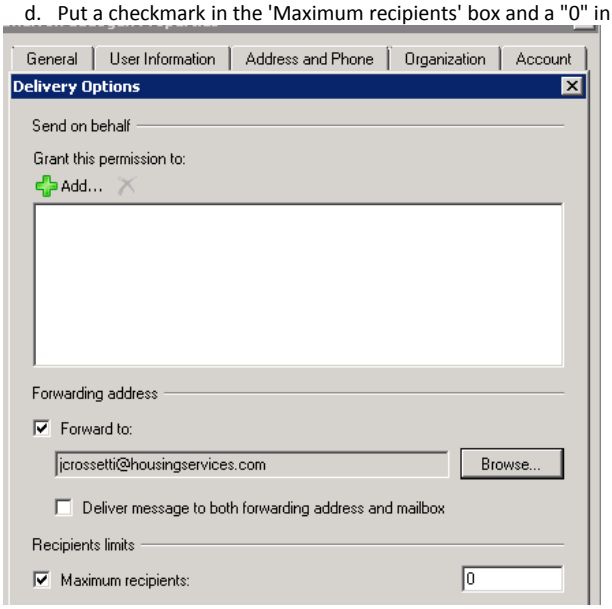
Remove/Terminate Employee - Forward Email

Monday, July 27, 2009
2:31 PM

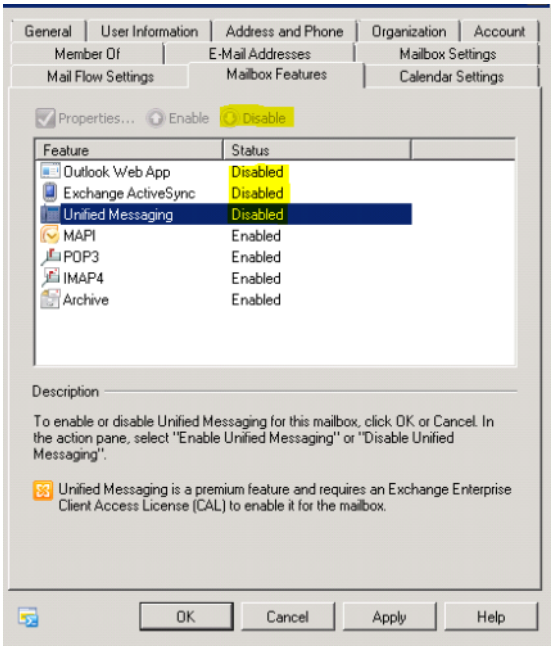
Do the following and record the steps on the Exit InfoPath form
For external employee \\file\Docs\Data\FORMS\InfoPath\Field Representative\Exit
For internal employee \\file\Docs\Data\FORMS\InfoPath\Local\Exit
If an InfoPath form has not been created, make a copy of the most recently terminated employee's InfoPath form, and change the completed entires to match our newly terminated employee.

Forward email to regional director
Logon to EXCH01 server

1. Open "Exchange Management Console"
2. Open "Recipient Configuration"
3. Click "Mailbox"
4. Double click on user to change
5. Under the "general" tab:
   a. Check the "Hide From Exchange Address Lists"
6. Under the "Mail Flow Settings" Tab:
   a. Double click "Delivery Options "
   b. Check "Forward to"
   c. Browse for new recipient and select.
   d. Put a checkmark in the 'Maximum recipients' box and a "0" in the field.



   e. OK
   f. OK
7. Disable "Outlook Web App", "Exchange ActiveSync", and "Unified Messaging" for the user.



8. Click "OK" to save your changes.
   Note: If for some reason step 7 doesn't work, you can always run this manually:
   Set-Mailbox -Identity "John Smith" -RecipientLimits 0
   Set-CASMailbox -Identity "John Smith" -OWAEnabled:$False
   Set-CASMailbox -Identity "John Smith" -ActiveSyncEnabled:$False

Remove from Lync System

1. Open Lync (Internet Explorer only) http://admin.housingservices.com
2. Username: Administrator
3. Password: {Corp Password}
4. Find user
5. Double click user
6. Remove information from "Line URI:"
7. Uncheck "Enabled for Lync Server"
8. Click the "Commit" button

Reset password in AD

1. Remote into ADC.
2. Find user in 'Active Directory User and Computers' > housingservices.com > CHS Users.
3. Right-click on their name and choose 'Reset Password'.
4. Make the password the first letter of their first and last name, and 5175. Example: Nathan Caballero would be NC5175. <---ya jinxed me
   a. If a VP needs access to the terminated employees email, place the new PW into an email and send to the employee's manager set the account to expire in AD to expire in 30 days.

