisor widget showing your current Security Score out of 1000. It's worth paying attention to.



The Security Advisor breaks your score down into individual checks, each color-coded by status; green means you're good, yellow means there's room for improvement, and red means something needs your attention. The checks cover a solid range of security hygiene items: whether portal users are authenticating with 2FA or SSO, whether BitLocker is enabled across your Windows endpoints, whether Admin Sessions are restricted in your global settings, whether OPSWAT MetaDefender is enabled, whether stale portal accounts have been cleaned up, and more. Each flagged item includes a brief explanation of why it matters and a **Fix** button that takes you straight to the relevant setting.

It's a practical way to spot configuration gaps you might not have thought to look for, especially if you set things up quickly and moved on.

There's also a **PDF export** at the bottom of the page, which is worth knowing about if you're working toward ISO certification or any other compliance framework. Exporting the report on a regular cadence (quarterly works well for most teams) gives you a timestamped record of your security posture at any given point, handy when an auditor comes knocking.

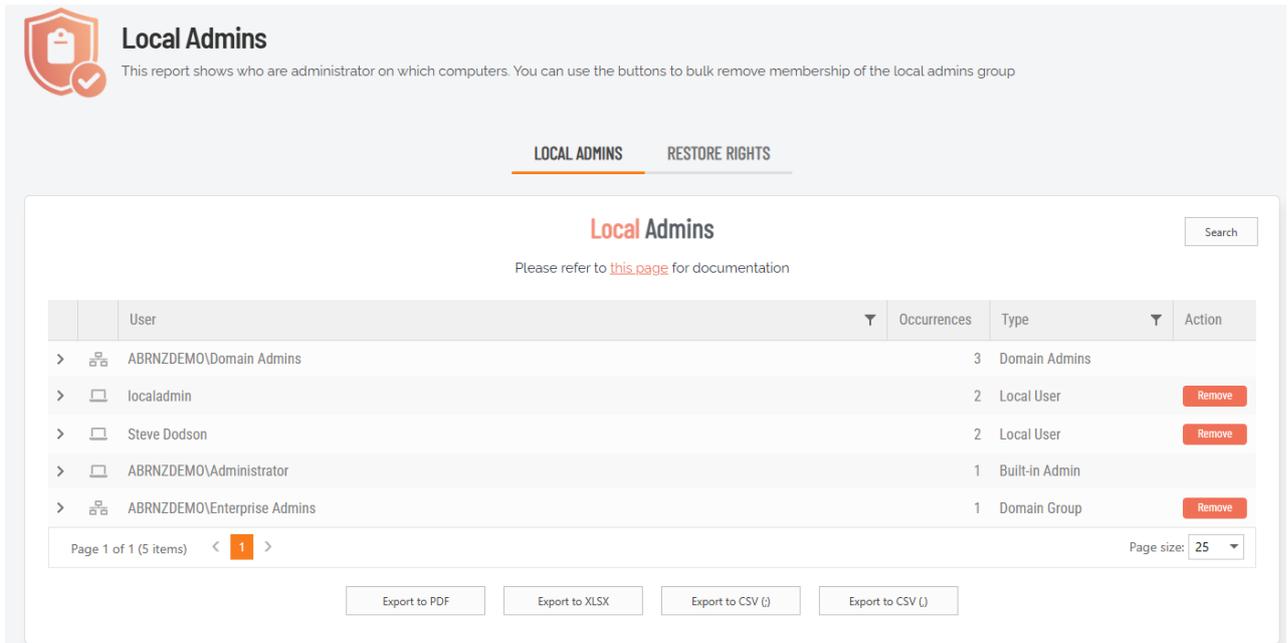
Tip 3: Use the Local Admins Report During Rollout

The Local Admins report is one of the more immediately useful reports when you're in the early stages of deployment, particularly if your users have historically had permanent admin rights (which, in most SMB environments, is more common than anyone likes to admit).

