

DEPARTMENT OF DEFENSE (DOD) ENTERPRISE EMAIL

In the coming months, all Army AKO users having a CAC will be migrated to DISA's Enterprise Email (EE). This means that the AKO accounts will no longer be accessible. DISA will be using Microsoft Exchange and will require 100% CAC use from the Outlook Web App (OWA) web page <https://web.mail.mil>.

Army AKO users has to access OWA. An email account should have already been created.

Problems that may be encountered when trying to access **DoD Webmail** are listed below. Solutions to these problems are also provided.

Problem 1: *If I am out of the office, can I still check my DoD EE account other than through OWA?*

INFORMATION: DoD EE cannot be accessed on computers even if they are using Outlook or other email programs that are not included in the .mil or .gov network. This means that DoD EE cannot be set up on personal computers.

Solution 1-1: Yes, you can by forwarding to another .mil or .gov email address. At the <https://ee.csd.disa.mil>, the user has to select the Forwarding from DoD EE button. Be reminded that such option is becoming limited more so because some AKO capabilities such as CONUS, USA and NGB are gradually being removed.

Solution 1-2: Yes, you can by using a government-owned Blackberry though this is only applicable for those users in business class.

Solution 1-3: Yes, you can by bringing a government computer though this is only applicable for users in business class.

Solution 1-4: Yes, you can if the organization you belong to is a Citrix client. This can be used in logging in with the CAC-enabled home computer, thereby accessing Outlook through the Citrix client. This is only applicable for users in business class.

Solution 1-5: Yes, you can by checking your account using an OWA-equipped iPhone or iPad. However, for all mail.mil users, the ability of digitally encrypting is impossible since Microsoft is locked into Internet Explorer that is installed with S/MIME.

Problem 2: *Why am I receiving an error message when accessing <https://web.mail.mil>?*

INFORMATION: This error message will appear if the mail.mil is not yet set up.

Solution 2-1: An EE account is not yet created. The user has to confirm with the organization when is the estimated date of creating the EE account.

Enterprise Email

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

Problem 3: My email account had already been moved to EE, but the information in Global Address List (GAL) is incorrect.

Solution 3-1: The profile must be updated by visiting the page of Defense Manpower Data Center MILConnect (<https://www.dmdc.osd.mil/milconnect>). Here are the steps:

1. Click Sign in (red button found on the right side of the screen). Then, select OK.
2. Select the CAC tab. Then, Login.
3. Select NON Email CAC Certificate. Then, click OK.
4. Enter your PIN. Then click, OK.

NOTE: There are instances that the user might have to choose Email certificate when the non-email address is not working. Try the email certificate when experiencing the same problem. Here are the steps:

1. Click the My Profile tab.
2. Select Update and view My Profile.
3. There will be two sub-tabs that will be located below the My Profile tab. (Check Problem 20 if you cannot see the tab).
4. Click the Personal Information tab.
5. Update contact details including snail mail, mail addresses, and phone numbers if necessary.
6. Users may find tabs with dark gray background and white text. The color of the tabs will depend on the user's duty type including MIL/CIV/CTR tabs. Update the unit of assignment and address if needed.

NOTE: The field titled 'Duty Installation/Location' refers to the field that finds the closest DISA DECC to the user's duty station.

NOTE 2: Army Reserve personnel must select 'US Army Reserve Center'.

Changes will appear from 4 to 24 hours in DISA GAL.

- If a user is equipped with a SIPRNet E-mail address, the user must add it to the MIL/CIV/CTR tab. This will show how the SIPR EE email account will be created in 2013.

NOTE: An instructional guide on how to use DISA can be found at <https://ee.csd.disa.mil>. CAC is required.

- When at the site, the user has to select the Update Your GAL Attributes button.

Solution 3-2: If ranking is wrong, the user has to visit the ID card office to get the information corrected.

Problem 4: I am receiving error message 'HTTP/1.11503 Service Unavailable' when

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accessing my email through OWA.

INFORMATION: This is caused by a down Exchange server or other technical problems.

Solution 4-1: The user must try to access the account at a later time.

Problem 5: *How do I add my PIV certificate to my CAC since I have a dual persona?*

INFORMATION: A user may be both a reservist and a contractor or a guardsman and a DA civilian at the same time.

