

Offboarding

1. Check for company specific procedures in IT Glue
2. Log into Microsoft 365 with the client's Netway admin credentials
3. Admin > Show All > Exchange > Mailboxes
4. Search for the user
5. Convert to Shared Mailbox from Regular Type / User Mailbox
6. Go back to Exchange Admin Centre > Users > Active Users
7. Search for the user
8. Check the sync status
 1. Synced from on premises means they have hybrid AD (one way sync), changes must be made on the ad server
 1. log on to the ad server
 2. disable the account
 3. wait 30 minutes or perform a manual AD sync via PowerShell as admin `Start-ADSyncSyncCycle -PolicyType Delta` (AD Sync may be installed on another server)
 4. verify sign in disabled in 365 tenant
 2. in cloud means 365 only
9. Licenses and Apps > Remove licenses (unless inherited from a parent group)
10. Log into Converge and deduct 1 license quantity
11. Screenshots to cover yourself
12. if required, disable VPN account via sonic wall
 1. log in
 2. device (top) > users (left) > Local users and groups
 3. Search for the user > Delete the user

Shared mailboxes are free permanently

We convert the mailbox to a shared mailbox before removing the license, otherwise the mailbox data will be delete

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