Overview

When anyone (faculty/staff/student/retiree) leaves UT, they are no longer able to access their Office 365 account unless they are given access through other means (EML or emeritus status). Office 365 email access is determined by EID affiliation:

Eligible for UT email access:

- Future Employee
- Current Employee
  - Active Employees
  - Academic Affiliates, Contingent Workers, and F-INA (Faculty - Inactive) with Privileges
- Former Employee with Approved EML Entitlement Exception Request:
  - Emeritus
  - Approved EML Entitlement Exception Request:
    - Grants Office 365 mailbox eligibility to users who are otherwise not eligible
    - Intended use is to provide temporary, short-term mailbox access for a limited set of edge cases outside of the normal eligibility rules

Note that logging in to a UTmail account through the web application is required at least once per year (365 days) to keep its status active. Users will receive an alert prior to having their account deleted.

Ineligible for UT email access:

- Former Employees without Emeritus or EML
- F-INA without Privileges

Timeline: Access and Deprovisioning

Loss of Access and Archiving

When EID affiliation status changes from Current Employee to Former Employee, Office 365 access is immediately revoked. Users have 120 days to request the contents of their account be sent to them as an archive after access is revoked.

More information is available at What happens to my email when I leave the University? (for staff, students, and faculty).

Regaining Access

Users also have 120 days to regain access to their Office 365 email accounts via the following methods:

- Return to future/current employee status: Current or future rehire in Workday
- Addition of privileges in Workday
- Approved EML Entitlement Exception Request (as submitted by the department; outside of Workday)

If the user regains access within the 120-day period, their previous Office 365 account and its contents will become available once more. This should happen automatically.

Account Deprovisioning, Deletion, and Recovery

If Former Employee status is maintained for longer than 120 days, the email is automatically deprovisioned and its contents are deleted. Deprovisioned email addresses are then made available to all users.
If a former employee returns after the 120-day period, their email address and contents will not be returned automatically, but they can add it as a secondary address in the Office 365 Management Tool (unless it has already been claimed by another user). They may also use the tool to change the primary address on the account, following the instructions at ServiceNow: Office 365 Mailbox Creation and Lifecycle.

Email Account Types

**Office 365**
- All employees and students automatically get an Office 365 account.
- Addresses usually (but not only) appear as @austin.utexas.edu (or @my.utexas.edu for students).
- Since Office 365 accounts are also tied to Microsoft Office, Outlook, OneDrive, Teams, Sharepoint, etc. the email team considers these the "main account".

**UTmail Business**
- UTmail business accounts are for employees only.
- Like Office 365, users immediately lose eligibility and access when they are no longer employed at UT.
- UTmail business accounts have more storage than UTmail personal accounts.
- Forwarding of Office 365 email to business accounts is allowed, but two-factor authentication within Google is required to be turned on for extra security.

**UTmail Personal**
- UTmail personal accounts are for current and former students, as well as retirees.
- Users have access to these accounts in perpetuity (unless Google changes our agreement).
- Personal UTmail accounts of current students have more storage and Google services than former students and retirees do (the latter group only have access to Gmail).
- Employees who are or were also students can have one of each type of account.

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