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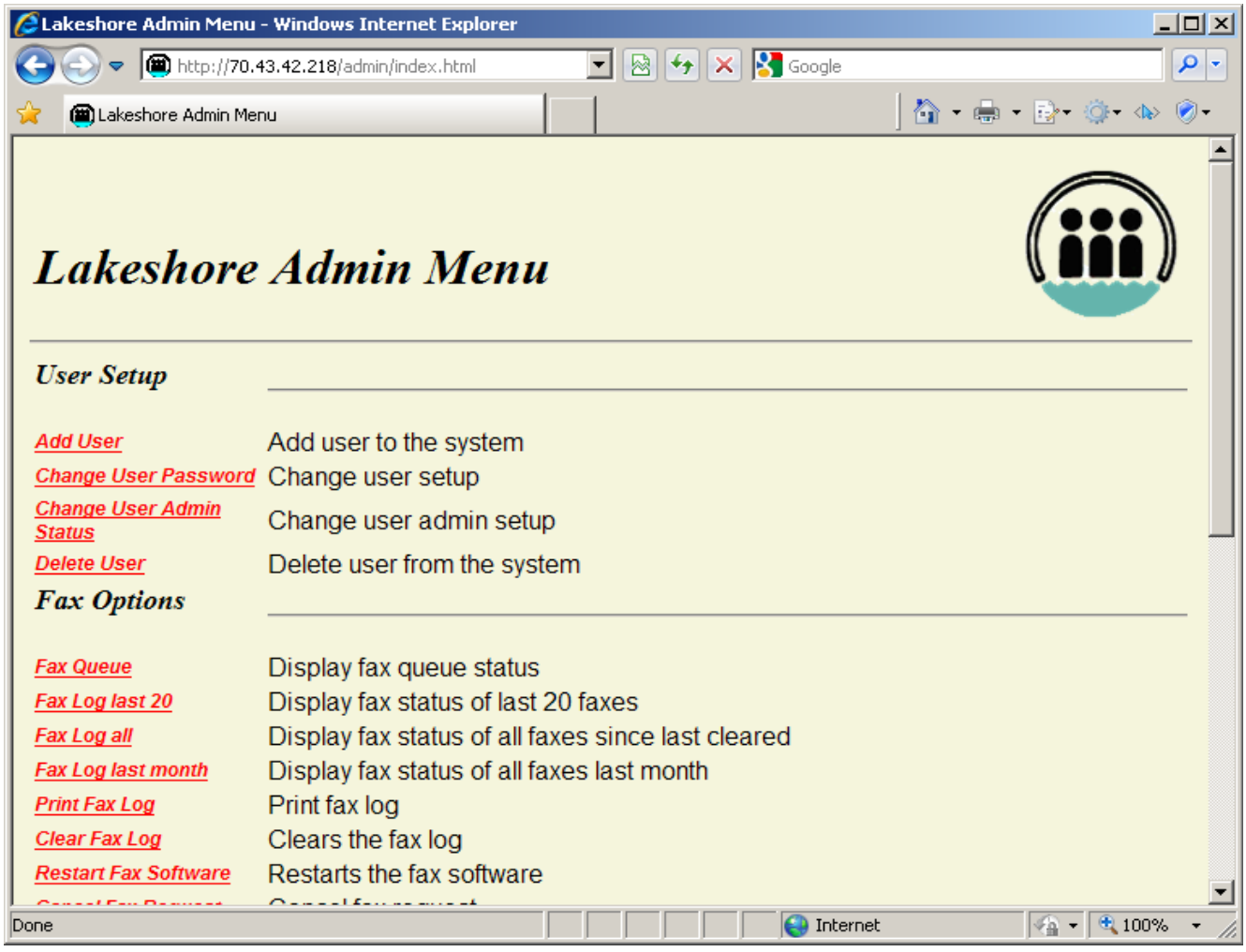
Steps to follow when employee leaves.

If you are using our hosting service – Lakeshore Online.

