

Removing and Deactivating Smartsheet Users

Removing Former Employees

The VUMC Software Store receives a Terminated Employees report from Workday each month. We use the report to remove former employees from Smartsheet.

1. We remove the Smartsheet Basic and Licensed accounts for users that appear in the Terminated Employees report after transferring any owned assets to a central repository.
2. For former Licensed users, we issue a pro-rated credit to the department that purchased the license. This allows us to recycle licenses and avoid unnecessary purchases.

Deactivating Basic Users who do not log into Smartsheet for Twelve Months

As part of the annual Smartsheet renewal process, the Software Store deactivates:

1. Licensed users who do not renew their Smartsheet subscription through the Software Store.
2. Basic users who:
 - a. Are an active VUMC employee,
 - b. Have not logged into Smartsheet during the past twelve months, and
 - c. Own assets that shared users have not modified during the past twelve months.

During the deactivation process, we transfer any owned assets to a central repository.

The removal and deactivation processes help protect VUMC data from unauthorized use and/or viewing due to employee role changes, department transfers, project closures, and unused sharing invitations.

Deactivated users who wish to access a shared sheet may do so by following the steps in the Smartsheet Tip Sheet posted at <https://www.vumc.org/it/softwarestore> under *Support and Documentation*.

Removing Assets

The EPMO removes assets from the central repository using the following criteria:

1. Project-related assets are available during the life of the project.
2. The asset retention period begins when the project ends, or when a user modifies the asset, whichever is later.
3. EPMO removes the asset after three years go by during the retention period without an asset modification.