

## How to remove former employees from Office 365

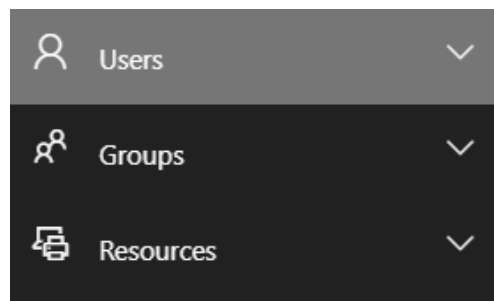
When an employee or contractor has finished working for you, it is critically important to ensure that they can no longer access the business' IT systems. This guide shows you how to remove their access privileges from Office 365, whilst retaining all the pertinent information from their time with you, such as emails.

You can also implement Single Sign-On so that they access every application through Office 365, which offers the benefit of having only a single application to remove their access privileges from (covered in another "How To" document).

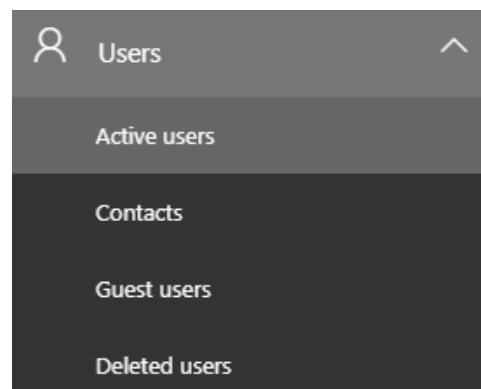
These are the steps to protect your company data.

### Forward a former employee's email to another employee or convert to a shared mailbox

1. Go to the Office 365 Admin Center (you will need to have Global Administrator rights)
2. In the left navigation bar, select **Users**

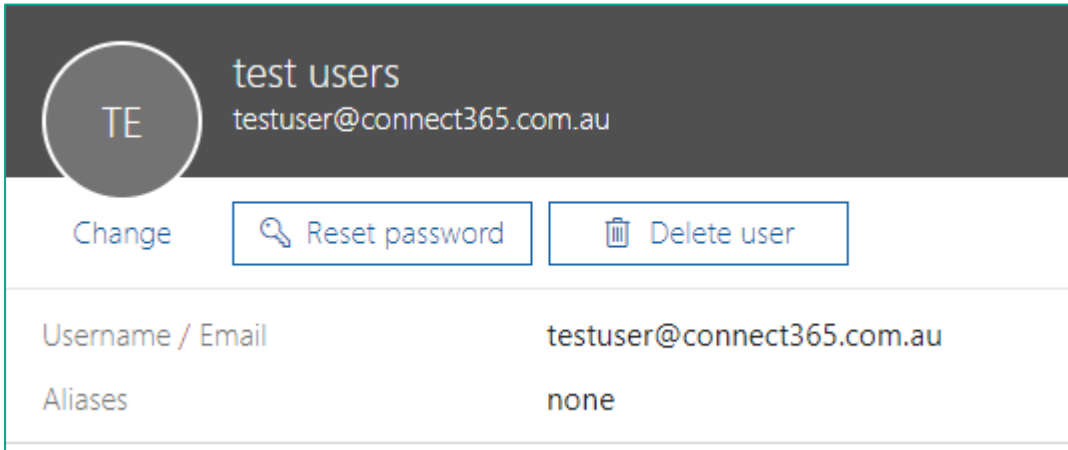


3. Then select **Active users**, and check the box for the user(s) you wish to block.



<input type="checkbox"/>	test	test@connect365.com.au
<input checked="" type="checkbox"/>	test users	testuser@connect365.com.au

- Another dialog box will pop up on the right, in here click on **Reset password**

