# User Acct Termination Process for Foreign Domains

In order to process User Account Requests for Terminations in a timely fashion, the following steps should be utilized:

- Foreign Domain IT should rename the local AD account to 'first.last-dept' before submitting the LANDesk UAR Termination request. In ADUC right click on the user to be terminated and rename all areas with Dept after the last name. (See Screen Shot below) ** Do not move the account to a non-sync OU or disable it because it will not sync to O365 then. *****Never re-use local domain AD accounts!**
- DII will rename the mailbox to 'first.last-dept' once the UAR Termination request is assigned
- Wait for sync to O365 to occur (this happens every 30 minutes now)
- If mailbox is an O365 remote mailbox:
  - Place mailbox in appropriate Department's In Place Hold policy
  - Remove mailbox from on Prem Exchange console
  - Remove account from local AD or notify foreign domain IT to remove account from their local AD
- If mailbox is not an O365 remote mailbox:
  - Migrate mailbox to O365
  - License mailbox as G1
  - Place mailbox in appropriate Department's In Place Hold policy
  - Remove mailbox from on Prem Exchange console
  - Remove account from local AD or notify foreign domain IT to remove account from their local AD
- If user archive access is requested, create an eDiscovery case for user's archived mailbox and permission access as requested
- Verify account no longer synced to O365
- Close LANDesk UAR Termination request

