

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

Jean Claude Munyakazi

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

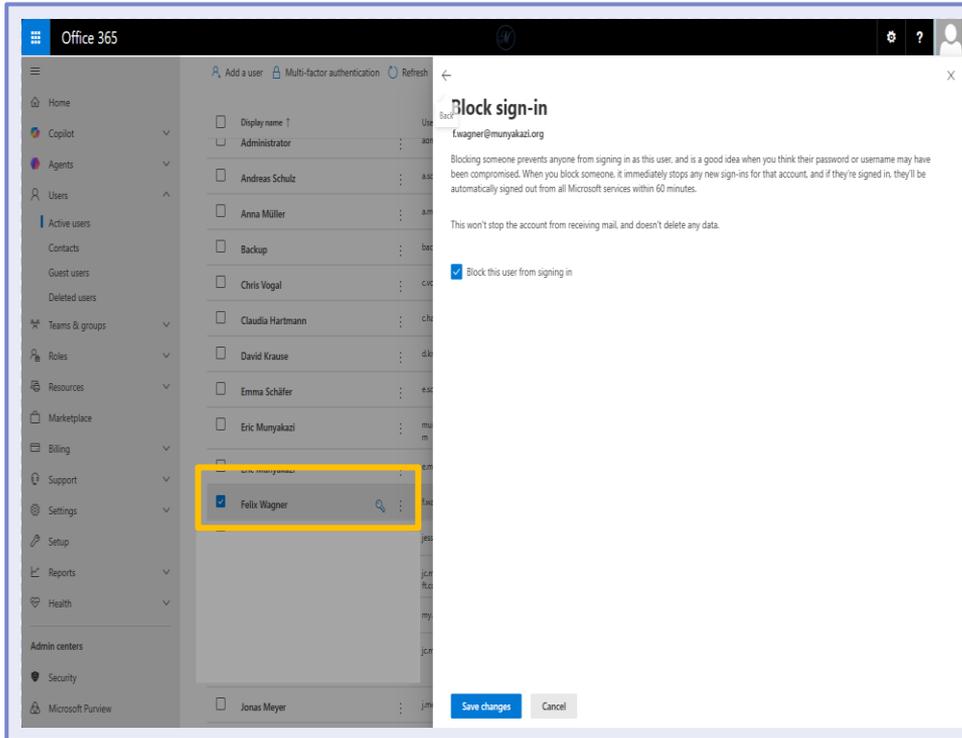
Free licence for next new hire

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



The screenshot shows the Microsoft 365 Admin Center interface. On the left, the navigation pane is visible with categories like Home, Copilot, Agents, Users, Active users, Contacts, Guest users, Deleted users, Teams & groups, Roles, Resources, Marketplace, Billing, Support, Settings, Setup, Reports, Health, Admin centers, Security, and Microsoft Purview. The 'Users' section is expanded, and the 'Active users' list is shown. The user 'Felix Wagner' is highlighted with a yellow box. A 'Block sign-in' dialog is open over the user's profile, displaying the following text:

Block sign-in

Blocking someone prevents anyone from signing in as this user, and is a good idea when you think their password or username may have been compromised. When you block someone, it immediately stops any new sign-ins for that account, and if they're signed in, they'll be automatically signed out from all Microsoft services within 60 minutes.

This won't stop the account from receiving mail, and doesn't delete any data.

Block this user from signing in

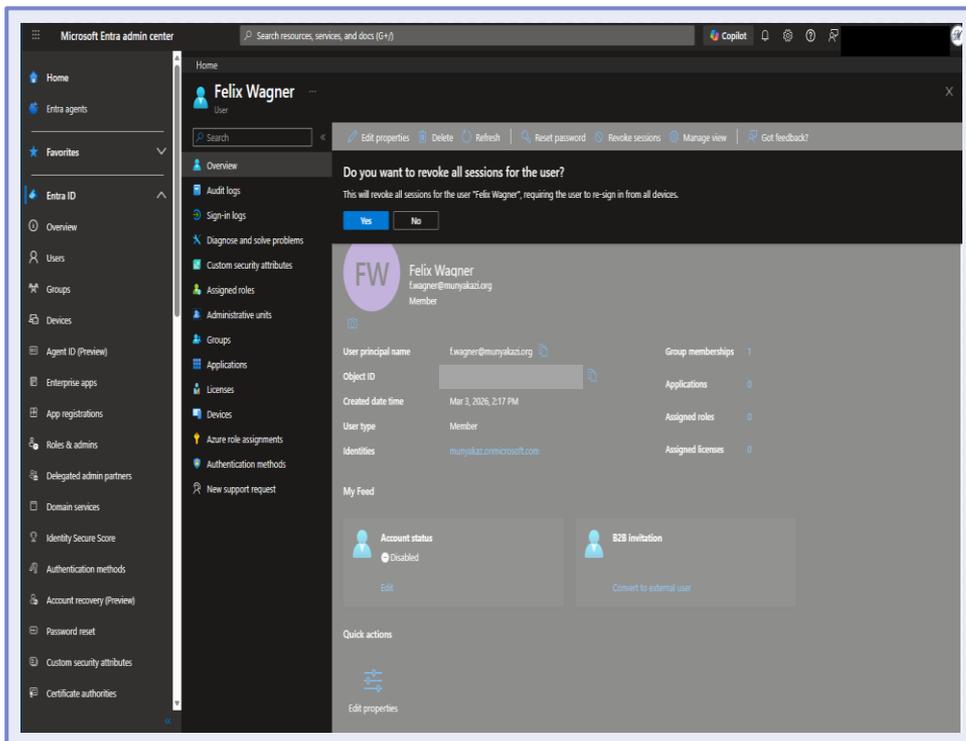
Buttons at the bottom: Save changes, Cancel