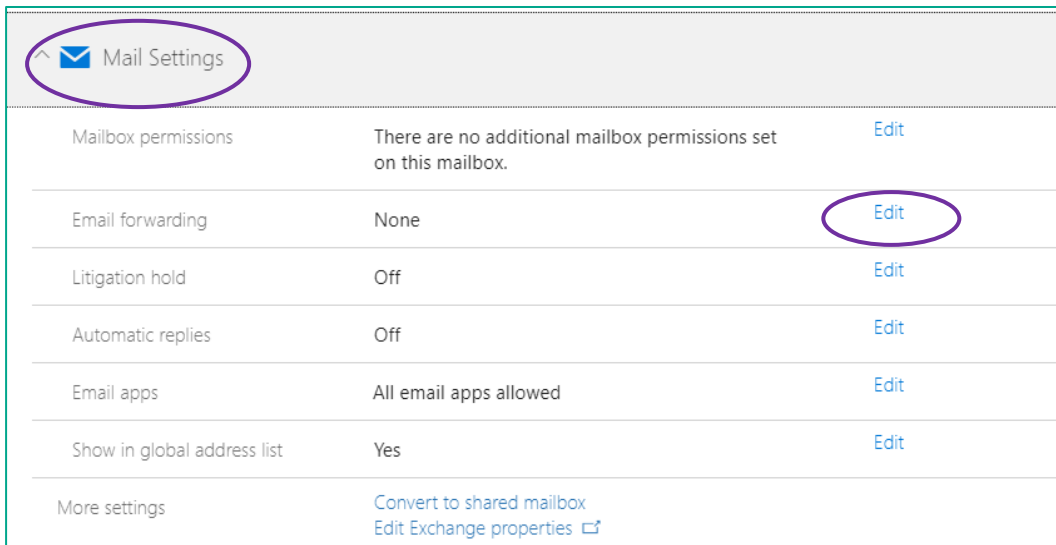


test users  
testuser@connect365.com.au

Change [Reset password](#) [Delete user](#)

Username / Email	testuser@connect365.com.au
Aliases	none

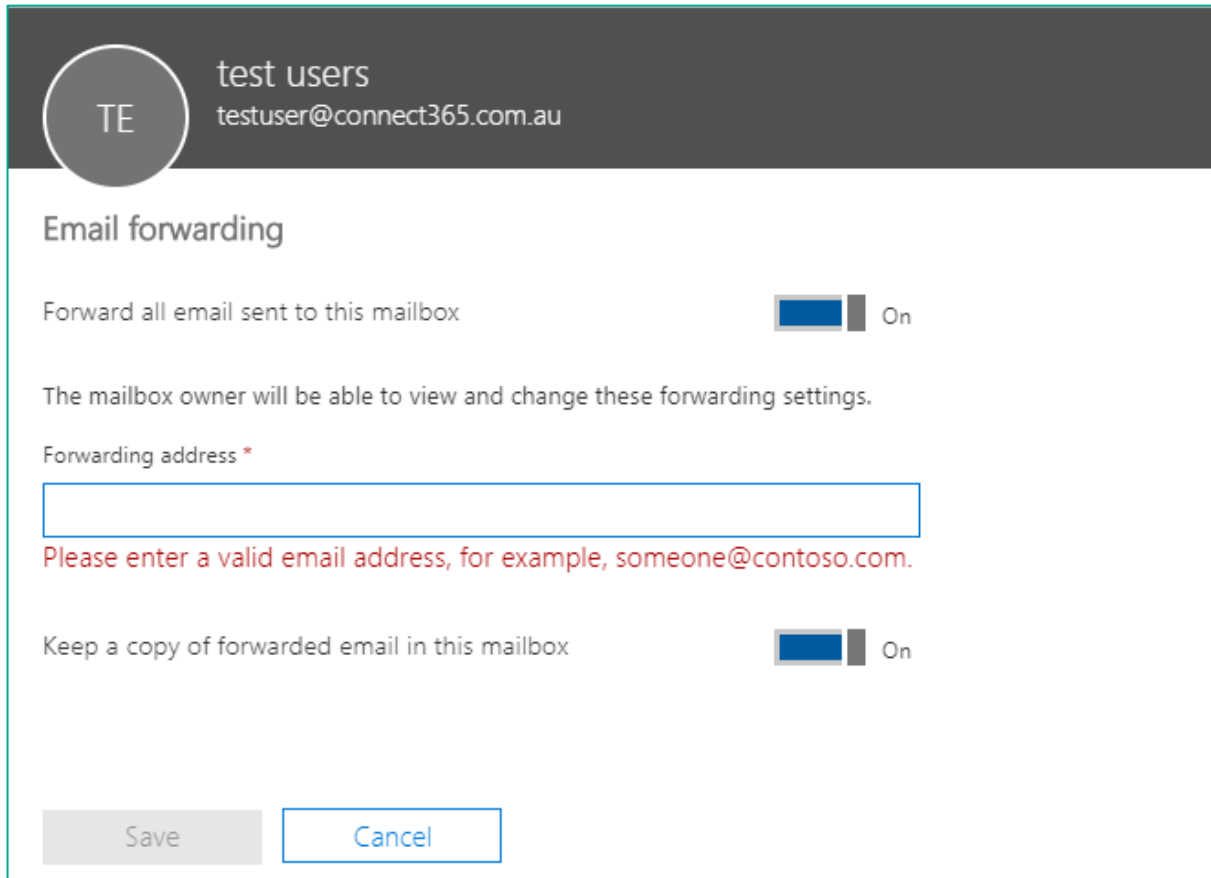
- Click **Mail Settings**. Next to **Email forwarding** choose **Edit**.



