How to Disable & Offboard a User in M365

Block sign-in, revoke sessions, preserve mailbox and remove licences

| 📙 Magister Operis Systems | ⚙️ M365 Admin Center | ⏱ 20 min | 🟢 Beginner |

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Offboarding Checklist Overview

1 **Block sign-in**

Prevent any further access immediately

2 **Revoke sessions**

Force all active logins to expire now

3 **Reset password**

Old credentials become invalid

4 **Remove from groups**

Remove from Teams and SharePoint

5 **Convert mailbox**

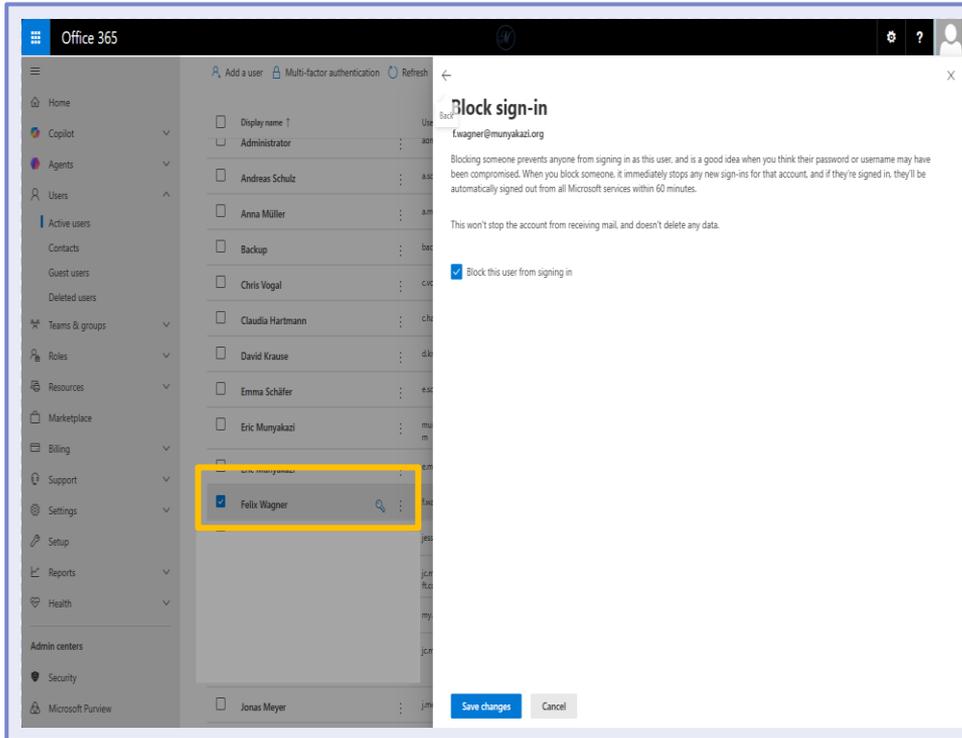Preserve email as shared mailbox

6 **Remove licence**

Free licence for next new hire

Prerequisites

Requirement	Details
Admin Role	User Administrator or Global Administrator
Scenario	Felix Wagner (f.wagner@munyakazi.org) is leaving Magister Operis Systems
Admin Centers	admin.microsoft.com	admin.exchange.microsoft.com	admin.teams.microsoft.com
Preparation	Have offboarding checklist ready - complete all steps in one session
Data Retention	Convert mailbox to shared before removing licence to preserve email history
Important	Do NOT delete the user account immediately - keep for 30 days as safety buffer

STEP 1

Block the User's Sign-In

- Go to: admin.microsoft.com → Users → Active users
- Find and click: Felix Wagner
- In the user panel click: Block sign-in
- Toggle: Block this user from signing in → ON