INSTRUCTIONS

- 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



The screenshot shows the Microsoft Entra admin center interface. The left navigation pane is visible, and the main content area displays the user profile for Felix Wagner. A dialog box is open, asking "Do you want to revoke all sessions for the user?" with "Yes" and "No" buttons. The user profile details include:

- User principal name: fwagner@munyakazi.org
- Object ID: [Redacted]
- Created date time: Mar 3, 2026, 2:17 PM
- User type: Member
- Identities: munyakazi.onmicrosoft.com

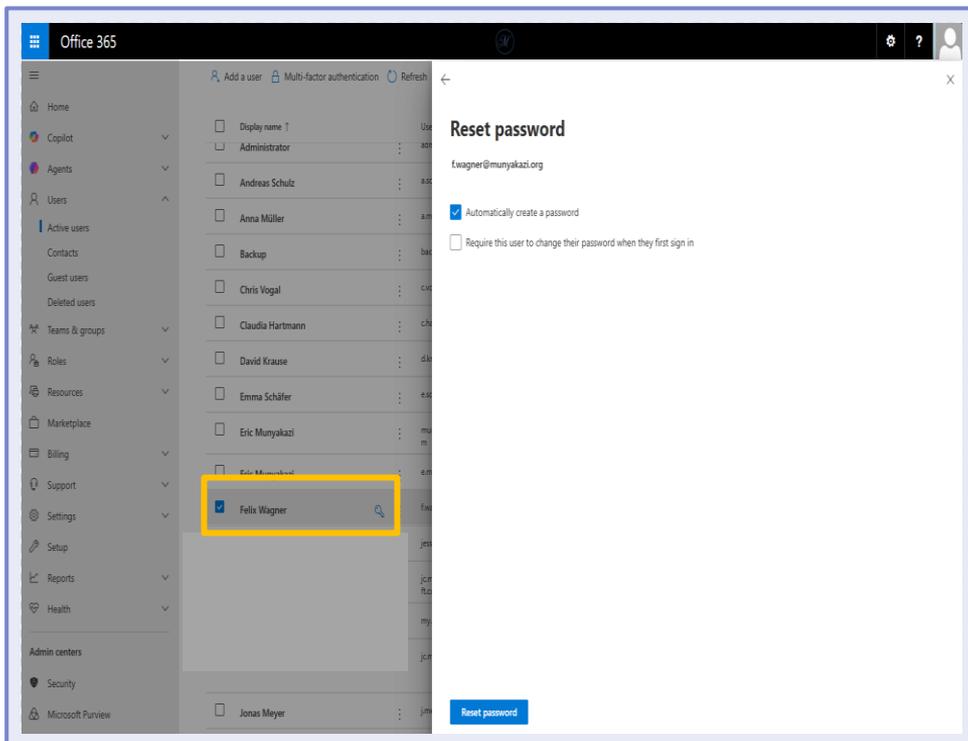
Below the profile, there are sections for "My Feed" (Account status: Disabled, B2B invitation) and "Quick actions" (Edit properties).