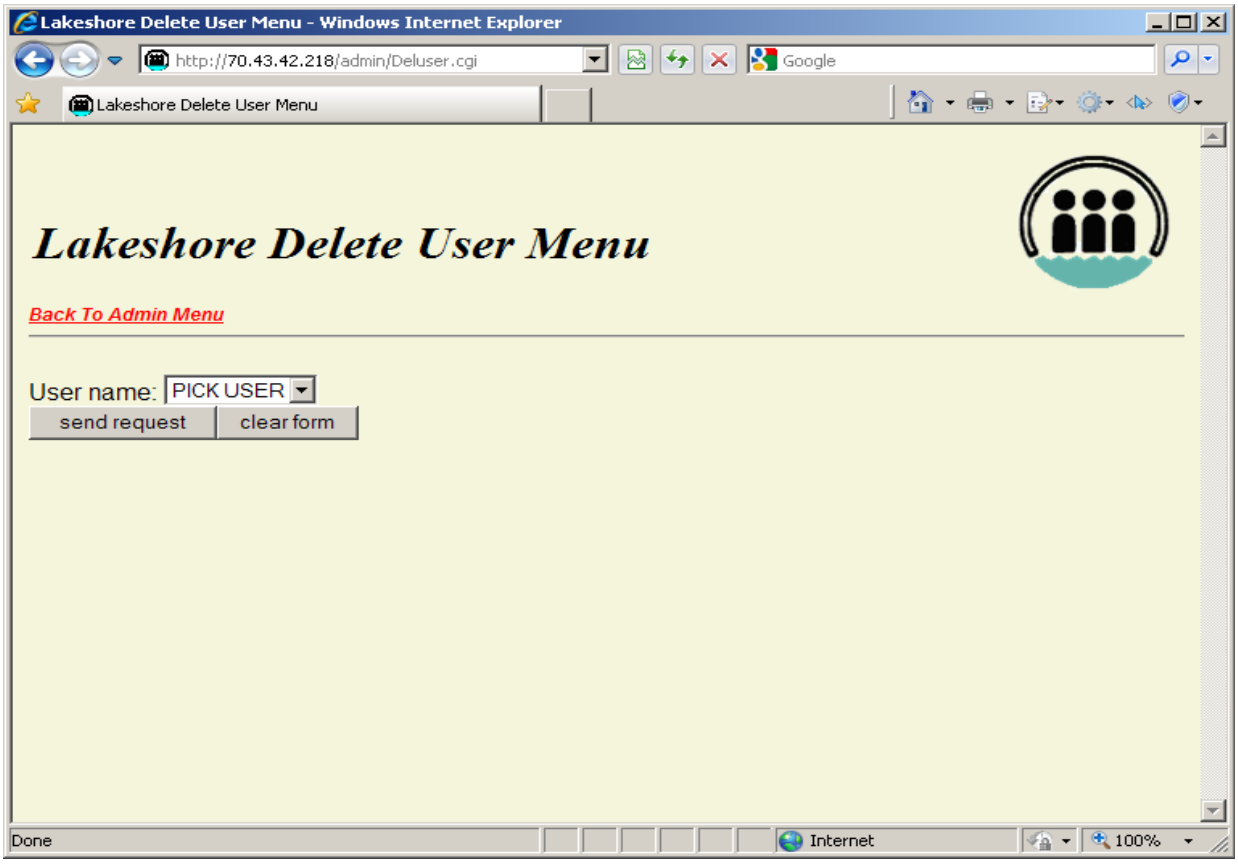
1. Notify Lakeshore immediately! We have to remove the individual's access to the server.
2. Follow the steps below starting with number 4.

If you have your own In-house Server or are on your own hosted environment.

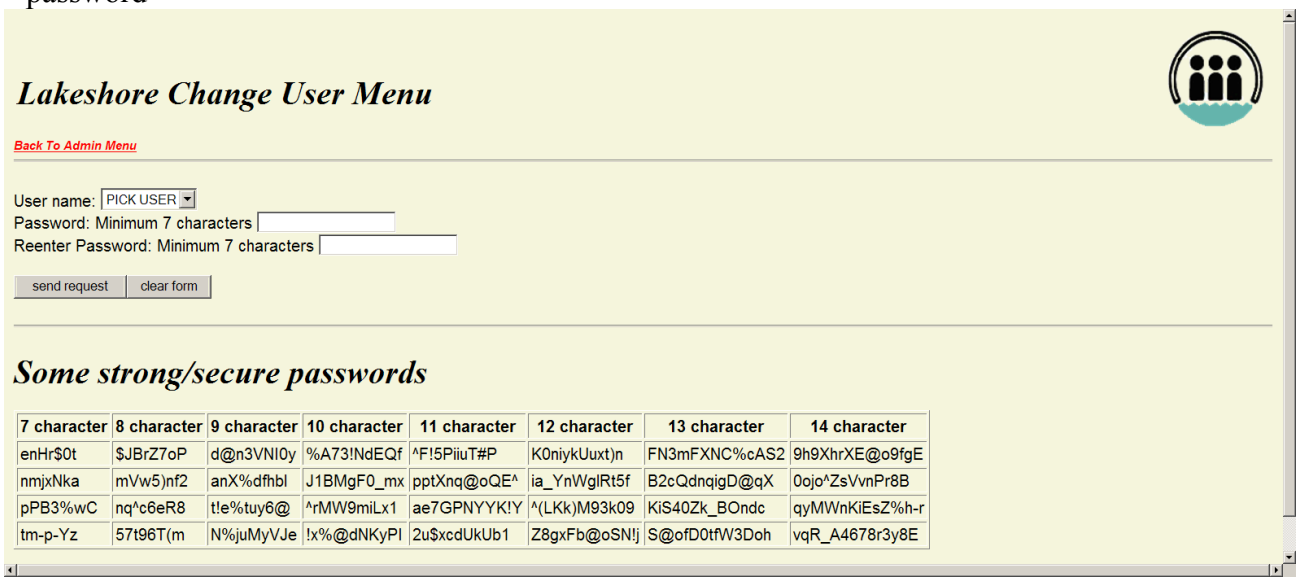
1. Delete the user from the system. Open the Lakeshore menu and go to the admin section.



