**TERMINATION OF USER**

The form is sent to [support@addpro.dk](mailto:support@addpro.dk) with the heading "User termination of \_\_\_\_\_\_\_"

The fields are filled in below by clicking on the fields to the right of the table.

|  |  |
| --- | --- |
|  | Dine valg og oplysninger |
| Decommissioning model (can be seen on page 2) | Select an item. |
| Date of resignation | Click or tap to enter a date. |
| Username | Click or tap here to enter username |
| Email address | Click or press here to enter the user’s email address |
| Is Auto reply desired | Yes  No |
| Auto reply text | Click or tap here to write text. |
| Autoresponder expiration date (Std. 30 days, max. 90 days) | Click or tap to enter a date. |
| Forwarding mail to another user | Yes  No |
| Forwarding must be done to e-mail | Click or press here to write the recipient’s email address |
| Forwarding expiration date (Std. 30 days, max. 90 days) | Click or tap to enter a date. |
| When creating a Shared mailbox – Specify which user should have access | Click or press here to write the recipient’s email address |
| *Only fill in the below if you have chosen model 2 or model 3* | |
| When must the user and possibly backup deleted completely? | Click or tap to enter a date. |
| Special remarks | Click or tap here to write text. |

User termination takes place with settlement of time spent or as a specified part of the Helpdesk subscription.

|  |  |
| --- | --- |
| Decommissioning approved by | Click or tap here to approver name. |
| Email address | Click or press here to email address. |

ITM8 has four different models we work from. Choose the one that suits your needs.

|  |  |
| --- | --- |
| Choice | Description |
| Model 0  Incl. in Helpdesk subscription | **The user and e-mail will be deleted without the possibility of restoring data.**  This model is used if you are sure that you will not use the user's data.  Mail can be forwarded for up to 90 days, but an auto-reply cannot be created.  Backup is deleted upon user termination  **Costs**  You are charged for the time used to set up any forwarding.  The license is released immediately and can be used by another user until the annual renewal date. |
| Model 1  Hourly payment Not incl. In Helpdesk subscription | **The user is deleted completely and the mailbox is changed to a "Shared mailbox".**  Files are moved to the Archive folder on shared drives and stored under the Retired employees folder. Possibly sensitive personal data must be reviewed and deleted by the immediate manager.  **Purpose**  E-mail still works with access for selected employees/managers and an auto-reply can be created. The backup of the user is deleted and replaced by the shared mailbox.  **Costs**  There is a separate charge for the time used to move data to the Archive  The license is released immediately and can be used by another user until the annual renewal date. |
| Model 2  Incl. In Helpdesk subscription | **Temporary closure. The user is retained, but the password is changed. Remote access is deleted.**  An auto-reply can be created at the email address for up to 90 days.  Received e-mail can be forwarded for up to 90 days.  **Purpose**  It is possible to log in to the user and copy files and mail. Auto-reply can be set up. This is only a temporary solution until the user needs to be deleted (model 0 or 1).  **Costs**  Payment must be made for the user's license and for backup during the entire period. |
| Model 3  Incl. In Helpdesk subscription | **Temporary shutdown with auto-reply without user access. User "Deactivates".**  An auto-reply can be created at the email address for up to 90 days.  The email can be forwarded for up to 90 days.  **Purpose**  No access to user account. But there must be an auto-reply to the email address. This is only a temporary solution until the user needs to be permanently deleted (model 0 or 1).  **Costs**  Payment must be made for the user's licenses and backup during the entire period. |