

KNOWLEDGE BASE · PUBLIC DOCUMENT

A new employee joins, a colleague leaves: opening and closing company mailboxes

E-mail

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Interweb Mozambique

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<https://www.meu.interweb.co.mz/knowledgebase/2064>



The short answer: when someone joins, create a mailbox with their name (name@), hand them the password in person and add them to the team addresses. When someone leaves, **do not delete their mailbox that day**: change the password or suspend logging in, set an automatic reply, get the mail to whoever takes over the work, and decide later whether to delete. **Deleting an e-mail account in cPanel deletes its messages.**

Someone leaves: what to do with the mailbox

Option	When it makes sense
Change the password	The mailbox keeps receiving and the company becomes the only one that can get in. It is the first step in nearly every case.
Suspend logging in (Email Accounts > Manage > Restrictions > Logging In)	Nobody gets in, but mail keeps arriving. Useful while you decide what to do with the mailbox.
Automatic reply	Tells whoever writes that the person has left and where to write now: setting an out-of-office reply .
Forward to whoever stays	The person taking over gets a copy of what arrives, without needing the old mailbox password.
Delete the mailbox and keep only a forwarder	Later, once you have kept what matters. A forwarder takes no space; deleting the mailbox deletes the mail in it.

Joining and leaving, step by step

1

Joining: create name@ under **Email Accounts** and give the mailbox a quota that does not eat into the others: **how to create an e-mail account in cPanel** and **your mailbox is full**.

2

Hand over the password in person and ask them to change it on day one: **how to change an e-mail account password**. The mailbox needs only its own password, not cPanel or Meu Interweb.

3

Add them to the team: to the forwarders or the shared sales@ or support@ mailbox, to the company signature, and set up their devices with IMAP.

4

Leaving, on the day: change the password of that person's mailbox and of any shared mailboxes they used. Remove them from forwarders and lists. If they had access to cPanel or Meu Interweb, remove that too.

5

Check what they left set up: forwarders and filters, for example a copy of everything to a personal address. Delete whatever should no longer exist: **e-mail filters in Roundcube**.

6

Set the automatic reply and the forwarder to whoever takes over the work.

7

Later: keep a copy of the mailbox (**how to back up a mailbox**) and only then decide whether to delete it and keep the address as a forwarder.

Deleting the account in cPanel deletes its messages. Take the copy first. If you delete by mistake, talk to us at once: there may be a recent backup (**restoring a single e-mail account**), but that is not a plan. And before reading a former employee's mail, check what the law and company rules allow.

What customers see should be a role address (sales@, support@). When someone leaves, the address customers know does not change: **which e-mail addresses a business should create**.

Need help closing or handing over the mailbox of someone who left? Tell us the address and where the mail should go.

[Open a support ticket](#)

SEE ALSO

Which e-mail addresses a business should create: role addresses and personal ones

A shared address for a team: one shared mailbox, a forwarder or a mailing list

Setting an out-of-office reply (autoresponder) on a mailbox

Keeping your own copy of your e-mail: how to back up a mailbox

How to change an e-mail account password

Catch-all, forwarders and aliases: the three that get confused



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