[Mail Settings](#)

Mailbox permissions	There are no additional mailbox permissions set on this mailbox.	<a href="#">Edit</a>
Email forwarding	None	<a href="#">Edit</a>
Litigation hold	Off	<a href="#">Edit</a>
Automatic replies	Off	<a href="#">Edit</a>
Email apps	All email apps allowed	<a href="#">Edit</a>
Show in global address list	Yes	<a href="#">Edit</a>
More settings	<a href="#">Convert to shared mailbox</a> <a href="#">Edit Exchange properties</a>	

6. 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 will receive the email.

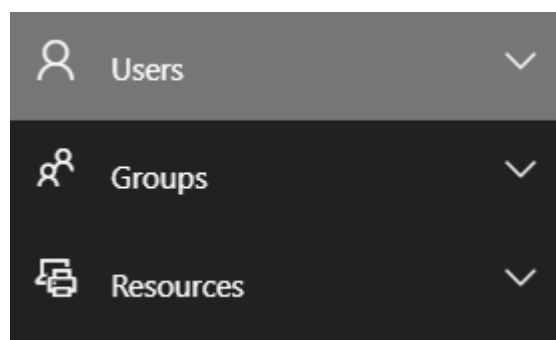


The screenshot shows the 'Email forwarding' settings for a mailbox. At the top, the mailbox name is 'test users' with the email address 'testuser@connect365.com.au'. The 'Forward all email sent to this mailbox' toggle is turned 'On'. Below this, a note states: 'The mailbox owner will be able to view and change these forwarding settings.' The 'Forwarding address' field is empty, with a red error message below it: 'Please enter a valid email address, for example, someone@contoso.com.' The 'Keep a copy of forwarded email in this mailbox' toggle is also turned 'On'. At the bottom, there are 'Save' and 'Cancel' buttons.

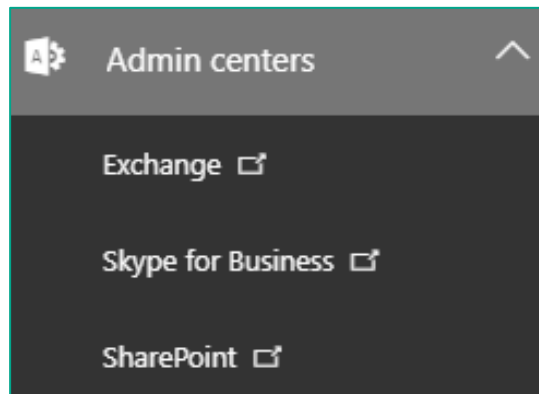
7. Choose **Save**

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

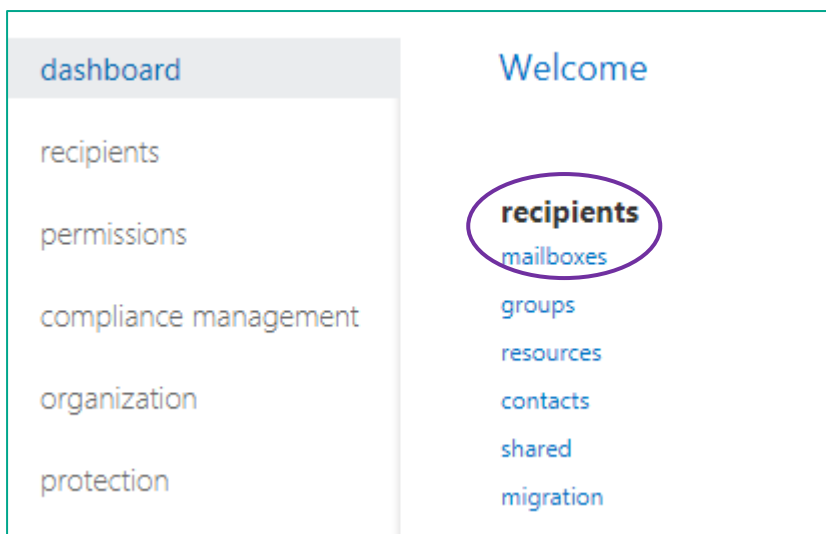
1. Go to the **Office 365 Admin Center** (you will need to have Global Administrator rights)



- In the Office 365 Admin Center, in the lower-left navigation pane, expand **Admin centers** and select **Exchange**.



