

# Army Enterprise Email Migration

## User Preparation Checklist

### Pre-migration:

- Print your distribution lists and all contacts, save a hard copy. (You will have to put these back in at a later time.)
- Make note of mailbox or calendar delegations. (You will have to put these back in at a later time.)
- Make note of critical future or recurring meetings. (You will have to put these back in at a later time.)
- Print out and save all of your Outlook personal configurations. (You will have to put these back in at a later time.)
- Multiple personas (Reservist or NG who are also DA Civilian or Contractors) need to enable PIV Mode on their CAC. Follow instruction on the Army DMDC self-service portal provided by your local Network Enterprise (NEC).
- Reduce inbox size to less than 50 MB, fewer than 2K items (mail, calendar, to do), none more than 30 days old (by downloading to a local PST).

1. - Right click on inbox and select properties.
2. - Left click on folder size bar to see inbox size.

### • Post-migration:

- Turn on Outlook to establish proper connectivity to the new exchange and send out test email.
- Manually recreate distribution lists, contacts and delegations. Continue to update distribution lists until all members have migrated to the new enterprise.
- Manually input meetings on calendar.
- Re-establish PST file connection.
- Manually reconfigure personal settings.
- Re-subscribe to RSS feeds and portal alerts.
- Improvements
  - CAC Access to email (anywhere, any time, from any authorized device)
  - Email Accounts remain active during TDY, PCS moves and unit relocations
  - Share individual, organizational, and resource calendars across the enterprise
  - Find Email Addresses and contact information for all DoD email users worldwide
  - 4 Gigabytes of email storage – 40 times the current 100 MB limit (500MB on line, 3.5GB archived)
  - 500 Megabyte webmail accounts for those who only have AKO currently
- Challenges
  - Email Address will change to reflect associated military branch and persona.
  - Public Folders will be replaced in the short term by organizational mailboxes until an enterprise portal is available.
  - CAC Authentication on Enterprise Email is separated from usual PC logon.
  - Reconfiguring Your Services after migration will require users to manually reenter data

## Enterprise Email

Army Email Login Information  
<http://enterprise-email.org>

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such as calendar delegations, personal settings, contacts and recurring meetings. Presently there are certificate issues between the legacy and new environments.

- Distribution Lists will have to be recreated and continually updated until all list members are migrated to the new enterprise.

### **Additional Information available at:**

7th Signal Command FAQ Website

Post questions at MilBook discussion forum: <https://www.kc.army.mil/book/thread/7900>  
Army Enterprise Email Migration

### **What Is Happening?**

During 2011, Army email users will transition to an Army Enterprise Email service managed by the Defense Information Systems Agency (DISA) and not your local Network Enterprise Centers (NEC).

Instead of accessing email through local NEC email servers, users will access email services from centralized servers, in the Department of Defense cloud.

This new approach will provide significant capability improvements for email users over time. We will experience challenges initially, especially before everybody migrates from the legacy to the new environment.

Help will be available throughout the process, and we will resolve challenges as soon as possible.

Q & A's

#### **Q: What is the scope of Enterprise Email?**

**A:** The scope of this effort includes all Non-secure Internet Protocol Router Network (NIPR) Exchange email systems with the exception of those that deploy with operating forces. Subsequent orders will address non-Exchange based systems.

#### **Q: Will my email address change?**

**A:** Yes. There will be a standard email format of first.mi.last.persona@mail.mil  
Standard email addresses will be:

- Military: john.d.smoe.mil@mail.mil
- Civilian: jody.d.smoe.civ@mail.mil
- Contractor: jeff.d.smoe.ctr@mail.mil
- Uniformed (Army) service members will also have @us.army.mil alias. (Other services will have their own alias as they enter the enterprise)
- Each account will use the appropriate "persona extension" identifying the persona for that specific account (.mil, .civ, .ctr, etc.). This extension is critical for users with multiple personas (such as military re-servist who is also a contractor) in order to distinguish between their two different accounts and to meet DoD legal requirements.

#### **Q: What will happen if people try to send email to my old address?**

**A:** Although you will have a new email address after the migration, you will continue to receive email addressed to your old address for at least six months. It's recommended you begin advising friends and coworkers to use the new email address and change your business cards soon after migration.

## **Enterprise Email**

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### **Q: Will I have to obtain a new CAC?**

**A:** No

### **Q: How will I know when my migration will take place and what do I need to do?**

**A:** You will receive advance warnings, by a variety of means - including emails - several times prior to migration. These communications will explain your responsibilities throughout the process. The night of the transition, you should receive a "final warning" that the action is about to take place. You must personally prepare your email account before the migration to successfully migrate and receive your email.

### **Q: Who will guide the process?**

**A:** Local Network Enterprise Centers (NECs), your unit IMO's and additional migration support personnel will guide the migration process and help email users prepare during the weeks prior to migration, as well as resolving any problems after the migration.

### **Q: Who should I contact if I have problems or questions before, during or after the migration is completed?**

**A:** If you have an IMO/S6/G6 office, they will have been advised how to handle most common problems, and will know when to escalate to the Army Enterprise Service Desk (AESD) or local NEC Service Desk for advanced support.

### **Q: How will I access the enterprise system?**

**A:** Soldiers, DA Civilians, and contractors will eventually be able to access their email from any government-managed computer with a CAC reader. CACs will be used for authentication. Those with Exchange accounts today will be able to use Outlook or Webmail to access the enterprise system. Those with only AKO webmail today will be able to use Webmail to access the enterprise system.