Pick the delete user option. From the drop down list pick the user that is leaving, then click send request.



2. Change the passwords for any user that the person may have known, probably to be on the safe side you want to change every password. The recommend types of passwords are passwords that would be hard to guess, usually taking two words and putting a symbol between them. Such as dog2house. Passwords are case sensitive so mixing upper and lower case with numbers makes for a better password. You shouldn't have the password the same as the log-in, or something that would be easy to associate with the user. Log in to the Lakeshore menu, pick the admin option. From there you want to pick “Change user password”



Lakeshore Change User Menu

Back To Admin Menu

User name: PICK USER
Password: Minimum 7 characters
Reenter Password: Minimum 7 characters

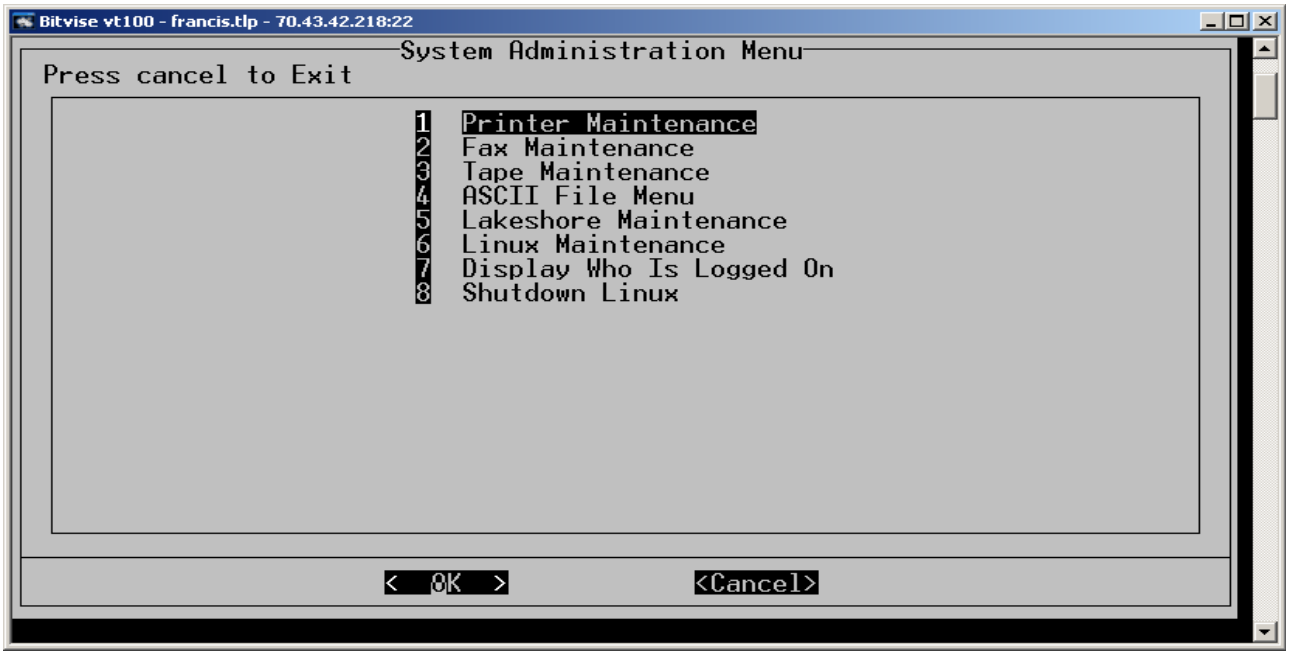
send request | clear form

Some strong/secure passwords

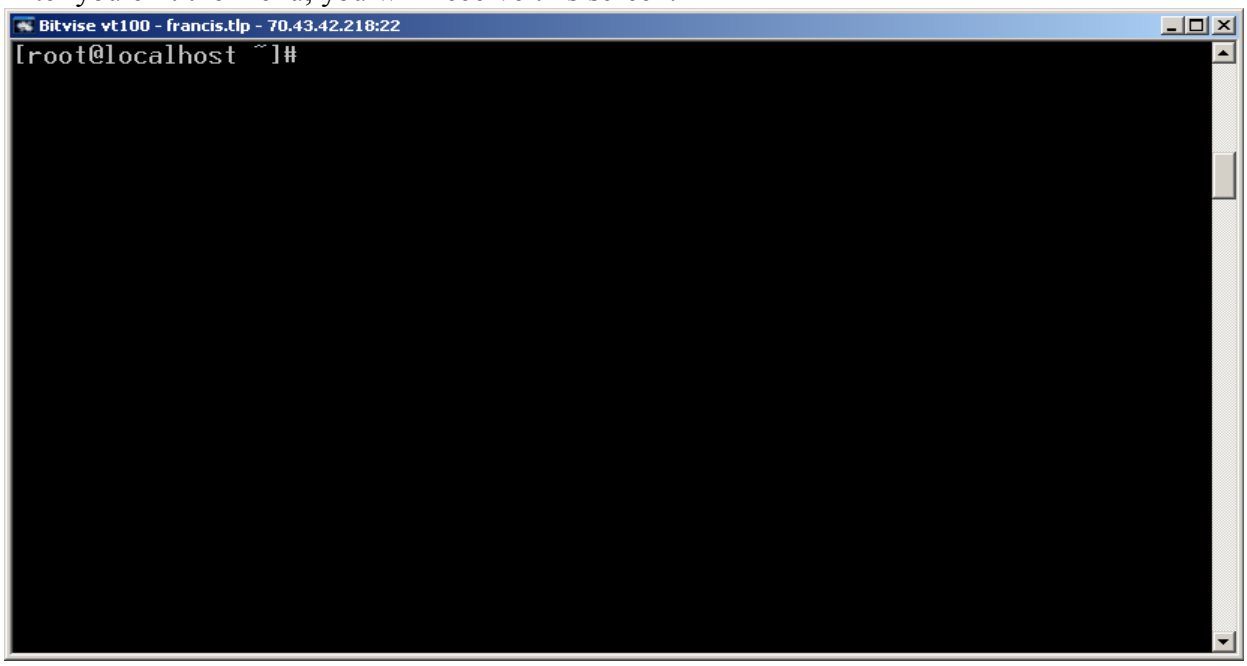
7 character	8 character	9 character	10 character	11 character	12 character	13 character	14 character
enHr$0t	$JBrZ7oP	d@n3VNI0y	%A73!NdEQf	^F!5PiiuT#P	K0niykUuxt)n	FN3mFXNC%cAS2	9h9XhrXE@o9fgE
nmjxNka	mVw5)nf2	anX%dfhbl	J1BMgF0_mx	pptXnq@oQE^	ia_YnWglRt5f	B2cQdnqigD@qX	0ojo^ZsVvnPr8B
pPB3%wC	nq^c6eR8	t!e%tuy6@	^rMW9miLx1	ae7GPNYYK!Y	^(LKk)M93k09	KiS40Zk_BOndc	qyMWnKiEsZ%h-r
tm-p-Yz	57t96T(m	N%juMyVJe	!x%@dNKyPl	2u$xcdUkUb1	Z8gxFb@oSN!j	S@ofD0tfW3Doh	vqR_A4678r3y8E

You want to pick each user from the list and enter a new password. The lgl users is our user and how we log into the system. You will need to give us the password for that user.

