Remove (Delete) Departmental Mailbox

⚠️ This should only be used to delete Departmental mailboxes.

Steps to be taken:

- Identify if the Departmental mailbox is Unified enabled
- Remove the Mailbox

Identify if the Departmental mailbox is Unified Enabled.

1. Query the mailbox and go to the properties > E-Mail Addresses tab and make a note of the additional extensions in the case you need to re-enable Unified Messaging.

2. Close the window

3. Using the Exchange Management Console, find the mailbox, right-click, and select Remove.
4. Click **Yes**.

![Remove Mailbox](image)

This permanently removes the mailbox.

**Note:** If the phone number is not being used for another User or Departmental mailbox then notify ITS Com to remove forwarding. 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.

**MCommunity Adding/Removing ITS Exchange Forwarding Address**

After enabling or disabling a user’s mailbox (this does not include a Calendar Only user), Please have your user add/remove the forwarding address `uniqname@adsroot.itcs.umich.edu` (where uniqname is the user’s uniqname) to their MCommunity Directory entry. The user’s Exchange account will not work properly without this forwarding address.

**Steps**
1. Login to MCommunity at [https://mcommunity.umich.edu/](https://mcommunity.umich.edu/) using your UMICH, Kerberos, credentials.
2. Select **My Profile**
3. Select **Settings**
4. User Removes or Add forwarding address uniqname@adsroot.itcs.umich.edu by clicking the corresponding button.

⚠️ Do not leave this box empty.
5. Save Changes.

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