# Microsoft 365: User Termination

1. Open a web browser and navigate to [portal.office.com](portal.office.com)

2. Sign in with Bottom Line's 365 admin credentials (in Passportal)

3. Click the **Admin** icon



4. If necessary, click **Show all**
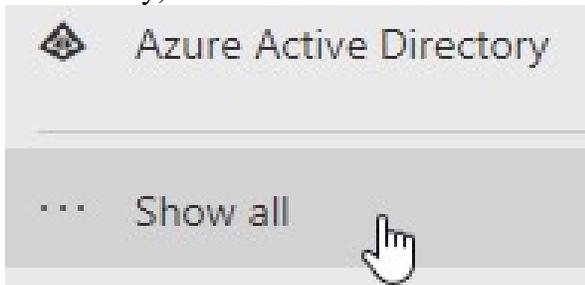


5. Click **Users → Active Users**



6. Search for the user and click their name
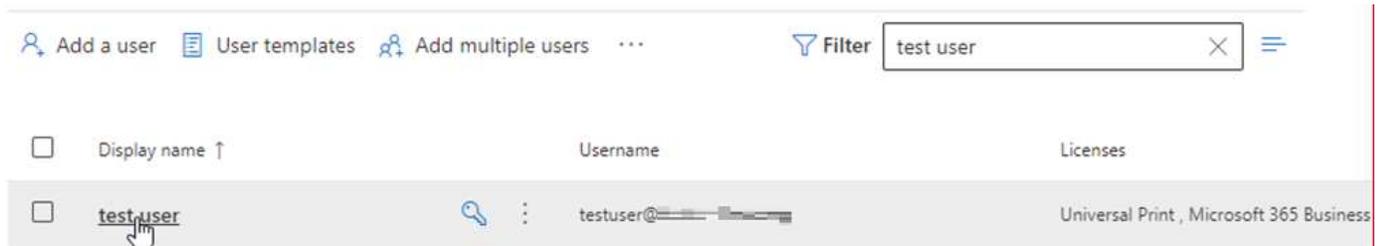


7. Click **Block sign-in**
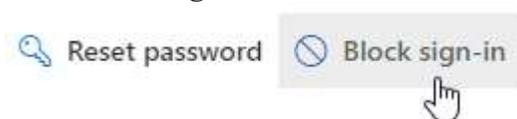
8. Click **Block this user from signing in**

This won't stop the account from receiving mail, and doesn't delete any data.

☑ Block this user from signing in

9. Click **Save changes**

Save changes    Cancel
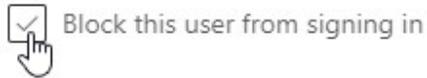
10. Verify this message appears

✓ test user is now blocked from signing in. They'll automatically be signed out of all Microsoft services within 60 minutes.
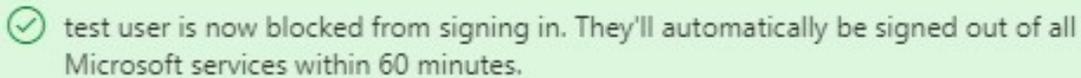
11. Click the back button