As you roll out the EPM client across your endpoints, the report will automatically populate with every admin account it discovers in your environment. You don't have to do anything manually. As users log in, the client removes their admin privileges on the fly and the report updates itself accordingly.

To run the Local Admins report:

1. In the portal, select **Reports > User Reports > Local Admins**:



Local Admins
This report shows who are administrator on which computers. You can use the buttons to bulk remove membership of the local admins group

LOCAL ADMINS RESTORE RIGHTS

Local Admins Search

Please refer to [this page](#) for documentation

User	Occurrences	Type	Action
> ABRNZDEMO\Domain Admins	3	Domain Admins	
> localadmin	2	Local User	Remove
> Steve Dodson	2	Local User	Remove
> ABRNZDEMO\Administrator	1	Built-in Admin	
> ABRNZDEMO\Enterprise Admins	1	Domain Group	Remove

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Export to PDF Export to XLSX Export to CSV (.) Export to CSV (.)

- Under tab LOCAL ADMINS, expand an entry (e.g. **localadmin**) to view the local administrators on different computers:

Local Admins Search

Please refer to [this page](#) for documentation

User	Occurrences	Type	Action
> ABRNZDEMO\Domain Admins	3	Domain Admins	
▼ localadmin	2	Local User	Remove

Computer	Model	Details
OLIVIA'S MAC	Apple Inc. VMware 20.1	Details
Roses-Mac	Apple Inc. MacBookPro 18.1	Details

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[Export to CSV \(j\)](#)
[Export to CSV \(l\)](#)

> Steve Dodson	2	Local User	Remove
> ABRNZDEMO\Administrator	1	Built-in Admin	
> ABRNZDEMO\Enterprise Admins	1	Domain Group	Remove

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[Export to XLSX](#)
[Export to CSV \(j\)](#)
[Export to CSV \(l\)](#)

- If necessary, use the **Remove** button to remove local admin rights for a user on a computer.

It also works the other way: if you manually remove an account's privileges and need to reverse that, you can restore them directly from the same report.

For teams where a large number of users currently have admin access, this report is a great place to start. It gives you a clear, real-time picture of who still has elevated rights, so you can work through the cleanup in a controlled way rather than flying blind.

Tip 4: Use the Elevated Apps Report Before Revoking Rights

Like the previous tip, this one is particularly useful if a good portion of your users still have admin privileges and you haven't fully committed to revoking them yet. The Elevated Applications report is one of the best tools for taking the guesswork out of that transition.

By deploying the EPM client in learning mode first, the report builds up a picture of what applications your users are actually elevating, without changing anything about their experience. You can set a date range to get a realistic sample (the last year or two works well) and see exactly how many elevation requests you'd be dealing with once admin rights are removed. That data makes it a lot easier to plan your configuration before you flip the switch, rather than finding out what your users need after the fact.

The other thing worth knowing: you can create pre-approvals directly from this report. Rather than manually configuring each one in your settings, clicking the application's hyperlink in the report will pre-populate all the file information, and saving it adds it straight to your pre-approval list.

It's a much faster way to build out your pre-approvals, especially if you're working through a long list of applications:

Elevated Applications Search

Drag a column header here to group by that column or click the funnel icon to filter by a column value

Program	Vendor	App	Vendor	Elevations
▼ Codex	OpenAI, L.L.C.	37	52	1

Time	Computer	Full name	File	Version	Pre-approve	Auditlog
15-02-2026 23:24:42	Steves-Macbook-Air	Steve Dodson	Codex.app	26.212.1823	Pre-approve	Auditlog

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The Elevated Applications report is found in the portal at **Reports > User Reports > Elevated Applications**.

Tip 5: Lock Down Elevation With Intune Compliance

If your organization uses Microsoft Intune, this one's worth knowing about. In your Global Settings under **Lockdown**, you'll find the Intune Compliance toggle. When enabled, a device must be Intune compliant before any user can run an elevation through Run As Admin or start an Admin Session.

