

Archived User – AU Licence

G-Cloud 15 – Service Definition

When an employee leaves your company, you can change that user's status from active to archived. This assigns the user an Archived User (AU) licence. You can maintain users' data more securely, while preventing them from accessing Google Workspace services.

Archived User (AU) Licence	1
How AU licensing works	1
Upgrade or downgrade	2
How archiving and unarchiving affect a user	2
Data Region	2
Unarchive a user	3
How archiving and unarchiving work	3
Contact Information	3

Archived User (AU) Licence

When an employee leaves your company, you can change that user's status from active to archived. This assigns the user an Archived User (AU) licence. You can maintain users' data more securely, while preventing them from accessing Google Workspace services.

How AU licensing works

To archive a user, you must have an AU licence available.

The licence type corresponds to your Google Workspace edition. For example, if you have Google Workspace Enterprise, you buy Google Workspace Enterprise – Archived User licences. AU licences are currently available for the Google Workspace Business and Enterprise editions only.

When you archive a user, their active Google Workspace licence becomes available to be assigned to another user. In some cases, it might take up to 24 hours before you can assign the active licence to a different user.

Upgrade or downgrade

If you upgrade or downgrade your Google Workspace subscription, you can archive users after you separately upgrade or downgrade your AU licence subscription to match. If you already have archived users, their AU licences don't change—you can unarchive them after you upgrade or downgrade your AU subscription.

To upgrade or downgrade your AU subscription, contact your Netpremacy representative.

How archiving and unarchiving affect a user

When you archive a user, Google safely maintains all of the user's Google Workspace services data and makes it available in Google Vault. The data is protected according to Vault retention rules and holds. See [How retention works](#) and [place mail and classic Hangouts on hold](#).

Data Region

The user's data also stays in any previous data regions that the admin set. See [Choose a geographic location for your data](#). Google+ data (posts, comments, and +1s) is retained, but other users can't access it. For Google Workspace Enterprise users, Google Drive data loss prevention (DLP) continues to run on their data. Refer to [Scan and protect Drive files using DLP rules](#).

An archived user:

- Can't sign in to their Google Account at all, on any system. This includes Gmail, Google Calendar, Drive, or any other Google Workspace service.
- Doesn't appear in the Global Address List. In user directory listings, the user appears with archived status. Learn about the [Global Address List](#).
- A user's archived status appears in user reports, making it easy to monitor, manage, and eventually delete archived users.

Unarchive a user

If you unarchive a user, the Google Workspace edition that matches their AU licence is applied. If no active licence is available, the unarchiving process fails and the user remains archived with their AU licence. The user's Google+ data and profile become accessible to other users again.

How archiving and unarchiving work

You must archive users manually. If no AU licences are available, an error message appears when you try to archive a user.

You can archive both active and suspended users. If you unarchive a user, they return to their previous state.

An archived user can be deleted or unarchived, but not suspended.

Contact Information

Netpremacy Public Sector Team

publicsector@netpremacy.com

Call: +44 1420 481450