

SOP: Remove Departed Staff Member from 'All Staff' Emails

Purpose:

To ensure former staff members do not continue receiving internal emails sent to the "All Staff" group after their departure.

Scope:

Applies to Microsoft 365 environments using Distribution Groups, Security Groups, or Dynamic Distribution Lists for internal communication.

Last Updated: {{Insert Date}}

Performed By: IT Support

Step-by-Step Instructions

Step 1: Identify the Type of 'All Staff' Group

1. Go to: <https://admin.microsoft.com>
 2. Sign in with an admin account
 3. In the left panel, click **Teams & Groups > Active Teams & Groups**
 4. Search for the "All Staff" group
 5. Note the **Group Type** (e.g., Distribution list, Mail-enabled security, or Microsoft 365 group)
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Step 2: Remove User from Static Groups

For Distribution Lists, Mail-enabled Security Groups, or Microsoft 365 Groups:

1. Click the "All Staff" group name
 2. Under **Members**, click **View all and manage members**
 3. Find the departed staff member
 4. Click **Remove**
 5. Click **Save Changes**
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Step 3: Handle Dynamic Distribution Groups (if applicable)

1. Go to: <https://admin.exchange.microsoft.com>
2. Navigate to **Recipients > Groups**
3. Search and select "All Staff"
4. If the group type is **Dynamic**, check the **membership rules**
5. Take one of the following actions:
 - **Option A:** Remove user's license and mailbox (if account is being deprovisioned)

- **Option B:** Change user attributes (e.g., Department or Company) to no longer match the inclusion rule

Example:

Rule: (Department -eq "Staff")

→ Set user's department to "Former Staff"

Step 4: Additional Cleanup (Optional)

- **Disable sign-in:**
Go to **Users > Active Users**, open the user's profile, toggle **Block sign-in**
- **Remove Microsoft 365 license** (to stop mailbox access)
- **Set up auto-reply** with handover contact (if required)
- **Hide mailbox** from address lists

Confirmation

- Send a test email to "All Staff" and verify that the former user does **not** receive it
- Double-check group membership to ensure user is removed

Notes

- "All Staff" might be managed externally by IT Partners – if unsure, consult with them before making changes.
- If the group syncs from on-premises AD, changes may take up to 60 minutes to take effect.