←

12. Click **Reset password**

Sign-in blocked

🔑 Reset password

13. Click the check box per the screenshot below and verify

**Reset password**

testuser@▪ ▪ ▪

☑ Automatically create a password

☐ Require this user to change their password when they first sign in

☐ Email the sign-in info to me

14. Click **Reset password**

15. Verify password has been reset

✓ **Password has been reset**

16. Click **Close**



17. If necessary click on the user's name again



18. Click **Manage groups**

Groups

All Users

Manage groups

19. Click the select all groups checkbox and then click **Remove**

**Manage groups**
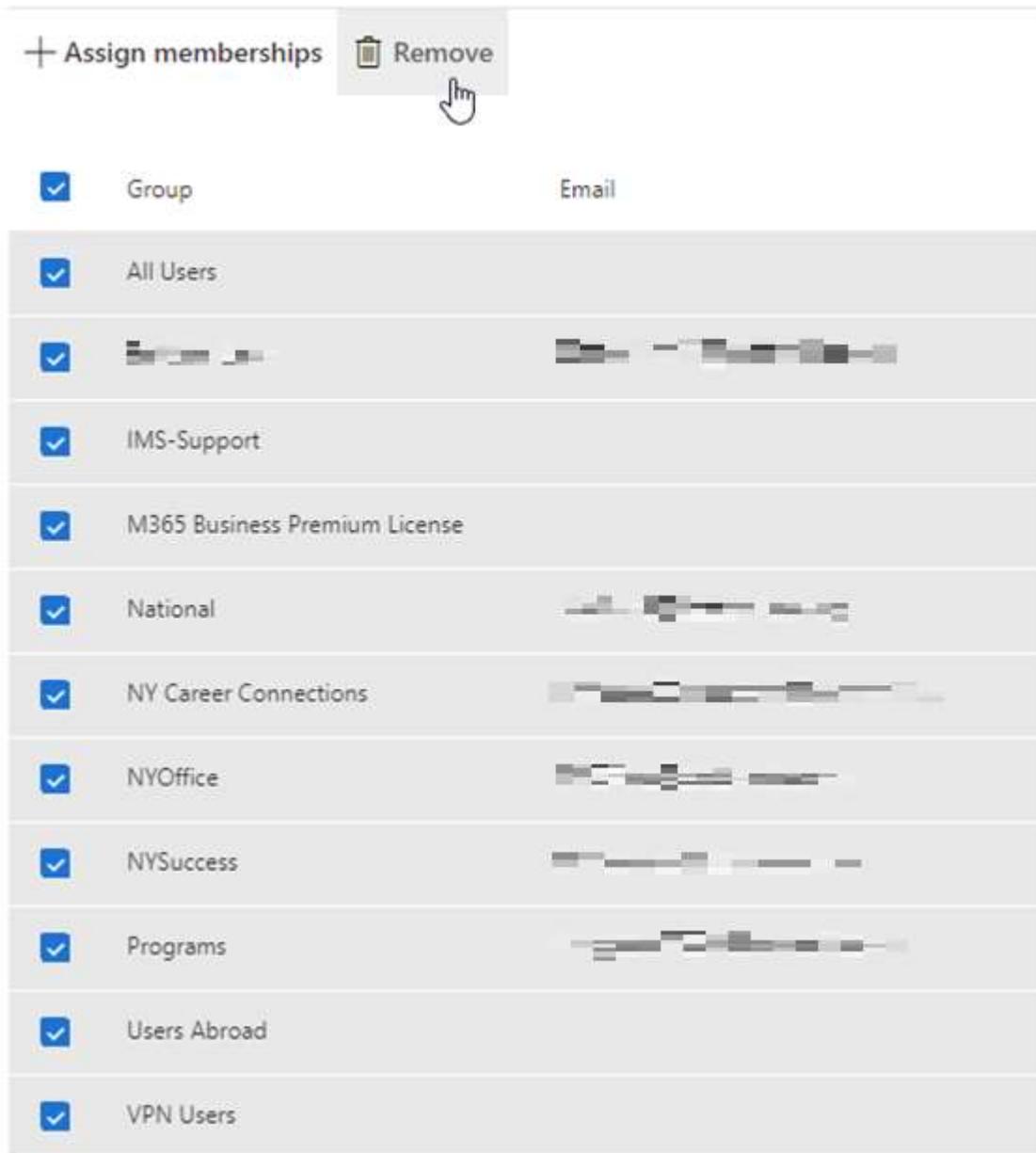
＋ Assign memberships 🗑 Remove

| ☑ | Group | Email |
|---|---|---|
| ☑ | All Users | |
| ☑ | ▆▆▆ ▆▆ | ▆▆ ▆▆▆▆▆ ▆ |
| ☑ | IMS-Support | |
| ☑ | M365 Business Premium License | |
| ☑ | National | ▆▆ ▆▆▆ ▆▆ ▆ |
| ☑ | NY Career Connections | ▆▆▆▆▆ ▆▆ ▆ |
| ☑ | NYOffice | ▆▆▆▆ ▆ ▆▆ ▆ |
| ☑ | NYSuccess | ▆▆▆▆▆ ▆ ▆ |
| ☑ | Programs | ▆▆ ▆▆▆ ▆ |
| ☑ | Users Abroad | |
| ☑ | VPN Users | |

20. Click **Yes**

| Yes | No |
|---|---|

21. Verify that the "**Changes saved successfully…**" message appears

# Manage groups

(i) It may take up to an hour for distribution lists and mail-enabled security group memberships to display

(✓) Changes saved successfully for 1 group(s)

(✗) Manage groups failed for 1 group(s): All Users

22. Click the back arrow

←

23. Click **Licenses and apps**

Devices | Licenses and apps

24. Verify that the following licenses are still assigned

☐ **Enterprise Mobility + Security E3**
You don't have any licenses available. To purchase additional licenses, please contact your partner(s).

☐ **Microsoft 365 Business Premium**
2 of 161 licenses available

☐ **Microsoft Power Automate Free**
9859 of 10000 licenses available

☐ **Microsoft Stream Trial**
Unlimited licenses available

☑ **Office 365 E2**
99 of 500 licenses available

☑ **Power BI (free)**
Unlimited licenses available

☐ **Power BI Pro**
6 of 10 licenses available

☑ **Universal Print**
299838 of 300000 licenses available

