

DEPAUL UNIVERSITY



E-mail Account Deletion

Category: Operations

Responsible Department: Information Services

Responsible Officer: Director of Infrastructure

Effective Date: 04/19/2016

Policy Summary

This policy sets conditions for deleting employee e-mail accounts.

Scope

This policy affects the following groups of the University:

- University Employees
- University contractors and friends which have been assigned an e-mail account

Policy

Employee e-mail accounts are the property of DePaul University and are intended for use by current and retired faculty, staff, and certain other people affiliated with the University (such as consultants, independent contractors, vendors, etc.). When an employee resigns or is terminated from their employment the immediate supervisor/manager must follow standard Human Resources termination procedures and policies, which will result in the deletion of the employee's e-mail account if appropriate. For non-employees no longer actively affiliated with DePaul, the sponsoring employee is responsible for ensuring the removal of the account in a timely manner.

Terminated accounts

Upon receiving an account removal request or Human Resources termination notice, Information Services will delete the employee e-mail account. The account and all emails in the mailbox will be removed completely, mail will be undeliverable, and the address will no longer be visible in the e-mail address book. In addition, the account will be removed from all e-mail distribution lists.

An out-of-office notification, for up to 90 days, can be requested on the terminated account. Contact netadmin@depaul.edu to request further details prior to the termination.

Retiring DePaul employees may request to keep their mailbox after they leave the university. Retirees will lose access to resource accounts, shared calendars and distribution lists unless retention is specifically requested by their supervisor/manager. When Retirees elect to retain email access they must inform HR- Benefits.

Procedures

Employee Account Removal

To request the deletion of an employee e-mail account, managers should follow the HR- Managers Termination Checklist [here](#). Upon receipt of a termination notice IS will disable access to the mailbox and permanently delete the account. Temporary alternative arrangements can be set up with NetAdmin on an ad-hoc basis. For exceptions or alternative arrangements, managers should contact HR to request further details and approval prior to the termination and account removal.

Non-Employee Account Removal

Non-employee accounts will be removed in conjunction with their affiliation end-date in PeopleSoft. For non-employee accounts that are no longer actively affiliated with DePaul and need to be removed prior to the scheduled end-date, or are still affiliated with DePaul but no longer need their email account, the user's manager or sponsor must fill out the [Delete Exchange Account](#) form to remove their system access and delete the e-mail account.

Temporary Arrangements

Managers must email Netadmin and include their VP/Dean and Employee Engagement & EEO's. mailbox at WorkplaceIssues@depaul.edu. EE & EEO will review the request and determine if a business need exists before an approval can be made.

Divisional Collaborations

Human Resources

Contact Information

For questions about this policy please contact the Technology Support Center at (312) 362-8765

Appendices

None

History/Revisions

Origination Date: 02/01/2003

Last Amended Date: 03/14/2019

Next Review Date: N/A