

Staff Offboarding: What Happens When Someone Leaves

This guide is for **principals, office staff, and supervisors** who need to understand what happens to IT accounts when a staff member leaves FVSD.

How Offboarding Works

When a staff member leaves the division, their IT access is disabled based on their status in the HR system (Atrieve).

1. **HR/school office** updates the staff member's record in Atrieve to reflect their departure
2. The account **remains active for 2 weeks** from the end of employment to allow for transition
3. After the 2-week period, the account is **disabled**
4. Disabled accounts are **permanently deleted 30 days** after being disabled
5. Automatic group memberships (email lists, shared resource access, etc.) are **removed** when the account is disabled

Need more time? If access is required beyond the 2-week period, contact the **HR Department** to request an extension. Accounts may also be disabled immediately or extended as deemed appropriate by the supervisor or Superintendent.

What Principals/Office Staff Need to Do

1. **Update Atrieve** — ensure the departing staff member's record is updated promptly. The account will remain active until this is done.
2. **Collect FVSD equipment** — computer, phone, charger, adapters, keys, etc.

3. **Submit a ticket to IT** if any of the following apply:
4. The staff member had access to a **shared mailbox** that needs to be reassigned
5. There are files on the staff member's **OneDrive or Google Drive** that need to be transferred to someone else
6. The staff member's **phone extension** needs to be reassigned
7. The staff member had any **specialty access** (admin consoles, software licenses, etc.)

What Happens to Their Data

- **Email:** The mailbox is disabled with the account. If emails need to be preserved or forwarded, submit a ticket to IT **before** the account is deactivated.
- **OneDrive/Google Drive:** Files remain for a limited time after the account is disabled. If files need to be transferred, submit a ticket as soon as possible.
- **Shared resources:** Any manually assigned access (shared mailboxes, SharePoint permissions) will need to be updated by IT.

Common Questions

Q: A staff member left but their account still seems active.

A: The account stays active until Atrieve is updated. Contact your school office to ensure the record has been changed.

Q: Can we keep the account active longer than 2 weeks?

A: Contact the **HR Department** to request an extension. The supervisor or Superintendent can approve keeping the account active longer if needed.

Q: A departing staff member had important files — how do we get them?

A: Submit a ticket to IT as soon as you know the staff member is leaving. Files can be transferred during the 2-week active period or within 30 days of the account being disabled (before permanent deletion).

Q: The departing staff member managed a shared mailbox — what now?

A: Submit a ticket to IT with the shared mailbox name and who should take over access.

Contact IT

- **Submit a ticket** through the IT helpdesk

- **Email:** helpdesk@fvsd.ab.ca
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