

Guide for Removing and Re-adding Guest Accounts in an Azure AD Tenant

Accounts Involved

- michele.maistrelli@socialit.it
- maddalena.sebastiani@socialit.it

Purpose

This document explains how to completely remove and re-invite the guest users **michele.maistrelli@socialit.it** and **maddalena.sebastiani@socialit.it** from an Azure Active Directory (Azure AD) tenant. This procedure helps resolve issues caused by cached identities or incorrect associations between personal Microsoft accounts and corporate accounts.

Step 1 – Remove the Guest Users from Azure AD

1. Sign in to the **Azure Portal**.
2. Navigate to **Azure Active Directory** → **Users**.
3. Open the External Users or Guest Users section.
4. Search for **michele.maistrelli@socialit.it** and **maddalena.sebastiani@socialit.it**.
5. If the users are present, select the accounts and click **Delete**.

Step 2 – Verify Deletion via PowerShell (Optional but Recommended)

To ensure that the users have been completely removed from the tenant, run the following commands:

```
Get-AzureADUser -Filter "Mail eq 'michele.maistrelli@socialit.it'"  
Get-AzureADUser -Filter "Mail eq 'maddalena.sebastiani@socialit.it'"
```

Alternatively:

```
Get-AzureADUser -Filter "UserPrincipalName eq 'michele.maistrelli@socialit.it'"  
Get-AzureADUser -Filter "UserPrincipalName eq 'maddalena.sebastiani@socialit.it'"
```

If no results are returned, the users have been fully removed.

Step 3 – Check for Cached Invitations

Navigate to

Azure Active Directory → **External Identities** → **Invitation Redeem History**

Verify that there are no:

- Pending invitations
- Redeemed invitations still associated with the old identity
- Stale guest records related to these users

If any records are present, remove them if possible.

Step 4 – Re-invite the Users

1. Navigate to

Azure Active Directory → Users → New Guest User.

2. Create new guest invitations for both users:

- Michele.maistrelli@socialit.it
- maddalena.sebastiani@socialit.it

3. Send the invitations.

Step 5 – Accept the Invitation Correctly

To avoid Azure AD associating the invitation with an old cached identity:

1. Open the invitation using an Incognito / Private Browser Window.
2. Sign in only with the corporate account.
3. Do not use a browser session where a personal Microsoft account is already logged in.