**How to Remove Orphaned Users from SharePoint**

**Accenture Federal Services**

**Operations Center**

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# Introduction

When users are terminated, the AD is updated, however, in SharePoint, the names remain in the permission list. This isn’t critical, as their login is disabled. This procedure cleans up those users who are no longer enabled.

# Prerequisites

## Azure Role Activation

The technician who will perform this task must enable “SharePoint Service Administrator” role in Azure AD.

## Ensure License for ShareGate

The technician who will perform this task must have access to a licensed copy of Sharegate, which is available on AFSMIG104. AFS has limited licenses for this purpose.

# Standard Operation Procedure (SOP)

## Run Clean Orphaned Users Process in ShareGate

1. The Steps to perform this procedure are as follows:
2. Remote connect into AFSMIG104
3. Open Sharegate
4. Click on "Explorer" icon on the top left of the screen.
5. Add the connection to https://afs365-admin.sharepoint.com
6. In the top right of this window, filter out OneDrive by clicking on that bubble and ensure the background is white.
7. Ensure all rows are selected by ticking the box above the list of site collections
8. Click on "Clean Orphaned Users" in the menu on the left.
9. A new window will come up. Make sure in the "Select Orphaned Users" dropbox, "All Orphaned Users" is selected.
10. Click Clean now.
11. This process will take upwards of 4 hours.  A report will be available after to review the errors. There will be errors for users that we cannot remove.  These can be ignored.
12. The technician will export the results to Excel and upload to SharePoint. Location TBD.
13. The technician will run the procedure a second time by completing steps 3c and 3g-k, and so on, to ensure all orphaned users are cleaned out of the tenant.

# Post Implementation Verification/Testing

Errors with deleting certain individuals will occur when Sharegate tries to delete a current user that is still in the system.  This is to be expected.  Any other errors will need to be reviewed.

# Document Revision History

| **Version** | **Date** | **Prepared By** | **Comment** |
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| 0.1 | 11/29/17 | Matthew Kostak | Initial Draft |
| 1.0 | 04/02/2018 | Matthew Kostak | Approved for Operation |
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