- In the Exchange Admin center, navigate to **recipients** and choose **mailboxes**



- Double click the user

Exchange admin center

dashboard | **mailboxes** | groups | resources | contacts | shared | migration

recipients

DISPLAY NAME	MAILBOX TYPE	EMAIL ADDRESS
Admin Account	User	Admin.Account@connect365.onmicrosoft.com
Allen Shih	User	allen.shih@connect365.com.au
Ashleigh Wilson	User	ashleigh.wilson@connect365.com.au
Christian Lopernes	User	christian.lopernes@connect365.com.au
Demo User	User	Demo@connect365.com.au
Kim Brian	User	Kim.brian@connect365.com.au
LiveTiles	User	LiveTiles@connect365.com.au
Martin Zheng	User	Martin.Zheng@connect365.com.au
test users	User	testuser@connect365.com.au

- Under **Mobile Devices**, choose **View details**.

test users

User mailbox  
testuser@connect365.com.au

Title:

Office:

Work phone:

Phone and Voice Features

Unified Messaging: Disabled


[Enable](#)

[Mobile Devices](#)

[Disable Exchange ActiveSync](#)

[Disable OWA for Devices](#)

[View details](#)

- On the **Mobile Device Details** page, under **Mobile devices**, select the mobile device, click **Wipe Data** , and then click **Block**. Click **Save** to complete the process.







### Mobile Device Details

Exchange ActiveSync and OWA for Devices are enabled for this user.

Mobile device mailbox policy:

Default [Browse...](#)

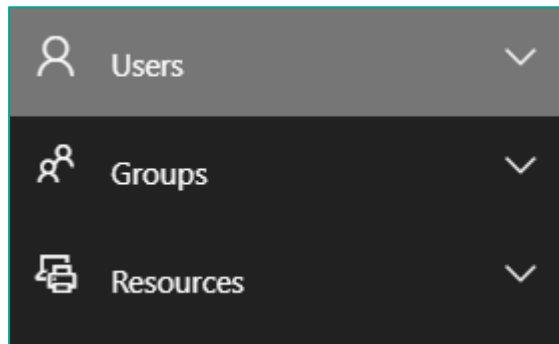
Mobile devices:

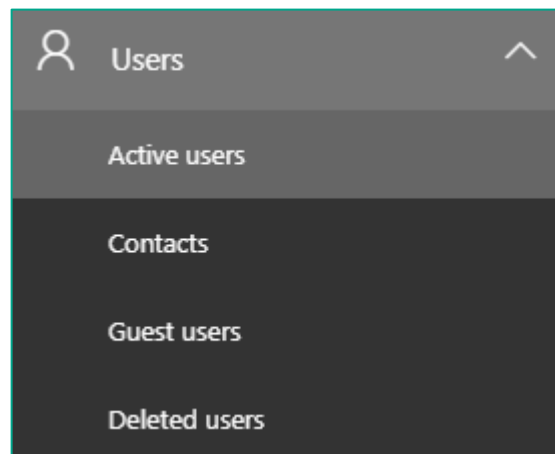
FAMILY	MODEL	PHONE NUMBER	STATUS
There are no items to show in this view.			
0 selected of 0 total			