Windows Workstation Global Settings

Settings here are the global settings for all endpoints. You can overrule settings for certain domain users or computers under the sub settings menu. If you have any questions, feel free to contact us [here](#).

ADMIN RIGHTS
RUN AS ADMIN
ADMIN SESSION
SUPPORT ASSIST
OWNER
INTUNE

- Authorization
- Endpoint
- Lockdown
- Malware
- App Control
- Emails

Windows Lockdown

Intune Compliance

Device must be compliant ON

Save

Note that Intune compliance is overruled for some users and computers in sub settings "Management Team"

About Intune Compliance

Device must be compliant means that the device has to be Intune Compliant to be able to use Run As Administrator or start an Administrator Session. Note that you need to configure the [Extra ID Connector](#) for this feature to work.

Note that Intune compliance is overruled for some users and computers in sub settings "Management Team"

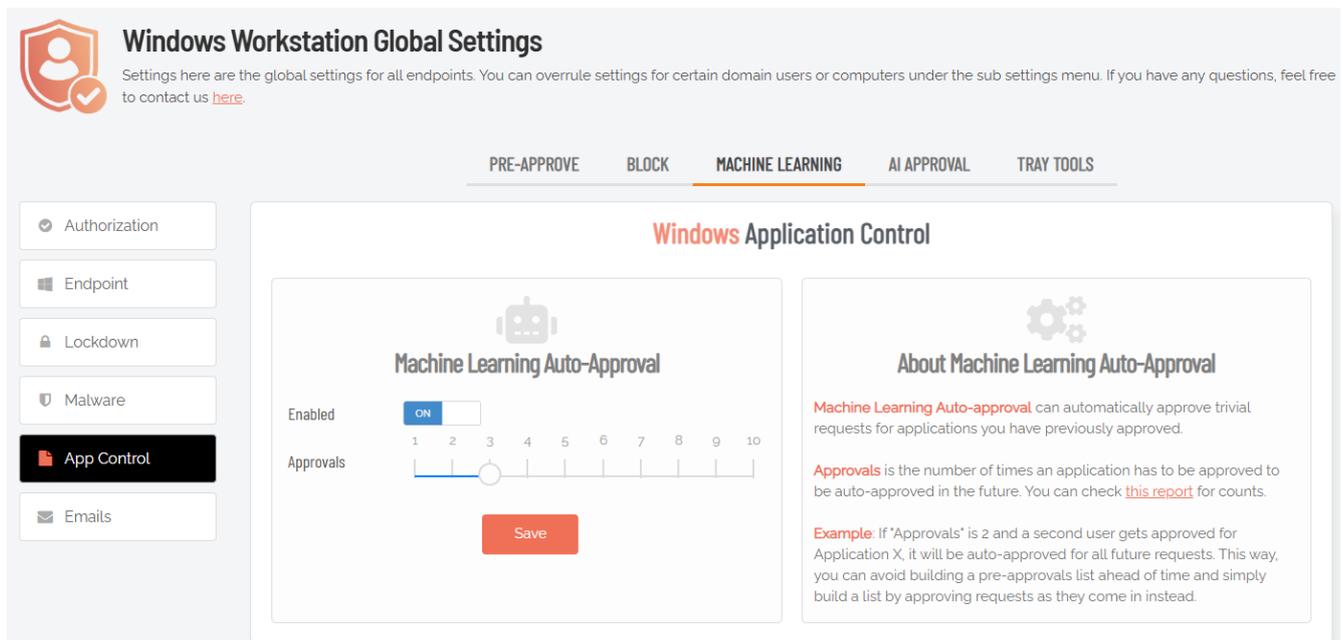
In practice, this means a device that's fallen out of compliance (missing updates, failed security checks, unenrolled, etc.) gets blocked from elevation entirely until it's back in good standing. It's a straightforward way to tie your privilege management directly to your existing device compliance policies rather than treating them as separate concerns.