→ Click Save changes

→ Felix Wagner can no longer sign in immediately

STEP 2 | **Revoke Active Sessions**
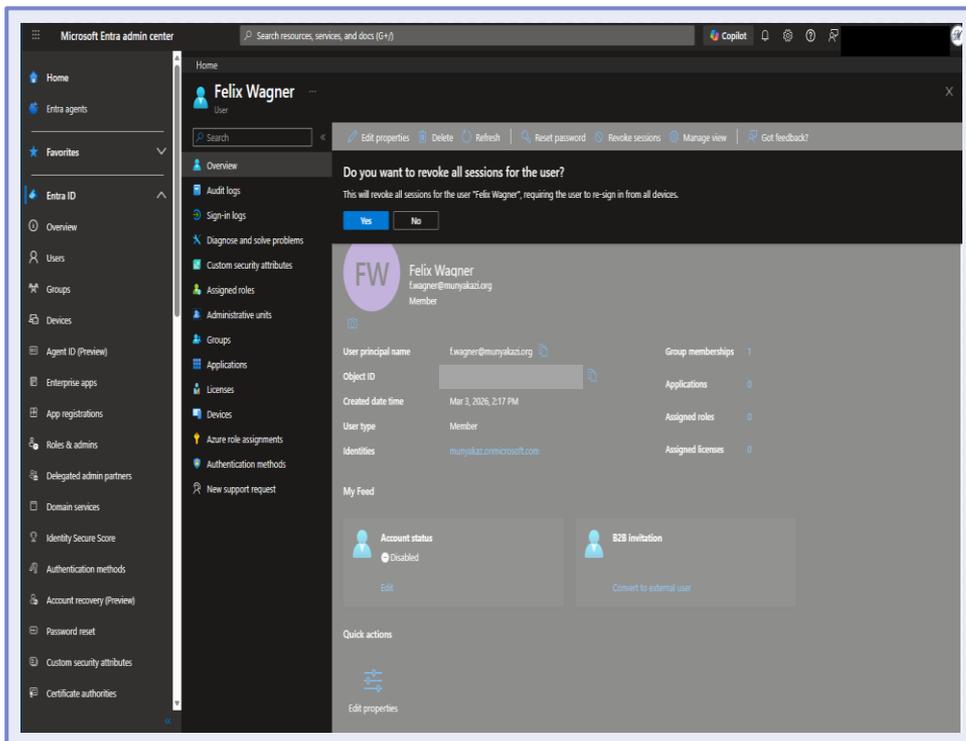
INSTRUCTIONS

- Go to: entra.microsoft.com
- Search for Felix Wagner or navigate to: Users → All users
- Click on Felix Wagner to open his profile
- In the top toolbar click: Revoke sessions
- Confirm the dialog: click Yes

→ All active login sessions are terminated immediately

- Note: This button is in Entra ID - NOT in the M365 Admin Center

STEP 3 — **Reset the Password**
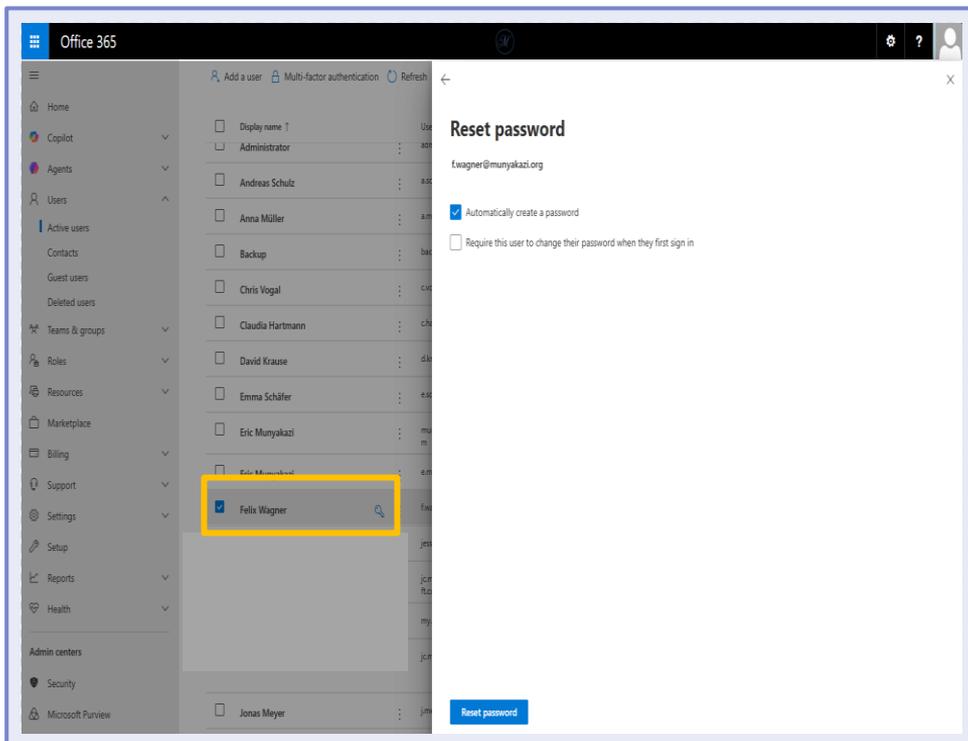
INSTRUCTIONS