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

1. Go to the Office 365 Admin Center

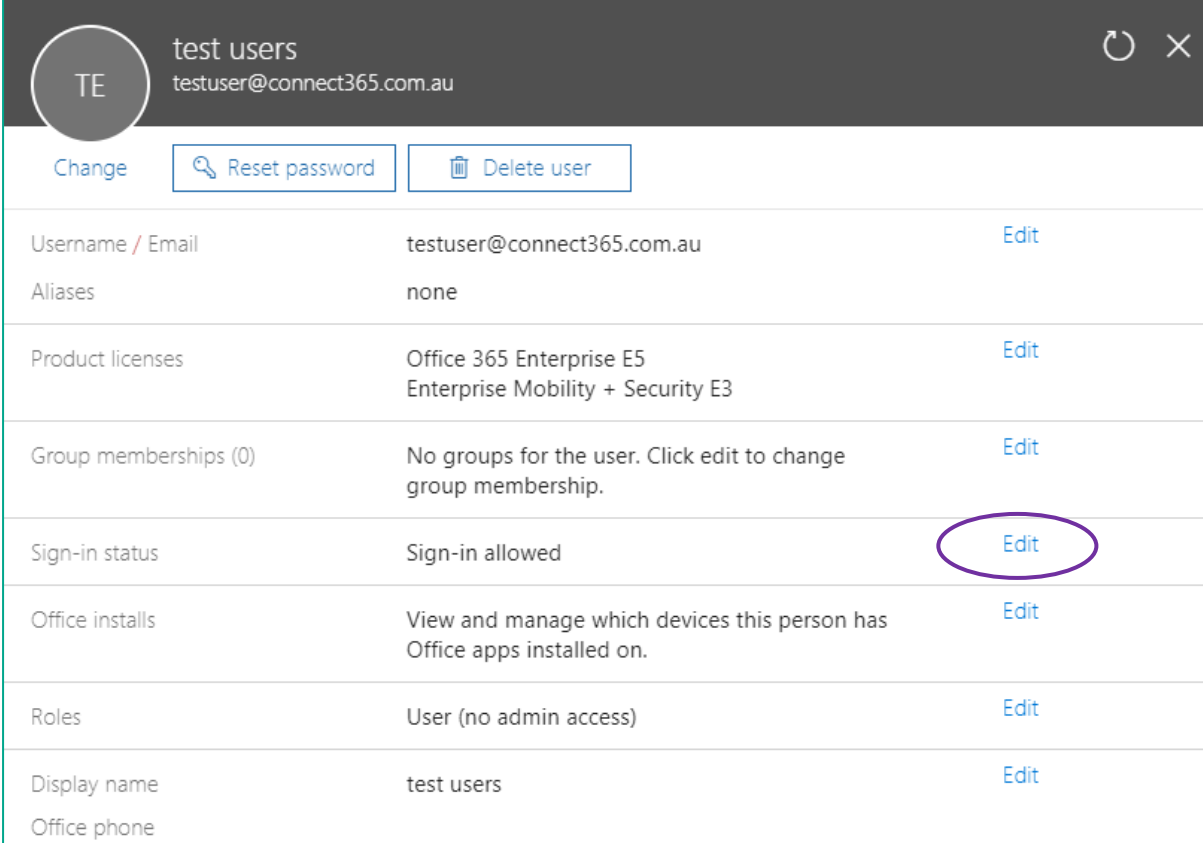


2. Then select **Active users**, and check the box for the user(s) you wish to block.



<input type="checkbox"/>	test	test@connect365.com.au
<input checked="" type="checkbox"/>	test users	testuser@connect365.com.au