Remove user from all groups

1. Remote into ADC.
2. Find user in 'Active Directory User and Computers' > housingservices.com > CHS Users.
3. Right-click on user and choose 'Properties'.
4. Choose the 'Member Of' tab.
5. Remove all groups EXCEPT for 'Domain Users'.
6. On the General Tab remove Telephone Number:
7. Click OK

Hide in AD

1. Find user in AD
2. Drag and drop to "Terminated" folder

Attempt to Remotely Lock the Users PC (field reps)

1. Log into LMI Central.
2. Open 'One2Many'. Open the plan "Plan for Terminate Employee".
   a. UNCHECK whichever computer is currently selected and put a checkmark ONLY in the box for the computer being used by the terminated user.
   b. Click 'Save and Continue'.

c. Click 'Run Now'. When the computer eventually comes back online, LMI will run the task. You can log out of LMI now if you wish.

Note: This requires that the computer have access to DirectAccess, which their school may block. So, this may not do anything, in other words. Try it anyway.

VERIZON

1. Call 800-922-0204
2. When prompted use number to be changed.
3. Choose option 1 for business account
4. Choose option 4 for technical support
5. Billing Password 24748 (CHSIT)
6. Option 2 to change password
7. Note new password

Change Name on Verizon Accont

1. Visit https://b2b.verizonwireless.com
2. Logon with your username and password
3. Under Account Maintenance type in wireless number
4. Choose "Update" above the user's name
   a. First Name: Market
   b. Last Name: 100, 150, 200, <---Market number where phone was being used
5. Click Submit

Delete account in UPS Campus Ship

1. Logon to https://www.campusship.ups.com/login?reasonCode=-1
2. Click on the "Administration" button at the top
3. On the Administration page click "Manage Users"
4. On the Manage Users page click "Delete Users"
5. On the Delete Users page click "Show All"
6. Check the box to the left of the user to be deleted
7. Click the "Delete" button at the bottom of the page
8. On the "Confirm User Deletion" page click the "Delete" button
9. Log out

Remove access to FREP (field reps)

1. Open "frep" from H:\CHSApps
2. Click the "Field Rep. - Access" button
3. From the drop down under "Field Representative" choose the user to be removed
4. Highlight all of the markets assigned to that user
5. Click the "Revoke Access to Markets" button
6. Click the "OK" button on the "Markets have been successfully revoked." dialog box
7. Close the Frep utility

Delete Account in Timberline (corporate employee)

Remove email addresses from copiers

Konica Minolta 7255 (BLUE COPIER)

1. You must manually do this, standing in front of the machine.

Konica Minolta 7255 (ACCOUNTING COPIER)

1. Visit http://192.168.10.56/goform/copier_en.html
2. Input Password: 7255
3. Click the 'Scan transmission setting' link.
4. Under 'Email Registration', click the 'Entry List' button.
5. Checkmark terminated employees and then click the 'Delete' button at the bottom of the page.

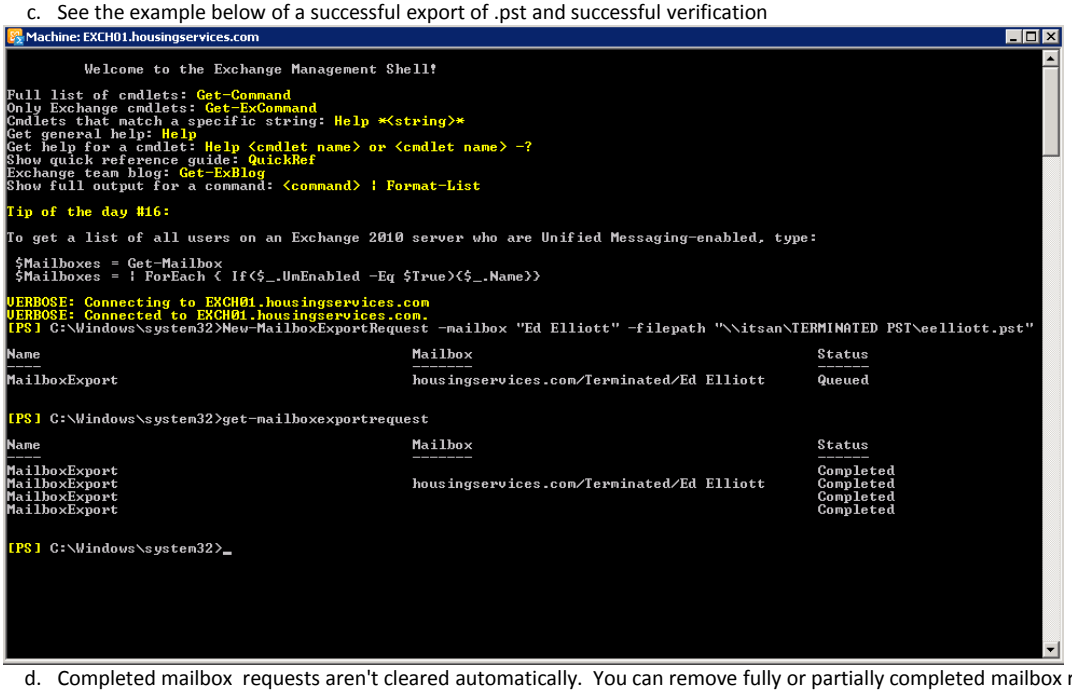
Konica Minolta C452 (RECEPTION COPIER)

1. Visit 192.168.10.52
2. Select the 'Administrator' radio button and click 'Login'.
3. Enter the password: 12345678
4. Click the orange Mailbox icon in the top-left corner.