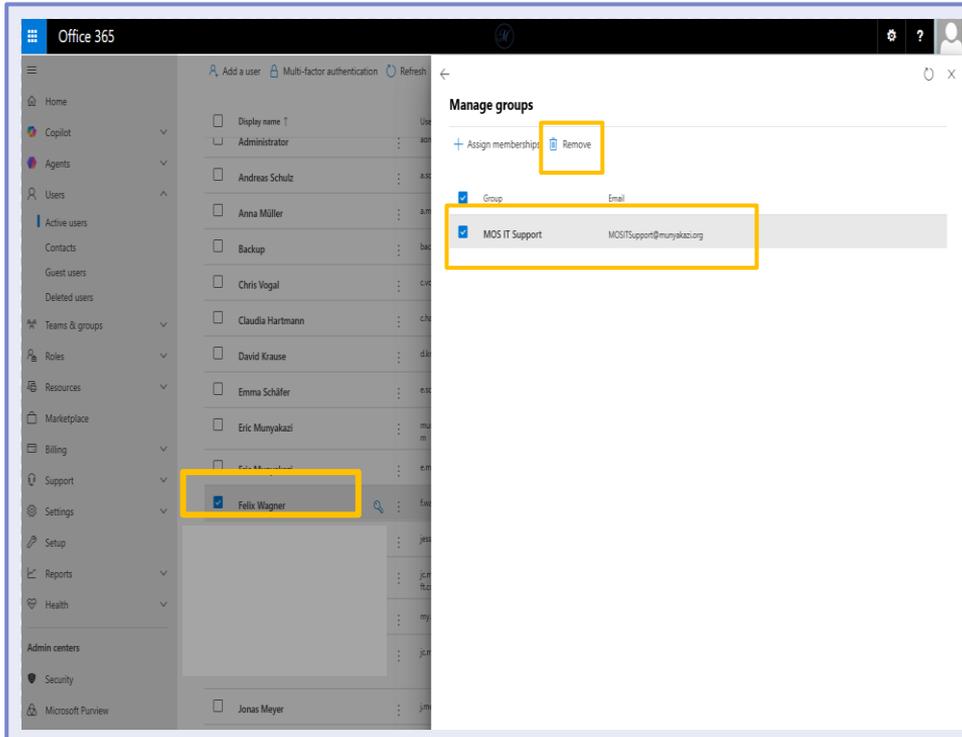- Go back to: admin.microsoft.com → Users → Active users
- In Felix Wagner's panel click: Reset password
- Select: Auto-generate password
- Uncheck: Require user to change password

→ **Click Reset password**
→ **Old password is now invalid - account is fully locked**

STEP 4 **Remove from Groups and Teams**

INSTRUCTIONS

- In the: admin.microsoft.com → Users → Active users
- On Felix Wagner's panel click: Groups tab
- Review all group memberships
- Click each group → Remove from group
- Also go to Teams Admin Center → remove from MOS IT Support

