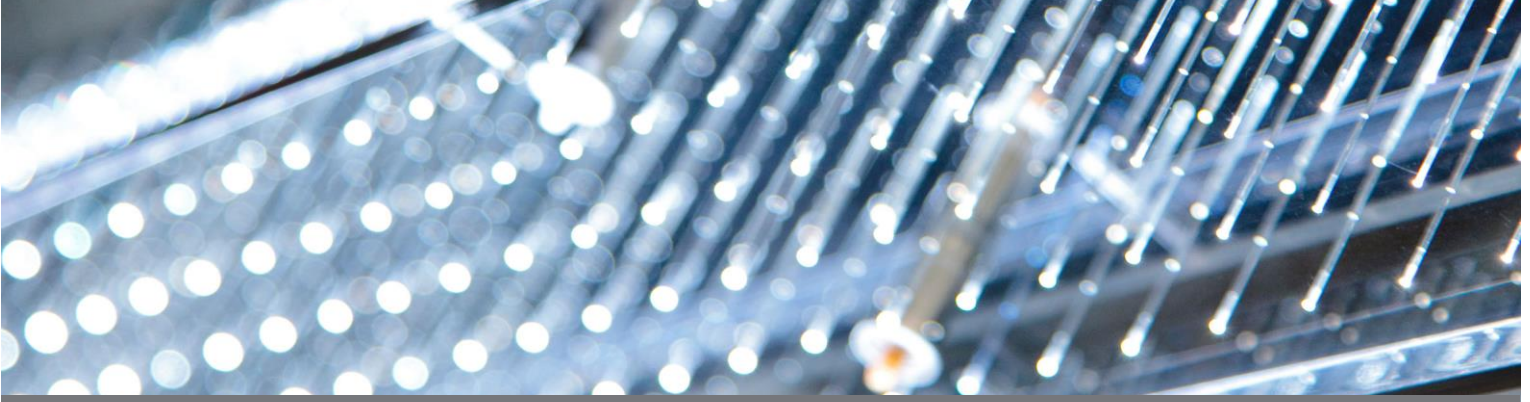# Account Termination Practices for access.caltech Accounts

IMSS and Human Resources are taking the opportunity to inform managers and supervisors about the way we process account terminations. A routine termination, as described below, is our standard process for closing the account of a campus employee who separates from the Institute in good standing.

Standard Termination

Once you have notified Human Resources of a termination, Human Resources will notify IMSS. The day after termination IMSS will partially disable the employee's account by removing access to Oracle, SharePoint, departmental or group shared folders, and similar resources. Access to email, personal calendar, OneDrive for Business, and Box is retained for 1 month after the termination date, giving the employee time to download or transition any personal data. If appropriate, IMSS provides email forwarding for a minimum of 1 year.

After 1 month, the employee's account will be completely disabled and they will lose access to all remaining services. IMSS will retain the employee's data files and email for 6 months after the date of termination. This is helpful in the event that the employee is reinstated or the Institute requires access to this information. After termination, any access to a former employee's files and email is subject to the approvals outlined in Caltech's Acceptable Use Policy for Electronic Information Resources [https://hr.caltech.edu/documents/44-citpolicy_einfo.pdf].

Exception Requests

Exception requests can be made to disable all access immediately upon termination, or to extend account access past the 1-month period.

To request extended access for a former employee, please submit an exception request at https://help.caltech.edu, request type IMSS > Accounts > Account Extension Request Form.

Requests for immediate termination of all access should be made through Employee & Organizational Development (626-395-6382, 367 S. Holliston Ave., Room 206).

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