

Changes to Expiration Date Management

July 26, 2026

M365 Authentication Support Desk

1. Changes to Expiration Reminder Emails

- Before : Sent only once, 60 days before the expiration date.
- After : Reminder emails will be sent four times.
60,30,14,7 days before expiration.

2. Changes to the Extension Period

- Before : The account expiration date could be extended for one year from the current date.
- After : The account expiration date can now be extended for up to one year from the current expiration date.
As a result of this change, extension requests may only be submitted within 60 days of the expiration date. It will no longer be possible to shorten the validity period through an extension request. If an account is no longer needed, please submit a deletion request promptly.

3. Stronger Follow-up for Pending Requests

- Follow-up emails will be sent starting 3 days after a request is submitted.
- If a request remains unprocessed for more than 15 days, follow-up emails will be sent not only to the person responsible for action, but also to:
the target M365 account owner
the proxy request contact
- A validation check will be added to ensure that the proxy request contact (the receiving employee) is registered as a valid M365 account belonging to a group company employee. This change addresses cases where requests were left unprocessed because incorrect or nonexistent email addresses were entered.

4. Automatic Deletion of Unprocessed Requests

Previously, users could continue using their accounts after the expiration date if any of the following requests were in progress: a Change Request, an Extension Request, or a Deletion Request (including statuses such as Waiting for Proxy Action, Waiting for Approval, or Waiting for Implementation).

Going forward, when an account reaches its expiration date, all pending request data except for Extension Requests awaiting proxy action or approval will be automatically deleted, and the account will expire.

In addition, any request that has not been updated for more than 31 days after submission will be automatically deleted, regardless of the request type.

5. Impact of the System Update

Follow-up emails will begin to be sent as part of the new process.

To prevent unexpected service interruptions after the release, corrective actions will be applied to existing requests as shown below.

Affected Users	Corrective Action	Notes
• The delegated applicant is invalid. • The continued-use request has been left pending for more than 30 days. • The expiration date has already passed, and the change request is in a status that requires action.	• Delete the application data. • Change the expiration date to 2026/08/31.	Please note that some users may receive a shorter validity period. Notifications may also be sent for requests that have been left unattended for several years.
The expiration date has not expired, and the delegated applicant is correct, however, the continued-use request is in a status that requires action, and the last updated date is earlier than 2026/07/11.	Change the application's last updated date to 2026/07/11.	

Thank you for your cooperation and understanding.