Disable User Mailbox

Types of Users leaving a Department:

Note: Before disabling a mailbox, it is necessary to identify if the user is moving to another department or leaving the university. There are different scenarios to follow based on their future status.

- Users moving to another ITS-hosted Exchange department should have the Department Name removed from the Department box under the Organization tab and then be moved to the People OU.
- Users moving to another department that hosts non-ITS Exchange service should have their mailbox disabled.
- Users leaving the University should have their mailboxes disabled.

Steps to be taken depending on the Users status upon leaving the Department:

- Identify the user’s status after leaving the department
- Identify if the user was unified enabled
- Remove department name from department box
- Disable user’s mailbox
- Mail enable user
- Remove uniqname@adsroot.itcs.umich.edu from MCommunity
- Notify ITS Com to remove phone forwarding if unified was enabled

Type 1 – User is moving to another ITS-hosted Exchange department

1. On the user’s Properties>Organization tab, remove the department name from the department box.
2. Identify if the user was Unified Enabled. Go to the user’s Properties>E-Mail Addresses tab, if there are phone numbers under EUM, then take note of the university phone numbers and select Disable Unified. Refer to Disable Unified Messaging
3. Move the user into the People OU.
4. Contact ITS Com to have phone forwarding removed.
5. When disabling Unified, it is necessary to request that the phone number be un-forwarded to the Exchange server. Self Service Administrators can request this using the ITS Exchange SELF Serve Account — Modify Mailbox form found at: http://www.itcom.itsd.umich.edu/orders/ select Remove Voice Mail Forwarding and in the Primary Phone Number box, type the primary 10 digit phone number. For additional university phone number extensions, identified prior to disabling Unified, type the phone numbers in the Additional Information/Requests box. The MWI feature will be removed at the same time forwarding is removed.

Type 2 - Users moving to another Department that Host NON-ITS Exchange service

1. On the user’s Properties>Organization tab, remove the department name from the Department box.
2. Identify if the user is Unified Enabled. Go to the user’s Properties>E-Mail Addresses tab, if there are phone numbers under EUM, then take note of the university phone numbers and select Disable Unified. Refer to Disable Unified Messaging
3. Disable the user’s mailbox.
4. Mail-enable the user.
5. Remove ITS Exchange forwarding address from the user’s MCommunity account.
6. Contact ITS Com to have phone forwarding removed if the user was Unified Enabled.

**Note:** When disabling Unified it’s necessary to request that the phone number be un-forwarded to the Exchange server. Self Service Administrators can request this using the “ITS Exchange SELF Serve Account — Modify Mailbox” form found at: [http://www.itcom.itd.umich.edu/orders/](http://www.itcom.itd.umich.edu/orders/) select Remove Voice Mail Forwarding and in the Primary Phone Number box, type the primary 10 digit phone number. For additional University Phone number extensions, identified prior to disabling Unified, type the phone numbers in the Additional Information/Requests box. The MWI feature will be removed at the same time forwarding is removed.

**Type 3 – User is leaving the University**

1. On the user’s Properties>Organization tab, remove the department name from the Department box.
2. Identify if the user is Unified Enabled. Go to the Users Properties>E-Mail Addresses tab. If there are phone numbers under EUM then take note of the university phone numbers and select Disable Unified. Refer to [Disable Unified Messaging](http://www.itcom.itd.umich.edu/orders/)
3. Disable the user’s mailbox.
4. Mail-enable the user
5. Remove ITS Exchange forwarding address from the user’s MCommunity account.
6. Contact ITS Com to have phone forwarding removed.

**Note:** When disabling Unified, it is necessary to request that the phone number be un-forwarded to the Exchange server. Self Service Administrators can request this using the ITS Exchange SELF Serve Account — Modify Mailbox form found at: [http://www.itcom.itd.umich.edu/orders/](http://www.itcom.itd.umich.edu/orders/) select Remove Voice Mail Forwarding and in the Primary Phone Number box, type the primary 10 digit phone number. For additional university phone number extensions, identified prior to disabling Unified, type the phone numbers in the Additional Information/Requests box. The MWI feature will be removed at the same time forwarding is removed.
Disable User’s Mailbox

1. Using the Exchange Management Console, find the user to be disabled and go to the user’s mailbox properties>Organization tab and remove the department name from the Department box.

2. Click OK.

⚠️ Before disabling the User’s mailbox, remove the department name from the Department box within the user’s properties in the Organization tab. If this step is missed, the user continues to be billed for Exchange services.

3. Using the Exchange Management Console, find the user to be disabled, right-click on the mailbox, and then click Disable.

4. Click Yes.
Mail-Enable User

1. Under Recipient Configuration, click **Mail contact**.

2. Select **New Mail user**.

3. Select **Existing User** and then click **Browse**.

4. In the find area, locate the user's uniqname and then click **OK** and click **Next**.
5. In the Alias box, type the user’s uniqname.

6. Click Edit.

7. In the External e-mail address box, type an external e-mail address.

8. Click Next.

9. Click New.

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