The IT Leader's 10-Point Remote Offboarding Checklist

A blueprint for secure, scalable, and frictionless hardware recovery.

THE DIGITAL PERIMETER

1 **Identity & Access Revocation:**
Immediately disable the user's login via your SSO. Ensure you aren't just "suspending" the account, but revoking all active sessions across all devices to prevent unauthorized access post-exit.

2 **Communication Archiving:**
Set up an auto-responder for the employee's email and delegate their inbox to their manager. Do this before the account is fully deleted to ensure no critical client or vendor threads are lost during the transition.

3 **Shadow IT & Password Audit:**
Check for any company-related accounts the employee may have created outside of your main SSO (e.g., Canva, Otter.ai, or specific developer tools). Revoke access to shared folders or departmental cloud storage.

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Checklist (continued...)

HARDWARE & LOGISTICS

4 **Full-Kit Inventory Audit:**
Cross-reference your records. Are you expecting just a laptop, or were there secondary monitors, headsets, or tablets issued? Knowing the "full kit" ensures you don't leave expensive peripherals behind.

5 **The "Instant" Logistics Trigger:**
Initiate the recovery request within 24 hours of the employee's last day. The likelihood of recovery drops significantly after 30 days; the faster the box arrives at their door, the higher your success rate.

6 **Remote Device Lock:**
Use your MDM to lock the device. This prevents any usage while the device is in transit and ensures it remains clearly identified as "company property" until it reaches your hands.

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Checklist (continued...)

RECLAMATION & RECORDS

7 **SaaS License Reclamation:**
Unassign high-cost licenses (Salesforce, Adobe, etc.) so they can be immediately redeployed to new hires. This stops "zombie" subscription costs from eating your IT budget.

8 **Physical Security Recovery:**
Don't forget the small items. Ensure office keycards, building fobs, or physical MFA tokens are included in your review of what may need to get returned.

9 **Financial & Expense Reconciliation:**
Close out corporate credit cards and audit any pending home-office stipends. Confirm which items were "company-owned" vs. "stipend-owned" to avoid confusion during the hardware return process.

10 **Final Inventory Reconciliation:**
Once the device is received, update your internal records and mark the asset as "Recovered." Maintaining a clean audit trail helps you accurately plan your hardware refresh budget for the following year.

Stop Chasing Hardware Manually

Step #5 alone can take hours of IT time. LaptopReturn handles that so you can focus on the other steps. Test us out for yourself, risk-free.