

How do we handle the mailbox of an employee who is leaving?

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 or call **03333 446 441** to discuss your preferred option.
- If you need email forwarding or account conversion, we can arrange that for you.