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

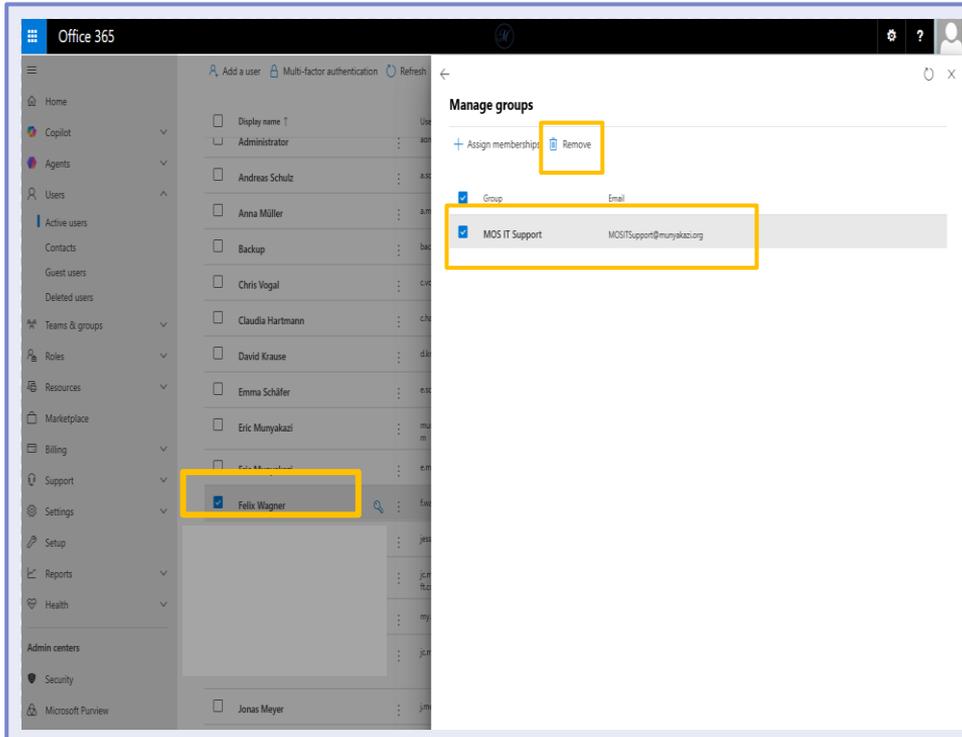
STEP 3

Reset the Password

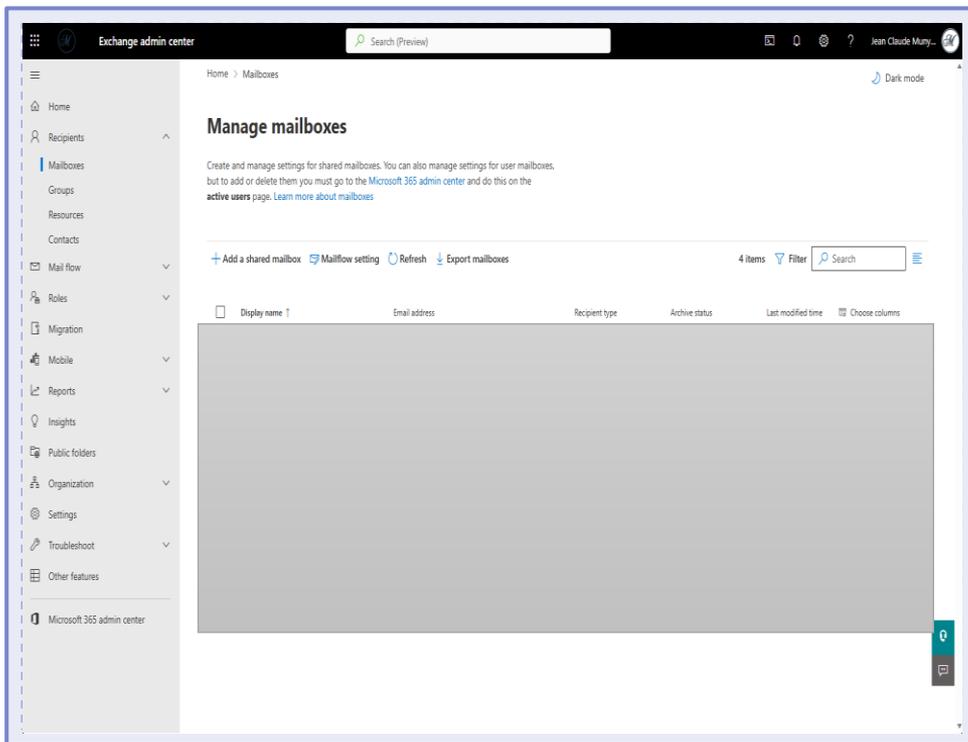


INSTRUCTIONS

- 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

The screenshot shows the Microsoft 365 Admin Center interface. On the left, the navigation pane is visible with 'Active users' selected. The main content area displays the profile for Felix Wagner. Under the 'Licences' section, the 'Exchange Online (Plan 1)' license is shown as unassigned. A yellow box highlights the 'Felix Wagner' user in the left-hand navigation pane.

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

The screenshot displays the Microsoft 365 Admin Center interface. On the left, the navigation pane shows the 'Users' section expanded to 'Active users'. The main content area shows a list of users, with Felix Wagner selected. His profile card is highlighted with a yellow box, showing his name, a 'Sign-in blocked' status, and options to 'Reset password', 'Unblock sign-in', and 'Delete user'. Below the profile card, the 'Licences' section is visible, showing a list of available licenses. A yellow box highlights the 'Exchange Online (Plan 1)' license, which has 1 of 1 licenses available. Other licenses listed include Microsoft 365 Business Standard, Microsoft Fabric (Free), Microsoft Power Apps for Developer, Microsoft Power Automate Free, and Power Pages 1-Trial for Makers.

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

Configure SSPR

Self-Service Password Reset - users unlock accounts without calling IT

30 min

#001

Create Users

Onboard the replacement employee using the bulk import wizard

30 min

#002

Enable MFA

Ensure the new employee has MFA configured from day one

30 min