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

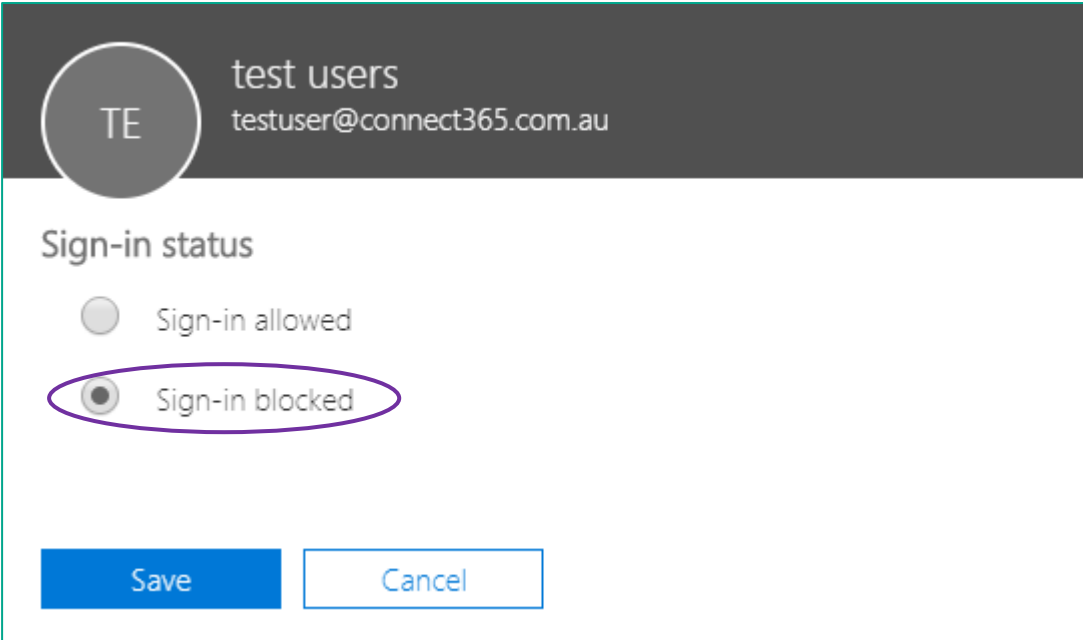


test users  
testuser@connect365.com.au

Change [Reset password](#) [Delete user](#)

Username / Email	testuser@connect365.com.au	<a href="#">Edit</a>
Aliases	none	
Product licenses	Office 365 Enterprise E5 Enterprise Mobility + Security E3	<a href="#">Edit</a>
Group memberships (0)	No groups for the user. Click edit to change group membership.	<a href="#">Edit</a>
Sign-in status	Sign-in allowed	<a href="#">Edit</a>
Office installs	View and manage which devices this person has Office apps installed on.	<a href="#">Edit</a>
Roles	User (no admin access)	<a href="#">Edit</a>
Display name	test users	<a href="#">Edit</a>
Office phone		

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



test users  
testuser@connect365.com.au

### Sign-in status

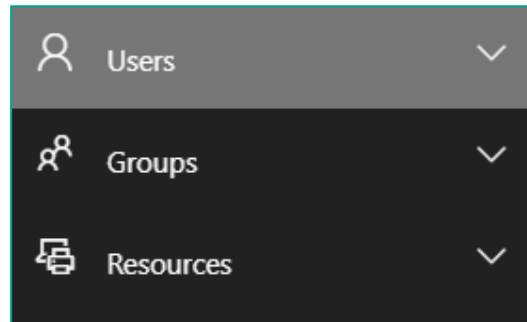
Sign-in allowed

Sign-in blocked

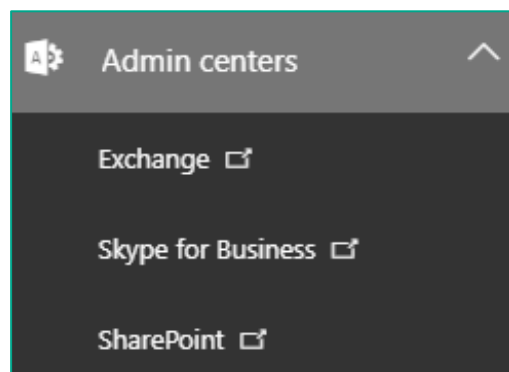
[Save](#) [Cancel](#)

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

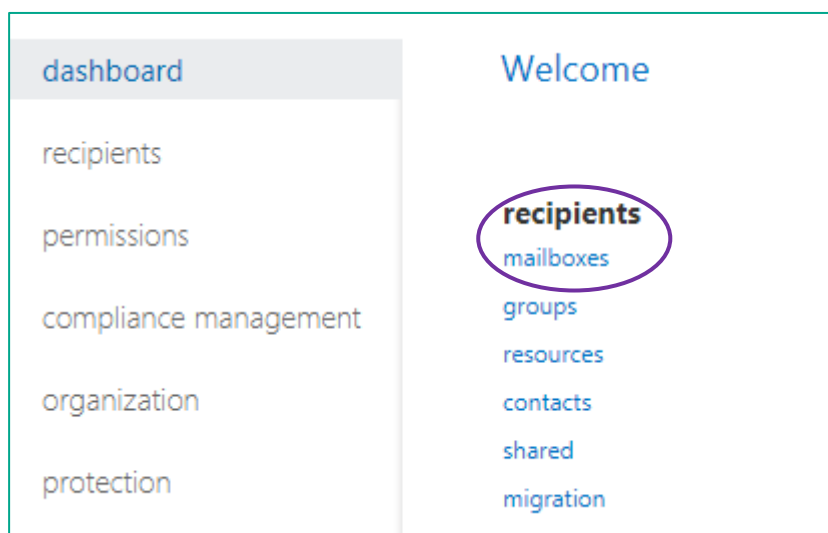
1. Go to the **Office 365 Admin Center** (you will need to have Global Administrator rights)



2. In the Office 365 Admin Center, in the lower-left navigation pane, expand **Admin centers** and select **Exchange**.



3. In the Exchange Admin center, navigate to **recipients** and choose **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.

