

GSD. OneDrive – Access request to OneDrive(SharePoint) & mailbox of present or former employee

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General Information:

Possible symptoms/errors:

Requestor has requested for OneDrive(SharePoint) & mailbox access of a former/terminated employee on behalf of a user
User has requested for OneDrive(SharePoint) & mailbox access of another employee
User has requested for SharePoint access

Alternative names of the system:

N/A

IMPORTANT NOTICE:

If the issue is related with the transfer of the files or helping with migration in OneDrive – this still needs to go on SLS level

Solution:

If user or requestor requests for access to OneDrive & Mailbox of other employee or Access to Onedrive of former/terminated employee, then the following needs to be checked by GSD:

Check if below User Data Access Request Form is attached and properly filled.

Users knows that if they want to get the access, they need to fill the form and get it from Data Protection Officer