25. Click **Mail**

Licenses and apps | Mail

26. Click **Manage automatic replies**

Automatic replies

On

Manage automatic replies

27. Check **Turn on automatic replies**

✓ Turn on automatic replies

Send this reply to senders inside this organization:

28. Paste the following automatic reply into the top and bottom text boxes and edit for accuracy:

Hello,


Thank you for reaching out! Unfortunately, [*USER'S NAME*] is no longer with [*COMPANY NAME*]. Please send all inquiries to [*SUPERVISOR'S NAME*] (*SUPERVISOREMAIL@COMPANYDOMAIN.COM*).



Thank you!


29. Click **Save changes**

Save changes

30. Verify the following message appears:

⊘ Mailbox automatic replies info updated

31. Click the back button

←

32. Click **Manage email forwarding**

Email forwarding

None

Manage email forwarding

33. Check **Forward all emails sent to this mailbox** and **Keep a copy of forwarded email in this mailbox.**
Unless otherwise specified, enter the user's supervisor's email address as the forwarding email address

✓ **Forward all emails sent to this mailbox**

The mailbox owner will be able to view and change these forwarding settings.

**Forwarding email address** *

> [redacted]

✓ Keep a copy of forwarded email in this mailbox

34. Click **Save changes**

> **Save changes**

35. Verify the following message appears:

> ✓ Mailbox email forwarding info updated
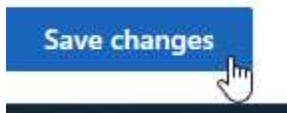
36. Click the back button

> ←
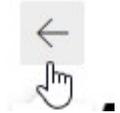
37. If the requestor has requested access to the terminated user's mailbox, follow the next steps. Otherwise, close all windows.

38. From the **Mail** tab, click **Read and manage permissions**

> Mailbox permissions
>
> Read and manage permissions (0)
> Send as permissions (0)
> Send on behalf of permissions (0)

39. Click **Add permissions**

> + Add permissions
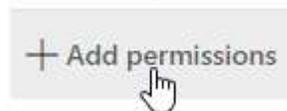
40. Search for the requestors name and click the checkbox next to their name



41. Click **Add**

42. Verify the following message appears, and close all windows