Exchange admin center

dashboard mailboxes groups resources contacts shared migration

recipients

permissions

compliance management

organization

protection

advanced threats

mail flow

mobile

DISPLAY NAME	MAILBOX TYPE	EMAIL ADDRESS
Admin Account	User	Admin.Account@connect365.onmicrosoft.com
Allen Shih	User	allen.shih@connect365.com.au
Ashleigh Wilson	User	ashleigh.wilson@connect365.com.au
Christian Lopermes	User	christian.lopermes@connect365.com.au
Demo User	User	Demo@connect365.com.au
Kim Brian	User	Kim.brian@connect365.com.au
LiveTiles	User	LiveTiles@connect365.com.au
Martin Zheng	User	Martin.Zheng@connect365.com.au
test users	User	testuser@connect365.com.au

## test users

User mailbox  
testuser@connect365.com.au

Title:

Office:

Work phone:

Phone and Voice Features

Unified Messaging: Disabled

[Enable](#)

Mobile Devices

[Disable Exchange ActiveSync](#)

[Disable OWA for Devices](#)

[View details](#)

## Warning

Are you sure you want to disable OWA for Devices?

Yes

No

5. Under **Email Connectivity**, click **Disable** and answer **Yes**.

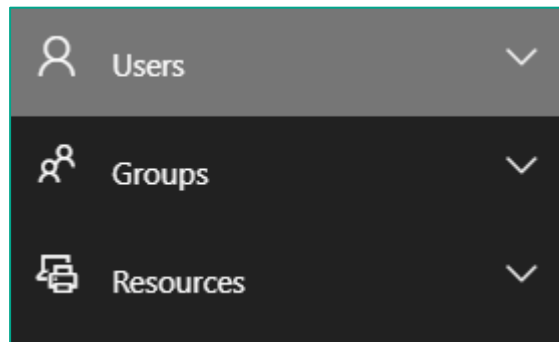
Email Connectivity

Outlook on the web: Enabled

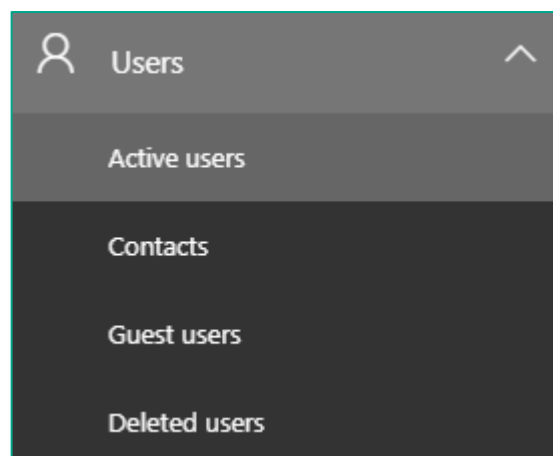
[Disable](#) | [View details](#)

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

1. Go to the Office 365 Admin Center




2. Then select **Active users**, and check the box for the user(s) you wish to block.



<input type="checkbox"/>	test	test@connect365.com.au
<input checked="" type="checkbox"/>	test users	testuser@connect365.com.au

3. Choose **Edit** next to **Product licenses** in the user pane.

 **test users**  
testuser@connect365.com.au

[Change](#) [Reset password](#) [Delete user](#)

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Username / Email	testuser@connect365.com.au	<a href="#">Edit</a>
Aliases	none	
Product licenses	Office 365 Enterprise E5 Enterprise Mobility + Security E3	<a href="#">Edit</a>
Group memberships (0)	No groups for the user. Click edit to change group membership.	<a href="#">Edit</a>

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

test users  
testuser@connect365.com.au

### Product licenses

Location \*

Australia

**NOTE:** Once new users are set up for Skype for Business PSTN Calling, assign them a phone number in the [Skype for Business admin center](#). (If you don't see them there, check back in a few minutes.)