You'll need the Entra ID Connector configured for this to work, but if you're already using Intune heavily, it's a natural addition to your setup.

Tip 6: Let Machine Learning Handle Repeat Approvals

Found under Global Settings in **App Control**, the Machine Learning Auto-Approval feature is one of the better ways to reduce approval overhead over time without having to build out a full pre-approvals list from scratch.

The idea is simple: set a threshold for how many times an application needs to be manually approved before the system starts approving it automatically for all future requests. If your threshold is set to 3, the fourth elevation request for that application gets approved without anyone having to touch it:



The screenshot displays the 'Windows Workstation Global Settings' interface. On the left, a navigation menu includes 'Authorization', 'Endpoint', 'Lockdown', 'Malware', 'App Control' (highlighted), and 'Emails'. The main content area is titled 'Windows Application Control' and features a 'Machine Learning Auto-Approval' section. This section has an 'Enabled' toggle set to 'ON' and a slider for 'Approvals' ranging from 1 to 10, with the current value set to 3. A 'Save' button is located below the slider. To the right, an 'About Machine Learning Auto-Approval' box explains that this feature can automatically approve trivial requests for applications previously approved. It defines 'Approvals' as the number of manual approvals required for auto-approval and provides an example: if 'Approvals' is 2 and a second user gets approved for Application X, it will be auto-approved for all future requests.

If you're new to this, it's worth starting with a higher threshold (somewhere around 10) while you're still getting a feel for what your users are running. That gives you enough manual oversight to catch anything unexpected before it gets learned in. As you build more confidence in your environment, you can dial the threshold down and let the automation do more of the heavy lifting.

It's a good middle ground for teams that want tighter control than blanket pre-approvals, but don't want to be manually approving the same applications week after week.

Tip 7: Consider Break Glass as a Replacement for LAPS

If you're currently using Microsoft LAPS to manage local administrator access, it's worth taking a look at the Break Glass feature and how it compares.

To create a Break Glass account, go to your Inventory in the portal and drill-down into an endpoint. In the left-hand menu for the endpoint, select **Break Glass** and then click **Generate Account**:

The screenshot shows the Admin By Request portal interface for endpoint WIN10-VM2. At the top left, there is a shield icon and the text "WIN10-VM2". Below this, a note says: "You can click [this link](#) to print the QR code to a sticker and attach to the physical computer. You can then scan it at any time on your smartphone to get instant access to this page." A QR code is visible in the top right corner. The main content area is titled "BREAK GLASS ACCOUNT" and is divided into three sections:

- Left Sidebar:** A menu with options: Close, Inventory, PIN Code, Local Admins, **Break Glass** (highlighted), Events, Auditlog, Sub Settings, and Owner.
- Center Panel:** Titled "Break Glass Account" with a "Credentials" icon. It contains input fields for "User", "Password", and "Expiry" (set to "2 hours"), and a "Generate Account" button.
- Right Panel:** Titled "Instructions" with a paragraph explaining that a Break Glass Account is for situations where domain trust is broken or someone without logon credentials needs access. It also includes a screenshot of a Windows desktop in "FTWIN10 BREAK GLASS MODE" with a large red checkmark and the Admin By Request logo.

Break Glass generates a one-time, time-limited local admin account on any endpoint with a single click. Once the session is done, that's it. No standing credentials, no password to look up, no risk of an account being left active longer than it should be.

The common feedback from teams that switch from LAPS is that the auditing piece is what wins them over. With LAPS, there's no real trail of what someone actually did with that admin account once they had it. Break Glass logs everything, so if you hand a helpdesk team member access to an endpoint, you have a full record of every action taken under that account. That's a meaningful difference when something goes wrong and you need to piece together what happened.

The other LAPS pain point it sidesteps: password rotation. LAPS rotation can behave unpredictably when devices are offline or off a domain, which tends to cause headaches at the worst possible times. Break Glass doesn't have that problem since there's no persistent password to rotate in the first place.