

REMOVE USER ACCOUNT REQUEST

To request the removal of an existing user account or accounts from your company IT Systems:

- Complete the form below. Instructions are on the following pages.
- Save a copy for your records and send this form as an attachment to support@jcemail.co.uk. This will initiate a service request.

You should receive a conformation e-mail from our ticketing system within several minutes. Note: You can request removal of multiple account on one form, so long as they are to be handled the same way; If they require separate instructions, please fill out multiple forms.

The first step in removing user access is changing the password on the outgoing user's account. This step should be performed immediately upon user termination.

Just Computers assumes that management at the client site will perform the initial password change to terminate the outgoing user's access to company systems.

If no one is available to perform the initial password change, please indicate below on the form. Read "Removing a User Account" (next page) for details on the process. *

Once the initial password change has occurred. Just Computers will complete the dismantling of the account as specified below.

GENERAL INFORMATION			
Today's Date:		Name of employee(s) who is/are leaving:	
		NOTE: If more than one employee is leaving but their accounts need to be handled differently, please complete separate forms for each account	
Employee login ID(s) or email address(es):		Date access will be terminated:	Time of day access will be terminated:
Name of employee who will perform initial password change:		None – please have Just Computers change the password after the date/time indicated above*	
*Just Computers cannot guarantee our availability at the exact date or time of termination. Please confer with us regarding details.			
OPTIONS FOR OUTGOING USER'S EMAIL ACCCOUNT(S)			
Do you want to keep the mailbox and existing messages of the outgoing employee(s)?			
<p>YES, KEEP THIS MAILBOX, and... (select one or more)</p> <p>Someone will check it through Outlook Web Access or by logging in directly using the new password.</p> <p>Mount this account as a separate mailbox in this person's Outlook inbox:</p> <p>Add an automatic reply saying "This mailbox is no longer active. Please send all inquiries to..."</p>		OR	<p>NO, CLOSE THIS MAILBOX FORVER, but...</p> <p>First,</p> <p>OR</p> <p>Create an archive and put into this folder:</p> <p>OR</p> <p>Permanently delete the mailbox and all Messages (caution: Cannot be undone)</p> <p>Then, set the systems to:</p> <p>OR</p> <p>Send any new incoming messages to this person:</p> <p>OR</p> <p>Completely deny delivery of new messages (mail sent will get bounced back to the sender)</p>
OPTIONS FOR OUTGOING USER'S DATA AND FILES			
This comprises the outgoing user's "My Documents and "Desktop" Folders as well as any relevant home drives.			
Save the data/documents and give access to:			
Delete and purge the contents of these folders – we won't ever need them again. (Caution: cannot be undone)			
OTHER SECURITY ISSUES			
Did the departing employee(s) have company data stored on any personal devices (laptop, phone, USB key, home computer)? Describe:			
Did the employee(s) have access or passwords for any other accounts at the company (servers, other user accounts)? Describe:			
Did the outgoing user(s) ever have access to the internal systems via Virtual Private Network (VPN)?			
Anything else we should know?			

REMOVING A USER ACCOUNT

Instructions

Removing access to company IT systems is a key step in processing an employee's departure, regardless of whether the employee leaves through termination or on the friendliest of terms. Prompt and thorough revocation of IT access both protects the company from security risks AND protects the outgoing employee from liability concerns should something go wrong with the systems after she or he leaves. Hence, a clean break is in the interests of both parties!

Terminating access for a user is a joint project of you, the client and us, the IT provider. Your responsibilities include notifying us of the change and making the initial password change to lock out the departing employee's access. Our job is to assist you in this process and then to dismantle the account and redirect its mail and data according to your preferences. The "Remove User Account" Request above gives us the information we need to complete the job. An authorized user should download and submit this form to support@jcemail.co.uk as soon as you are aware of an impending departure.

The list below outlines the basic steps to process and the decisions that arise when an account is disabled and removed.

STEP 1: CHANGE THE ACCOUNT PASSWORD!

This is the first, immediate step to close off account access to the outgoing employee and secure the systems. You should complete this step at the moment of termination (for example, 5PM. On the employee's last day).

To change the password, you will need to know the outgoing employee's login ID and password. Preferably, ask the employee for the password before she or he leaves and confirm that you can log in with it. Then, you can log in as that employee and change the password.

If the situation is such that you cannot obtain the login ID and password from the employee. **Just Computers** can login and reset the user's password that will allow an authorized user to reset the user's password.

Note: We do NOT encourage managers or owners to maintain lists of employee's passwords. This presents a significant security risk and also makes it impossible to determine liability should damage occur to the systems through a particular users account. It is preferable for individuals' passwords to remain private until the need arises for the employer to have this information.