3. If the person that is leaving knew the admin password change it and notify Lakeshore of the new password. This is done from the server. You would log in as root and exit the menu that comes up by using the right cursor arrow and highlighting Cancel then pressing enter. You will then be asked if you are sure that you want to exit. Press enter on OK.



After you exit the menu, you will receive this screen.



Type the following to change the password:

- passwd <press enter>
- You will be prompted to enter the password twice.
- To log out, press the "Ctrl" key and the "d" key at the same time.
- **You want to make sure you remember this password and notify Lakeshore of the new password.**

4. Check the desktop for any remote access software and disable, or uninstall it. Software such as goto-mypc, logme-in, hamachi. There are probably others. I would recommend getting your windows tech to double check the computer.
5. Setup a forwarding address on their email so that no customer emails are missed. This is something your email provider can help you with. If you just remove the address you may miss some import emails from customers, or vendors.
6. Pick up any keys or access cards from the person leaving, possibly change locks, etc.
7. If they had any bank access, or credit card access check with the banks on removing access.
8. Monitor the system for a little while to make sure nothing unusual is going on.
9. If the person leaving was in charge of doing the backups make sure you retrieve any of the backups they may have off-site.

We will be happy to help with the process if you would like. We don't have any way to look at the passwords that are setup for the different users. We can give you a list of users that are setup in the system. There are 2 users that we use, root which is the server admin account, and lgl which is our web interface user. For both, we need to know the password.