Right Click User to be terminated and put Dept/Divisions after last name in all fields.
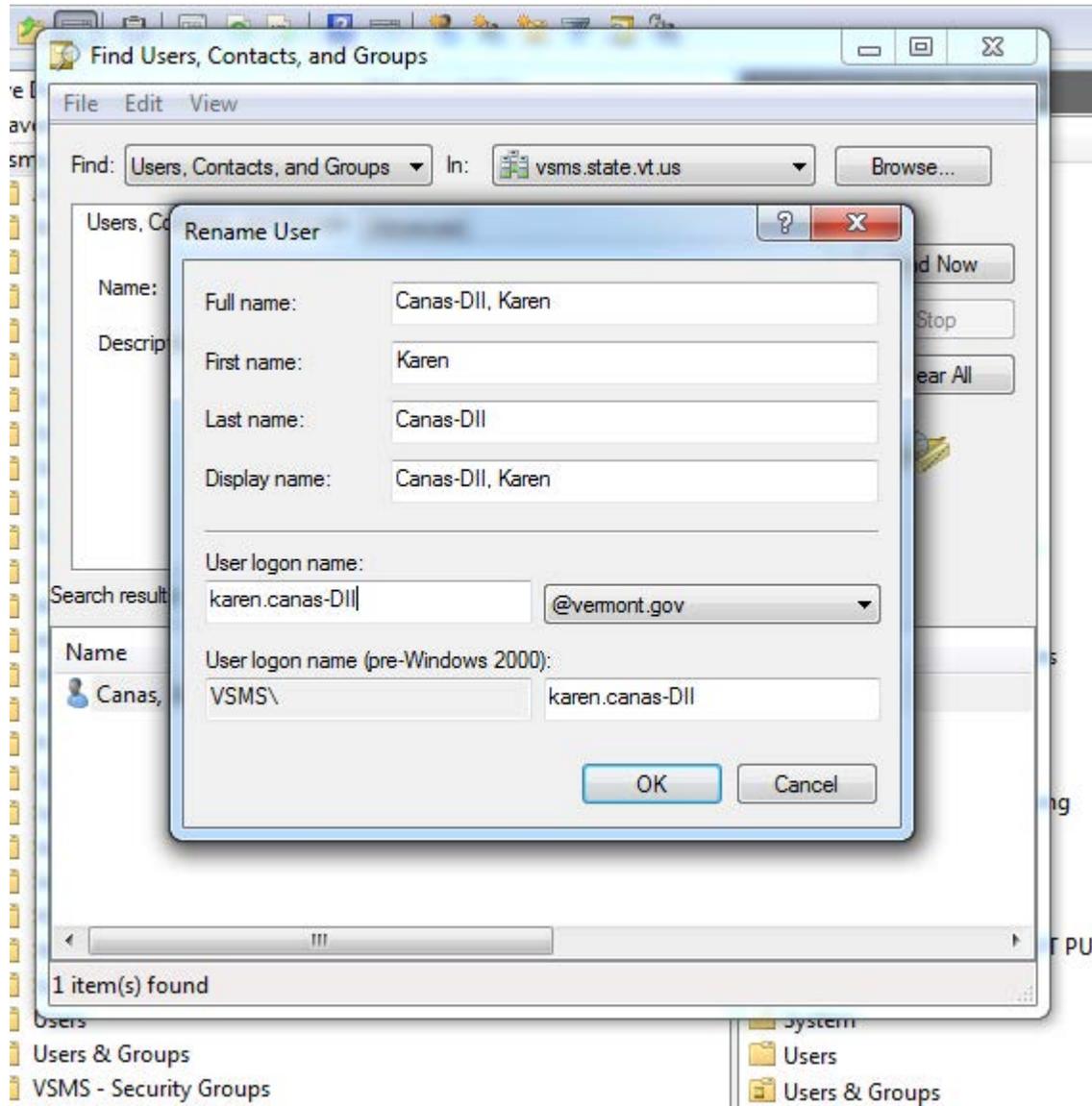
Then go to Properties, Account Rename as shown below.
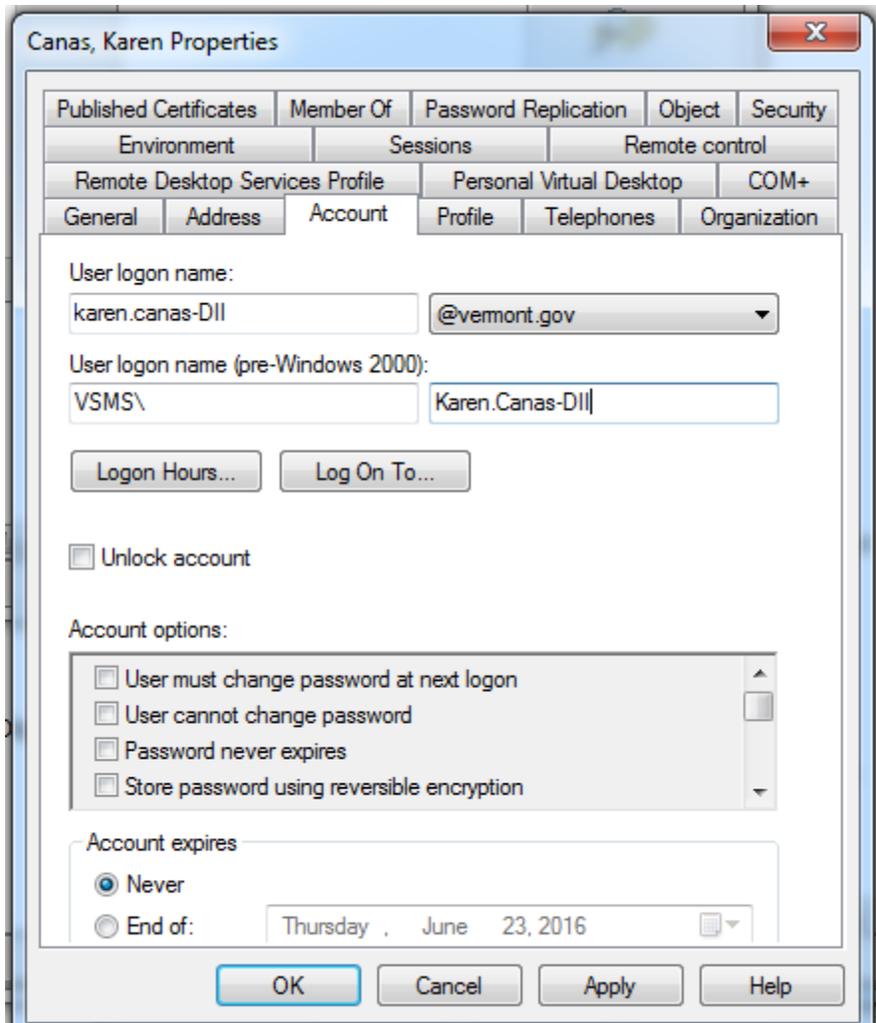
**DPS Users special scenario instructions:

DPS has cases where the users terminate their email only. The local DPS AD account remains active. The following instructions pertain to this scenario:

- DPS will note in the UAR Termination request that *email account only* is being terminated
- DPS will not rename their local AD account but will move it to a non-sync OU
- DII will rename the email account to 'first.last-DPS'
- After the account syncs to O365, DII will verify the name change by:
    - Look up the user in O365 and ensure the name appears as 'first.last-DPS'
    - Log into AADSYNC and perform a Metaverse Search on the user to ensure that only the VSMS account is synced to O365 before archiving
- DII will place the account in the DPS – Terminated Employees In Place Hold policy to archive the mail
- DII will then remove the mail account
- DII will close the UAR Termination request thereby notifying DPS the email has been archived