

# GSD. Outlook - Request Access to a Terminated User's Mailbox

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General Information:

Possible symptoms/errors:

What to do if a User Requests Access to a Terminated User's Mailbox

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

For business continuity reasons, it can be required that access to the data (OneDrive) and email of the employee leaving the company is still needed. If the requester/manager would like to access the emails directly, the support can provide (full) access to a named delegate.

This guide shows the steps to be done when a user is going to leave / or has left the company and there is a need to access the users' emails or OneDrive documents.

NOTE:

The O365 subscription of the (leaving) user must remain assigned for the duration of the required delegate's access. The subscription cost will continue to be charged until the access is not required anymore and the subscription is removed via SNOW. Once the access to the email/ data is not required anymore, the requester/ manager must request the removal of the O365 subscription.

Details:

A. Grant Delegate Access to Mailbox

If the user is still within the company:

The user can request the (full) access for a delegate by himself. If the request is from another person asking for access, approval of the mailbox owner is needed.

If the user has already left the company:

The Manager of the user can request the (full) access for a delegate. Approval form has to be filled out and signed, providing the required approval from the manager, local legal responsible or data

protection officer.

Provide requester the FNC User Data Access Form attached (User Data Mailbox Access Request Template). The form has to be filled out with readable text (preferably on PC/ computerized), signed and dated.

Form should include the following:

Name and Contact Details of Requester  
Affected users  
Data recipient  
Classification of request  
Approval of Request (should include date and signature over printer name)

Form should be in scanned/ non-editable document form (such as PDF).

This means 2nd level support requires signing the form first then scan it. This is to comply with Fresenius' legal and security policies.

Download, print and fill out/sign the form. Scan the form and attach the scanned document to the ticket.

Once form is filled out with complete information, ask the requester to attach it to the ticket.

NOTE: Access for a delegate is only possible if:

The Active Directory account and O365 subscription are still active. The removal and deactivation happened no longer than 30 days in the past (15 days for GID managed users; applicable to users from FNC Germany, FME Germany at the time of creation of the WI).

Escalate the ticket to O365 SLS queue with the complete information (step 2) and the attached form (User Data Mailbox Access Request Template), to ensure that access for the delegate to the (leaving) user's mailbox is granted.

#### B. Grant Delegate Access to OneDrive

If requested via ticket, access to the user's OneDrive for another person (e.g., Manager), can be provided. If the user is still within the company, the user can also move the OneDrive data to another location (e.g., another user's OneDrive). Escalate the ticket to FNC SharePoint SLS to provide access to the user's OneDrive for the delegate.

#### C. Active Directory Account

For Non GID users:

In this case keep the Active Directory account of the (leaving) user as it is or deactivate the AD account. The user's Active Directory account should not be deleted. Extension Attribute 14 should not be removed. To hide the entry in the global address list set: msExchHideFromAddressLists = True  
Local Admin/ local IT is the one responsible for these procedures.

For GID users:

In general, the AD Account will be deleted via GID 15 days after the request became effective through the HR system. For GID Users the setting of a delegate can only be done within this timeframe of 15 days. If the AD Account of a GID managed user should not be deleted, the user/ manager must create a ticket and notify the support team. The Support team can then decouple the AD account from the termination process in GID ("account orphaning"). Local Admin/ local IT is the one responsible for these procedures.

#### D. Lotus Notes Account

For Non GID users:

In this case, keep the Lotus Notes account of the (leaving) user as it is. Forwarding or Notes account should not be removed (as this is required for the user's Mailbox to receive emails).

For GID users:

In general, the Notes account will be deleted via GID 15 days after the request became effective through the HR system. If the Notes Account and forwarding should not be deleted, the user / manager must create a ticket and notify the support team.

Assignment Group:

Ext\_WW\_Collaboration\_SLS\_Capgemini

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A