

# Options for Handling a Departing Employee's Mailbox

## When an Employee Leaves: What You Can Do

If an employee has left, you have a few options regarding their mailbox. Here's what to consider:

### 1. Keep the Mailbox Active

- You can **continue the mailbox as a separate entity**.
- If the mailbox is still under contract, you may need to keep it until the contract ends.
- **Email forwarding** can be set up to redirect emails to another employee.

### 2. Convert the Mailbox to a Shared Mailbox (Free Option)

- If the contract has ended, you can **convert the mailbox to a shared mailbox** at no cost.
- Shared mailboxes allow multiple users to access old emails, but no new emails can be sent from them unless a license is applied.

### 3. Cancel the Mailbox License

- If the mailbox is **out of contract**, you can **cancel the license** and remove the mailbox.
- **Data Retention Warning:** If no backup service is in place, all data in the mailbox will be lost when the license is removed.
  - See details: [Globe2 Service Cancellation Policy](#).

### 4. Review Other Related Services

- Did the employee have access to **SharePoint, OneDrive, or a company CRM**? These may need to be restricted or reassigned.

## What's Next?

- Contact Globe2 Support at **[support@globe2.net](mailto:support@globe2.net)** or call **03333 446 441** to discuss your preferred option.
  - If you need email forwarding or account conversion, we can arrange that for you.
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