



# Remove former User / Employee

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## Overview

Office 365 collaboration tools allow for communication and collaboration to be easier than ever. Start conversations, work together on files, and organize around projects using Yammer, or conduct online meetings with audio, video, and screen sharing capabilities using Skype for Business



## The Problem

### Remove a former employee from Office 365

"What should I do to protect data when an employee leaves the organization?" This article explains how to block access to Office 365 and the steps you should take to secure your data.

## The Solution

### Action to take

### Why do this?

- |  |   |
|--|---|
| 1. Block user access to Office 365 data and email  | <p>It prevents the person from accessing their old Office 365 mailbox and data.</p> <p>TIP: When you block a user's access, you're still paying for their license. You have to delete the license from your subscription to stop paying for it (step 5).</p>  |
| 2. Save the contents of the user's mailbox         | <p>This is useful for the person who is going to take over the employee's work, or in case of litigation.</p>   |
| 3. Forward the user's email to another employee    | <p>This lets you keep the former employee's email address active, even though you're going to remove their license and delete their account.</p> <p>If you have customers or partners still sending email to the former employee's address, this gets them to the person taking over the work.</p>      |
| 4. Wipe and block the user's mobile device         | <p>Removes your business data from the phone or tablet.</p>   |
| 5. Remove and delete the user's Office 365 license | <p>When you remove a license, you can assign it to someone else. Or, you can delete the license so you don't pay for it until you hire another person.</p> <p>When you remove or delete a license, the user's old email, contacts, and calendar are retained for 30 days, then permanently deleted.</p> |

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## The Solution

6. Delete the former employee's user account

This removes the account from your Office 365 admin center. Keeps things clean.

7. Get access to a former employee's OneDrive and mail data

You can move their documents to another location not associated with their account.

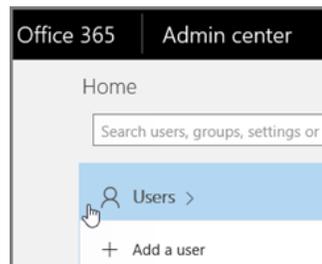
## How-to Steps

### Block a former employee's access to Office 365 data

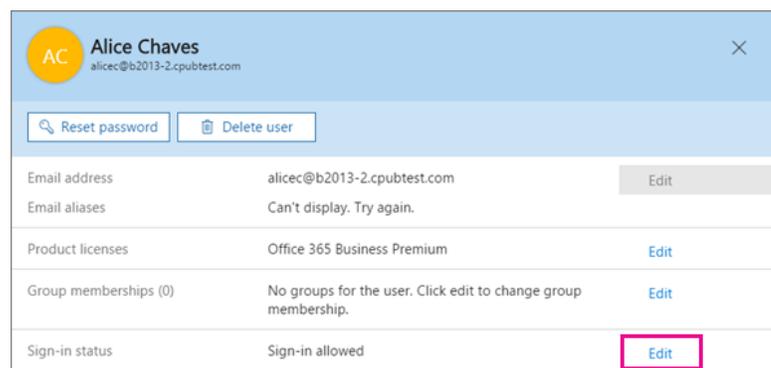
**IMPORTANT:** Blocking an account can take up to 24 hours to take effect. If you need to immediately prevent a user's sign-in access, you should reset their password and then initiate a one-time event that will sign them out of Office 365 sessions across all devices.

To block a user from signing in and accessing Office 365 data:

1. Sign in to Office 365 at <https://portal.office.com/adminportal/home>.
2. In the Office 365 admin center, select Users.



3. Select the employee that you want to block, and then choose Edit next to Sign-in status in the user pane.



4. On the Sign-in status pane, choose Sign-in blocked and then Save.

**Tip:** Be sure you remove or disable the user from your on-premises BlackBerry Enterprise Service. You should also disable any BlackBerry devices for the user. Refer to the BlackBerry Business Cloud Services Administration Guide if you need specific steps on how to disable the user.

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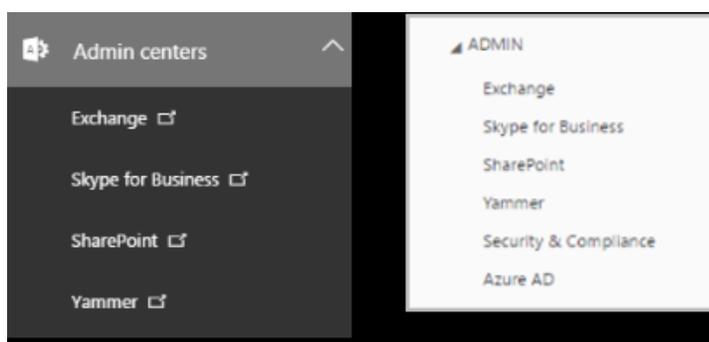
## How-to Steps

### Block a former employee's access to email (Exchange Online)

If you have Office 365 email as part of your Office 365 subscription, you need to log in to the Exchange admin center to follow these steps to block your former employee from accessing their email.