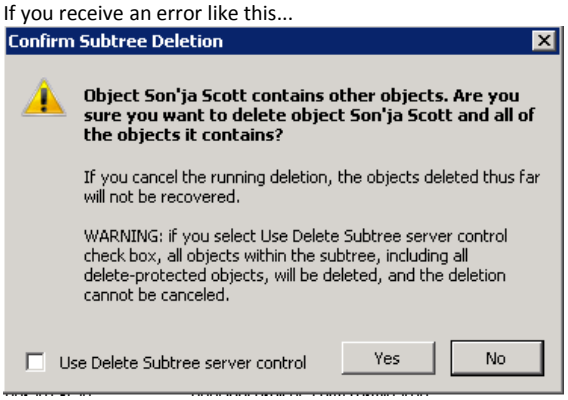
5. Delete users that no longer work for us.

Perform the following one month after termination:

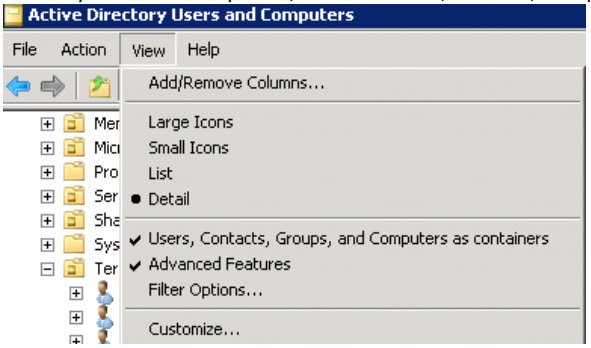
1. Schedule a task in Outlook to remind you of this process.
2. Create pst of terminated user in Exchange.
   a. From "Exchange Management Shell" run the following command line cmdlet:
      i. c:\windows\system32>**New-MailboxExportRequest -mailbox "FirstName LastName" -filepath "\\itsan\TERMINATED PST\firstletterlastname.pst"**
   b. To verify completion of pst creation run the following cmdlet: c:\windows\system32>**get-mailboxexportrequest**
      i. Status should be "Completed"
   c. See the example below of a successful export of .pst and successful verification



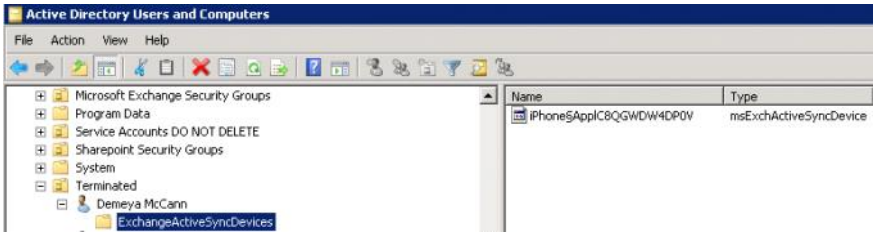
   d. Completed mailbox requests aren't cleared automatically. You can remove fully or partially completed mailbox requests by using the Remove-MailboxExportRequest cmdlet. For example, when you are done exporting your pst files, make sure to clean out the Completed requests by running: **Get-MailboxExportRequest -Status Completed | Remove-MailboxExportRequest**
      And then answer Yes to all Mailboxes that you're sure are completed. (Hint: find the .pst file in \\ITSAN\TERMINATED PST\ and make sure the file size isn't still growing.)
3. In AD go into "Terminated" and right click and choose delete the user
   a. If you receive an error like this...



   b. ...it is likely due to the user's iPhone still being attached to the user account. You can find out if this is all it is by clicking on the 'View' menu in 'Active Directory Users and Computers', and then 'Users, Contacts, Groups, and Computers as Containers'.



   c. Now, you can drill down through the user's container to see if there is something listed as iPhone. If so, you're good to delete this user - continue through the warning message.


Active Directory Users and Computers
File
Action
View
Help
Microsoft Exchange Security Groups
Program Data
Service Accounts DO NOT DELETE
Sharepoint Security Groups
System
Terminated
Demeya McCann
ExchangeActiveSyncDevices
Name
Type
iPhone§AppIC8QGWDW4DP0V
msExchActiveSyncDevice