Once you have the outgoing employee's login and password, use one of these routes to change the password:

- Log into a company workstation as the user, then click **Ctrl + Alt + Del** and select "Change password." Type in a new password that you will remember.
- Go to Outlook Web Access (if that is available) and login as the user. Once you are logged in, click on the "Change Password" link on the screen and enter the new password, or (for earlier versions), go to the "Options" tab and select "Change Password."

Once you have completed this intimal password change, the systems are secured against further login by the departing employee, but all email services and data remain functional and available to anyone who logs in using the new password. At this point, you can move onto the following decisions about what to do with what remains of the user account.

NOTE ON THE INITIAL PASSWORD CHANGE:

Responsibility for the initial password change to secure the account of the outgoing employee lies with the client company. Just Computers can perform this step for you if you prefer, but we cannot guarantee that we will be able to perform it at a specific date and time. Please check with us ahead of time if you have any questions about this step. If the terminated employee knows or could guess any other company or user passwords, these accounts must also be changed immediately.

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STEP 2: REDIRECTING/DELETING THE OUTGOING USER'S ACCOUNT

After the outgoing user's account is secured. Just Computers will start to disable the account at the system level. During this process, we will redirect and remove the user's email and data files according to your preferences. On the "Remove User Account" form, you can specify how you would like us to handle the following areas:

OUTGOING USER'S EMAIL ACCOUNTS

Existing mailbox and messages. Several options are available:

- Export the mailbox to a portable storage (.pst) archive file and then purge the mailbox from the server. (DEFAULT). This option creates a new folder on the network containing all of the user's existing email messages, allowing you to access them as needed. You specify the location where you want the new folder to appear. Once the messages are relocated to the new archive folder, the mailbox is purged.
- Keep the existing mailbox intact, using the newly changed password. The entire mailbox is kept intact and existing messages can be looked up by other users. The account will be fully accessible via Outlook Web Access (OWA), or, if you instruct us, we can link it as a separate mailbox to someone's Outlook for easier access.
- Completely delete the mailbox without saving or archiving the data. Recovering the contents of a deleted mailbox is not a simple operation, so you should only take this step if you are certain you will never need to access the contents again.

Routing of new incoming messages. How do you want new incoming messages to be handled?

- Forward all new incoming email to an active email account (DEFAULT). This means a current employee will receive the incoming mail in their own Outlook mailbox, mixed in with their own messages.
- Keep all new messages arriving at the current account. This is usually the choice if we are keeping the mailbox as-is (Second option above). If you choose this option, you can either have someone check messages using the existing mailbox's login (using the newly created password), or you can mount the mailbox as a separate mailbox in another employee's Outlook inbox.
- Delete all reference to the user account. Depending on how the system is configured, anyone sending mail to the account may get a "non-deliverable" response, or else no reply at all.

OUTGOING USER'S DATA AND FILES

This includes the user's "My Documents", "Desktop", and home-drive data. How do we handle data that the user had in their own folders on the server? Two options are available:

- Save and dump all contents of the "My Documents" and "Desktop" folders, along with any home drives, into a special folder under an existing user's "My Documents" folder.
- Completely purge the users "My Documents" and "Desktop". As with the user's mailbox, this action is very complicated to undo – so, choose this option only if you are certain you will never need access to any of these documents.

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OTHER SECURITY ISSUES

➤ ***Did the user have remote access devices (laptop, phone USB keys, home computer)?***

This is a high-risk area, especially if the devices are owned by the departing user (one reason we recommend never relying on employee-owned equipment). We typically use an application called Remote Wipe to completely remove data from a connected phone, but this can be used only if the user has no personal data on the phone, since ALL data is destroyed in the process – company-owned and not. Legally, you have the right to retain and/or purge the data from a user-owned device but may be liable for personal data damaged in the process.

➤ ***Did the employee have access or password information for any other accounts at the company?***

If you have other systems where the outgoing user had account access, these logins also must be changed. Examples might be the accounting systems or external vendor purchasing portals such as credit card processors or suppliers.

➤ ***Did the employee have access to internal systems via a Virtual Private Network (VPN)?***

➤ ***What about other internal accounts?***

We discourage the practice of sharing accounts, which is seldom needed in a well-designed network. However, if users never change default passwords, use password that might be easy to guess, or have shared their passwords with the outgoing employee, ALL of those accounts should be considered compromised and all those passwords should be changed. This includes server accounts and service account passwords, if the user was ever privy to that information (that is, to the accounts we use to access the server systems for support).

CONCLUSIONS

Computers are not always the first area that comes to mind when an employee is about to leave the company, willingly or not. But dealing with the IT side of termination is important, not only to protect your business from undesirable security risk, but also to protect the departing employee from potential liability should something go wrong with the systems after the termination.

As soon as you know a termination is going to occur (whether in one month or one hour), notify us, so we can work with you to plan a well thought-out closure of the IT elements of that employee's tenure!