1. Sign in to Office 365 at <https://portal.office.com/adminportal/home>.
2. In the Office 365 admin center, in the lower-left navigation pane, expand Admin centers and select Exchange.

Your screen might look like one of the following images:



3. In the Exchange admin center, navigate to Recipients > Mailboxes.
4. Select the user, and on the user properties page, under Mobile Devices, click Disable Exchange ActiveSync and Disable OWA for Devices and answer yes to both.
5. Under Email Connectivity, click Disable and answer yes.

### Save the contents of a former employee's mailbox

There are two ways you can save the contents of the former employee's mailbox:

1. Add the former employee's email address to your version of Outlook 2013 or 2016, and then export the data to a .pst file. You can import the data to another email account as needed.

OR

2. Place a Litigation Hold or In-Place Hold on the mailbox before the deleting the user account. This is much more complicated than the first option but worth doing if: your Enterprise plan includes archiving and legal hold, litigation is a possibility, and you have a technically strong IT department.

Once you convert the mailbox to an "inactive mailbox," administrators, compliance officers, or records managers can use In-Place eDiscovery tools in Exchange Online to access and search the contents.

Inactive mailboxes can't receive email and aren't displayed in your organization's shared address book or other lists.



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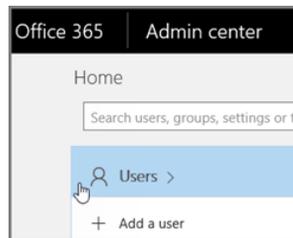
## How-to Steps

### Forward a former employee's email to another employee

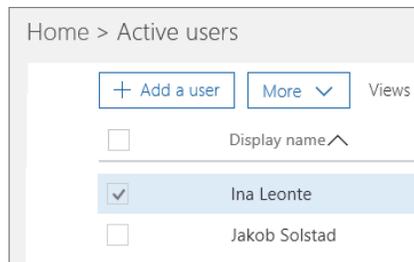
In this step, you assign the former employee's email address to another employee, or to a shared mailbox that you've created.

Any new emails sent to the former employee will now be sent to the current employee or shared mailbox.

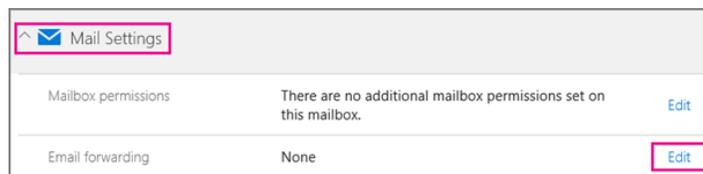
1. Sign in to Office 365 at <https://portal.office.com/adminportal/home>.
2. In the Office 365 admin center, select Users.



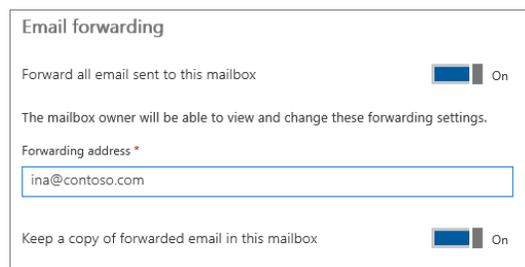
3. Choose the employee that you want to block.



4. Click Mail Settings. Next to Email Forwarding choose Edit.



5. Turn on Forward all email sent to this mailbox. In the Forwarding address box, type the email address of the current employee (or shared mailbox) who's going to get the email.



6. Choose Save

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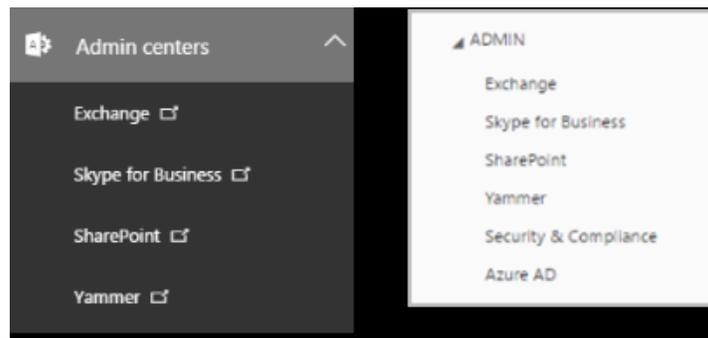
## How-to Steps

### Wipe and block a former employee's mobile device

If your former employee had a organization phone, you can use the Exchange admin center to wipe and block that device so that all organization data is removed from the device and it can no longer connect to Office 365.

1. Sign in to Office 365 at <https://portal.office.com/adminportal/home>.
2. In the Office 365 admin center, in the lower-left navigation pane, expand Admin centers and select Exchange.