→ User removed from all collaboration spaces

STEP 5 **Convert Mailbox to Shared**
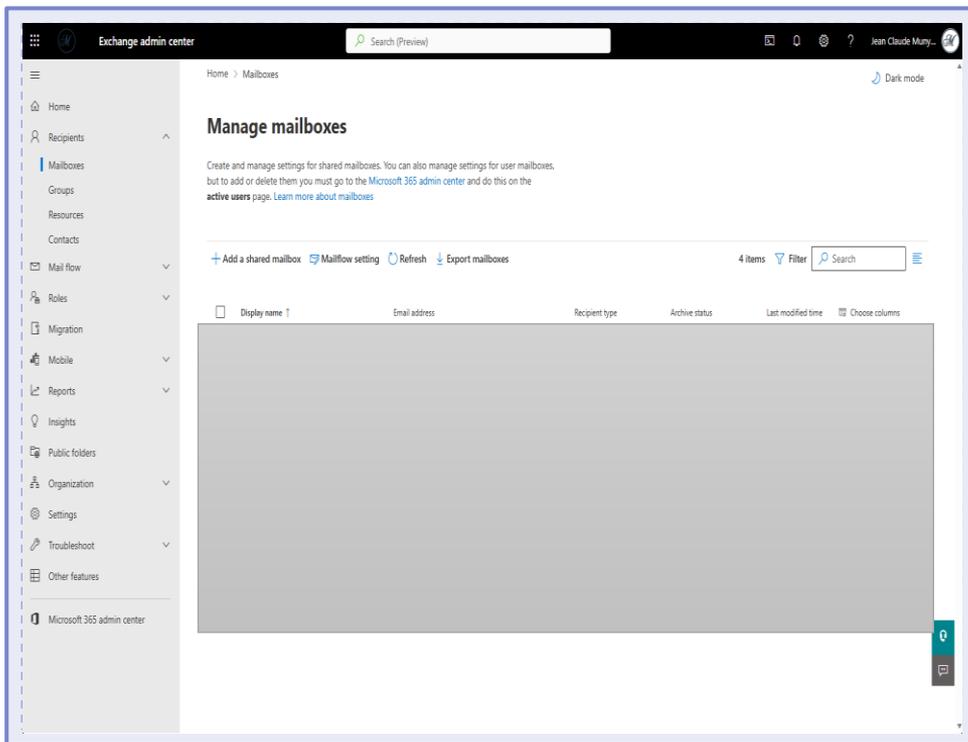
INSTRUCTIONS

- In this lab Felix Wagner has no Exchange Online mailbox
- Reason: no M365 license was assigned, so no mailbox was ever provisioned

→ This step could not be performed in the live tenant

- In production: assign an Exchange Online license first, then convert
- Go to: admin.microsoft.com → scroll down
- Go to: admin.exchange.microsoft.com
- Click: Recipients → Mailboxes
- Find Felix Wagner's mailbox
- Click: Convert to shared mailbox

→ Email preserved without consuming a licence

- Give manager Full Access via Add permissions

STEP 6 **Remove the Licence**

INSTRUCTIONS

- Back in M365 Admin Center → Active users
- Click Felix Wagner → Licences tab
- Uncheck all assigned licences
- **→ Click Save changes**
- **→ Licence freed for the next new hire**
- User stays in Active users for 30 days before auto-deletion

Verification Checklist

- Felix Wagner shows 'Sign-in blocked' status in Active users list

- Entra ID sign-in logs confirm sessions were revoked

- Password reset completed - old password no longer works

- Groups tab shows zero group memberships for Felix Wagner

- Mailbox converted to shared - visible in Exchange → Shared mailboxes

- Licences tab shows no licences assigned - one licence freed in the tenant

Common Errors & Fixes

Error	Cause & Fix
Block sign-in option missing	Need User Administrator or Global Administrator role
User still appearing in Teams	Teams can take up to 24 hours to reflect removal
Cannot convert to shared mailbox	User must have Exchange Online licence at time of conversion - add temporarily
Shared mailbox still using a licence	After conversion, remove the user license - shared mailboxes under 50GB are free
Need to permanently delete user	Active users → select user → Delete user (recoverable for 30 days from Deleted users)
Manager needs access to old emails	Exchange → Shared mailboxes → Add permissions → Full Access for the manager

What's Next

Offboarding complete. Now empower users to manage their own passwords.

#006	#001	#002
Configure SSPR	**Create Users**	**Enable MFA**
Self-Service Password Reset - users unlock accounts without calling IT	Onboard the replacement employee using the bulk import wizard	Ensure the new employee has MFA configured from day one
30 min	30 min	30 min

All runbooks available at: munyakazi.org/m365-runbook