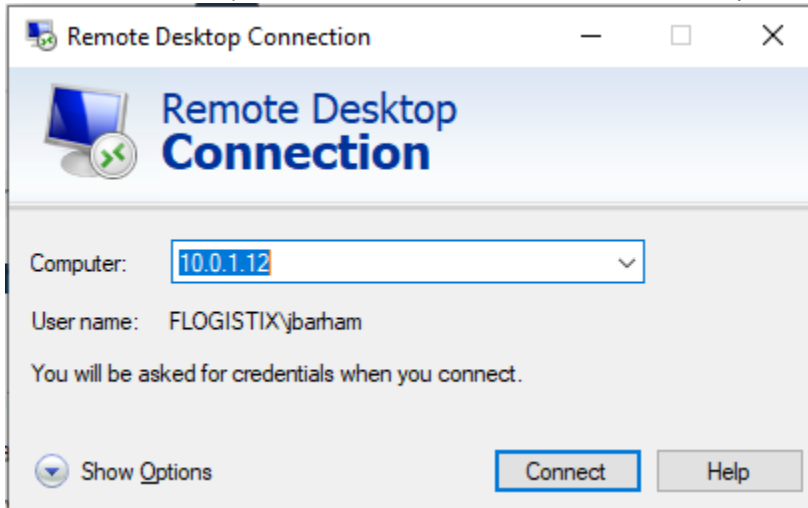


How To: Terminate Employees in Active Directory

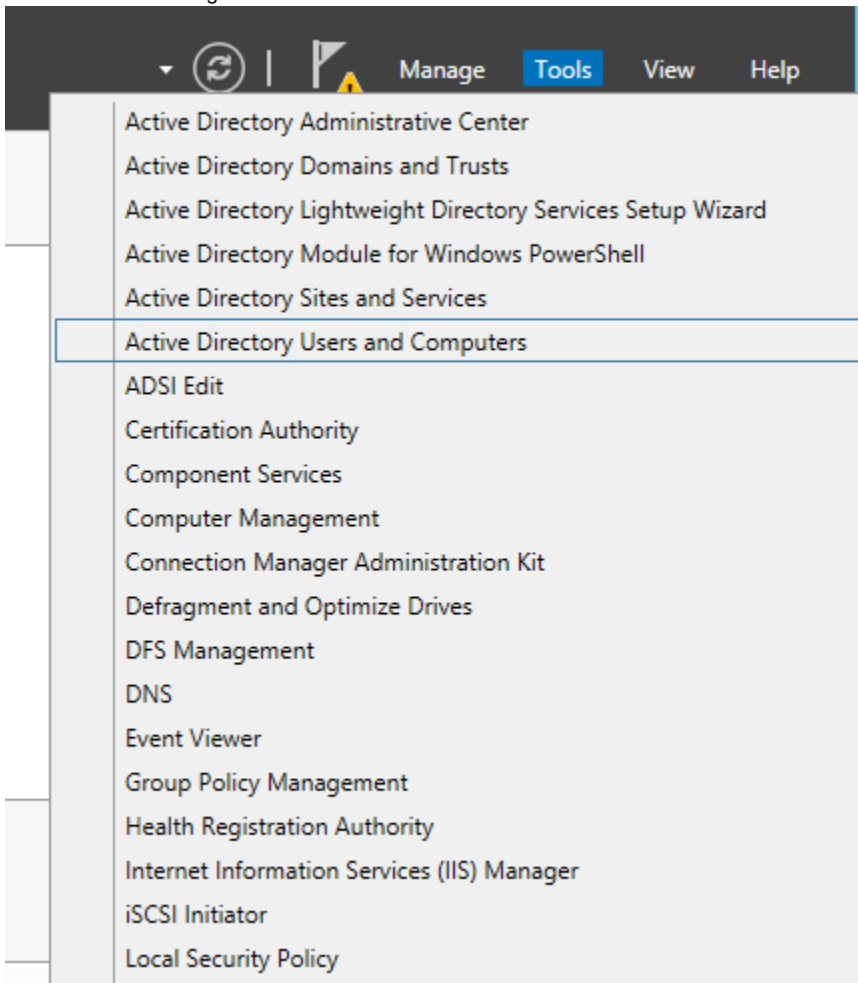
When you get a ticket that says "Employee Terminated/Termination", you will have to disable them in AD, delete their company email address, and ask their manager if he/she would like to keep their laptop & phone for the next employee.

Example: Eduardo Ortiz, Field Service – Permian Delaware, is no longer employed with Flogistix effective 10/1/21, supervisor is Jaime Baylon.

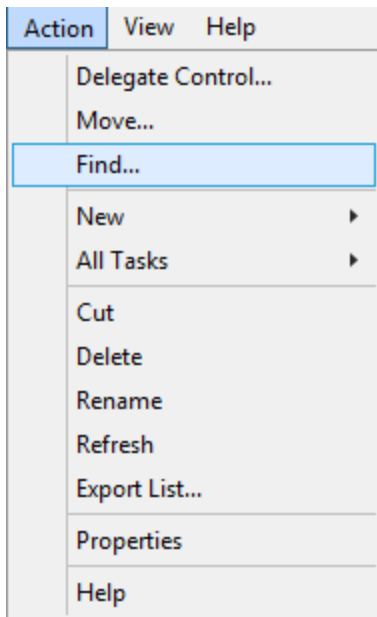
1. Click on Remote Desktop Connection. The IP Address is "10.0.1.12". Enter in your Flogistix password to access windows server.



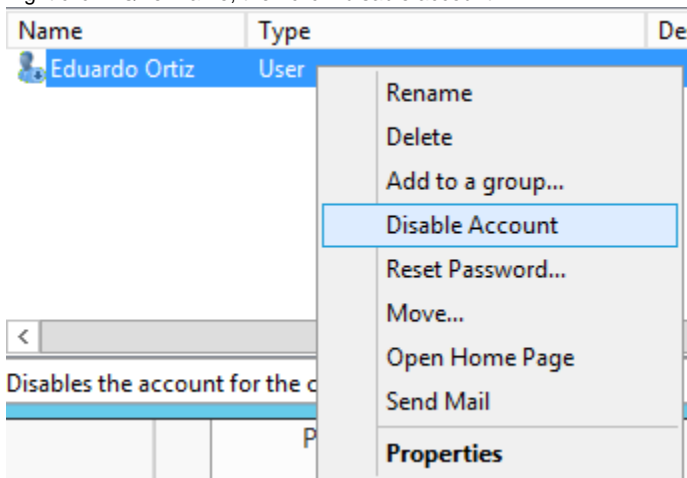
2. Click on Server Manager in the bottom left corner near PowerShell. Click on Tools > Active Directory Users and Computers.



3. Click on Action > Find > enter in the name of the employee.



4. Right click his/her name, then click "disable account".



5. Double left-click his/her name, then clear the email address field, this suspends their company email.

Telephone number:

E-mail:

Web page:

6. Email his/her supervisor regarding what to do with the ex-employee's laptop and phone. If the next step is to recover the equipment, have them ship it back to our facility.
7. If another agent replies to the ticket, it will create a copy of the same ticket. Merge both tickets to correct this. Click the check boxes on both the original and the copy ticket, then click the merge button.