Microsoft Stream  Off

Unlimited licenses available

Office 365 Enterprise E5  On

11 of 25 licenses available

Microsoft Flow Free  Off

9998 of 10000 licenses available

SKU\_Dynamics\_365\_for\_HCM\_Trial  Off

10000 of 10000 licenses available

Dynamics 365 Customer Engagement Plan  Off

Enterprise Edition

6 of 10 licenses available

Enterprise Mobility + Security E3  On

20 of 25 licenses available

Business Apps (free)  Off

4 of 5 licenses available

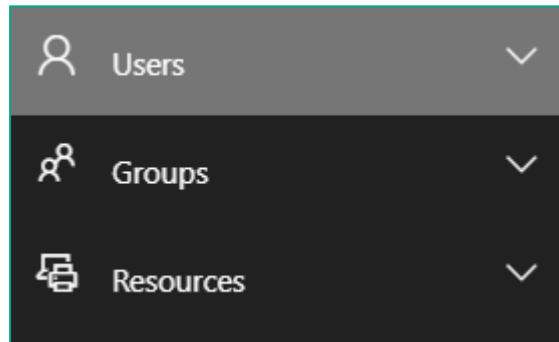
Save

Cancel

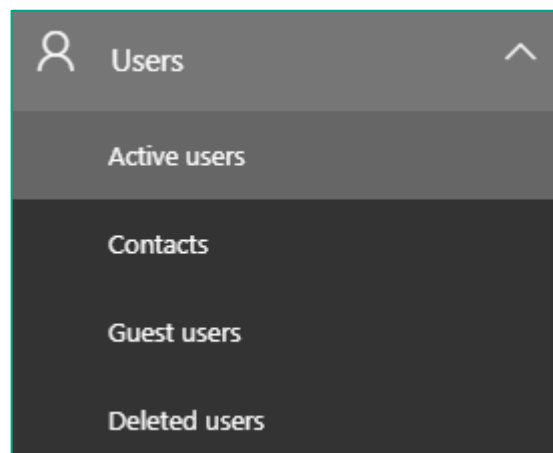
## Delete a former employee's user account

N.B. DO NOT delete the account if you have set up email forwarding or converted it to a shared mailbox. Both need the account to anchor the forwarding or shared mailbox.

1. Go to the Office **365 Admin Center**

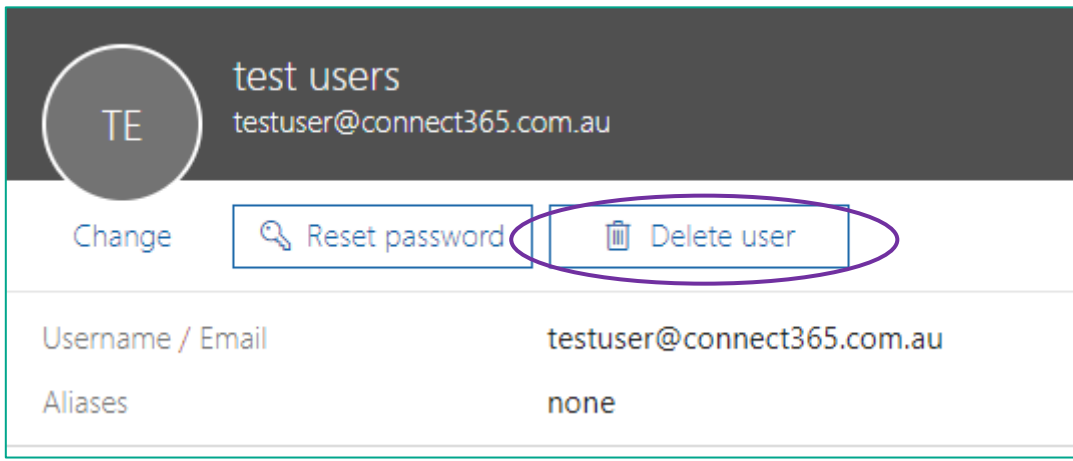


2. Then select **Active users**, and check the box for the user(s) you wish to block.



<input type="checkbox"/>	test	test@connect365.com.au
<input checked="" type="checkbox"/>	test users	testuser@connect365.com.au

3. choose **Delete user** in the user pane and then choose **Delete > Close**.



TE test users  
testuser@connect365.com.au

Change

Username / Email	testuser@connect365.com.au
Aliases	none