Your screen might look like one of the following images:



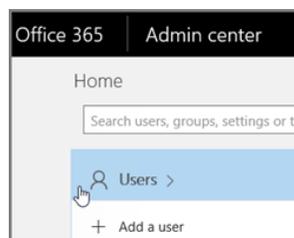
3. In the Exchange admin center, navigate to Recipients > Mailboxes.
4. Select the user, and under Mobile Devices, choose View details.
5. On the Mobile Device Details page, under Mobile devices, select the mobile device, click Wipe Data WipeDevice, and then click Block.
6. Click Save.

### Remove and delete the Office 365 license from a former employee

So you don't continue paying for a license after someone leaves your organization, you need to remove their Office 365 license and then delete it from your subscription. If you choose not to delete the license from your subscription, you can assign it to another user.

When you remove the license, all that user's data is held for 30 days. You can access the data, or restore the account if the user comes back. After 30 days, all the user's data (except for documents stored on SharePoint Online) is deleted permanently from Office 365 and can't be recovered.

1. Sign in to Office 365 at <https://portal.office.com/adminportal/home>.
2. In the Office 365 admin center, select Users.





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## How-to Steps

3. Select the employee that you want to block, and then choose Edit next to Product licenses in the user pane.

 <b>Alice Chaves</b> <small>alicec@b2013-2.cpubtest.com</small>		
<input type="button" value="Reset password"/> <input type="button" value="Delete user"/>		
Email address	alicec@b2013-2.cpubtest.com	<input type="button" value="Edit"/>
Email aliases	Can't display. Try again.	
Product licenses	Office 365 Business Premium	<input type="button" value="Edit"/>

4. On the Product licenses pane, slide the license indicator to Off position and then choose Assign to remove the license.

Office 365 Business Premium
  Off

1 of 5 licenses available

---

The pane will state Products removed when the removal is done.

To reduce the number of licenses you're paying for until you hire another person, do the following:

1. In the Office 365 admin center, choose Billing > Subscriptions.
2. Choose Add/Remove licenses to delete the license so you don't pay for it until you hire another person.

Add or remove licenses

Office 365 Business Premium

Current

Total licenses: 5

Annual cost: \$750.00

New

Total licenses:

New annual cost:

When you add another person to your business, you'll be prompted to buy a license at the same time, with just one click!

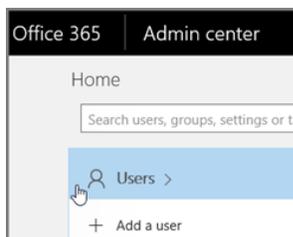


## How-to Steps

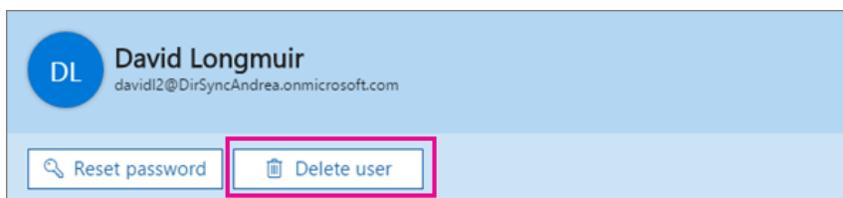
### Delete a former employee's user account

After you've saved and accessed all the former employee's user data, you can delete the former employee's account.

1. Sign in to Office 365 at <https://portal.office.com/adminportal/home>.
2. In the Admin center, select Users.



3. Select the employee that you want to delete, and then choose Delete user in the user pane and then choose Delete > Close.



When you delete a user, the account becomes inactive for approximately 30 days. You have until then to restore the account before it is permanently deleted.

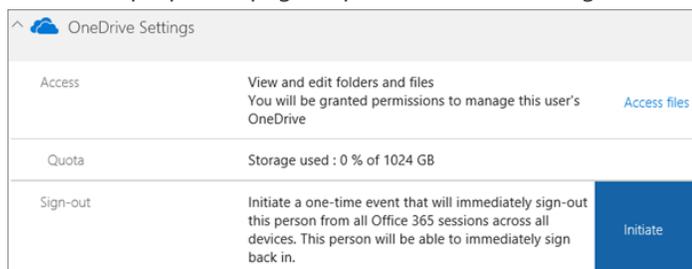
### Does your organization use Active Directory?

If your organization synchronizes user accounts to Office 365 from a local Active Directory environment, you must delete and restore those user accounts in your local Active Directory service. You can't delete or restore them in Office 365.

### Sign out now!

If you need to get an employee out of Office 365 immediately, here's what you do:

1. In the Office 365 admin center, choose the user, and reset their password (don't send it to them).
2. While still at the user's properties page, expand OneDrive Settings, and then choose Initiate.



Within an hour - or after they click out of the current Office 365 page they are on - they will be prompted to sign in again. (The refresh token is good for an hour, so the timeline depends on how much time is left on their token and whether they navigate out of their current webpage.)