[YOUR IT COMPANY]

IT OFFBOARDING CHECKLIST

Every account closed, every device back — in the order that loses no files

Leaving: _____ Role: _____ Last day: _____

Manager: _____ Technician: _____ Access ends: _____

BEFORE THE LAST DAY

- ☐ The time access ends set with the manager, and written above
- ☐ Every account, app and shared password they use listed — start from their onboarding sheet
- ☐ Their files, email, shared documents and calendars moved to someone who stays
- ☐ Admin logins they hold — website, domain, social, vendors — moved to someone who stays

ON THE LAST DAY

- ☐ Email and company log-in disabled at the time set — disabled, not deleted
- ☐ Logged out of every session and device, and removed from the multi-factor app
- ☐ Shared passwords they knew changed: Wi-Fi, alarm codes, vendor logins
- ☐ Out-of-office reply or forwarding set on their mailbox
- ☐ Laptop, phone, chargers, key, fob and badge collected

AFTER

- ☐ Device wiped, then reissued or stored
- ☐ Mailbox kept — converted to shared, or exported — before its license is removed
- ☐ Licenses moved to the next hire or cancelled, so nobody pays for an empty seat
- ☐ Removed from group chats, shared drives and the phone system
- ☐ Account deleted at the end of the hold period your client chose

EQUIPMENT BACK

Item: _____ Tag: _____ Back on: _____ Condition: _____

Item: _____ Tag: _____ Back on: _____ Condition: _____

Disable first, delete later: a disabled account can't be used to log in, and its kept mailbox stays reachable.

[Your IT company] · [Your phone] · [Your help email]

Free from zarla.com/guides/it-onboarding-checklist. Replace every [bracketed] line. Put a new-starter page with this checklist on your website, and quote and invoice the work from the same place: zarla.com/website-builder/it-services