Solution 5-1: DMDC's site had crashed at the height of military personnel's attempt of exposing their PIV certificates. Users may configure their ActivClient so that they may expose their PIV certificates on a particular computer that it needs to be used on. Here are the steps:

1. Update the ActivClient 6.2.0.x to its latest version. The computer will restart after updating.
2. Open ActivClient. Click Tools, Advanced, Configuration.
3. Scroll down. Click the Smart Card. Change Yes to No for the line entitled 'Prefer GSC-IS over PIV EndPoint'.
4. A restart prompt will appear. Afterwards, the user has to select PIV certificate and not Email certificate.

Problem 6: *I cannot view encrypted emails using OWA.*

Solution 6-1: Ensure that S/MIME control is installed. Here are the steps:

1. Click Options. Then, click See All options.
2. Click Settings. Then, click Install the S/MIME control.

Problem 7: *How do I get support for my EE account?*

Solution 7-1: If the user is at home, he or she needs to contact AKO Help Desk at 866-355-2769. Choose option 2.

If the user is at work, he or she needs to contact AKO Service Desk at 866-355-2769. Choose option 3.

For Army Reserve, he or she needs to contact the Help Desk at 855-55USARC or DSN at 312-879-8133.

Solution 7-2: The user has to contact the Army & NETCOM CAC/PKI Help Desk at 866-738-3222 or DSN at 312-850-3136. The user may also send an email to army.cacpki.helpdesk@mail.mil.

Solution 7-3: The user has to contact DISA's Help Desk at 800-447-2457 or 614-692-3136 or

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DSN at 312-850-3136. The user may also send an email to NCES@csd.disa.mil.

Problem 8: *How do I turn off an OWA-viewed conversation?*

Solution 8-1: The user has to visit <http://kb.iu.edu/data/azwv.html> or <http://oit2.utk.edu/helpdesk/kb/entry/1669/> to change the setting.

Solution 8-2: The user may also follow these steps:

1. Click the drop down arrow next to Arrange tab.
2. Uncheck the check box next to the Conversation tab.
3. After un-checking, turn off conversation view. The effect will be automatic.
4. Check the box if you wish to turn it on again in the future.

Problem 9: *I am receiving an error message (A digital ID that allows you to sign this message is missing) when attempting to use OWA on Windows 7 in both 32 and 64 bit.*

INFORMATION: This is an error message when accessing OWA.

Solution 9-1: The user, specifically those using Internet Explorer 9, has to add the OWA link to the Trusted Sites. (Check Problem 15 for the steps).

Solution 9-2: The user has to install the S/MIME from the options section. (Check Problem 7). If having problems installing the control, the user must ensure that the 'Do not save encrypted pages to disk' tab is unchecked. This is found at the Tools, Advanced tab.

Problem 10: *When I am using OWA, I am receiving the message 'This message can't be decrypted. If you have a smart card-based digital ID, insert the card and try to open the message again'.*

Solution 10-1: The user has to ensure that the email address being used is listed on CAC and in Exchange profile.

NOTE: Army users must have an AKO email address on CAC and this should be listed as an alias in Exchange profile.

Problem 11: *I can access <https://web.mail.mil> with my CAC and PIN with the IE tab indicating that I am an email user. The next screen is showing the actual mail server <https://web-XXXX.mail.mil/owa>, but the link keeps time-outing especially if I go straight to it.*

Solution 11-1: The user has to include .mail.mil to the Trusted Sites. Here are the steps:

1. Open the Internet Explorer. Then, click Tools, Internet Options, Security tab.
2. Click Trusted Sites (with green checkmark). Type in .mail.mil.

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3. Add the site to the zone by clicking the Add button.

Problem 12: *I received a Transfer to EE notification from AKO, how can I save all of my AKO emails?*

INFORMATION: Users are required to visit the AKO's FAQs page for the latest information about the transfer.

Solution 12-1: The user has to follow NETCOM's TTP that is found on the Manual Exporting of AKO Email Data to EE. The file is found on AKO site and is available in Word format.

Problem 13: *I am about to retire in a few months' time, is there any waiver request that I can do so that I won't be migrated to mail.mil?*

Solution 13-1: Yes, by visiting AKO to mail.mil transition page at <https://www.us.army.mil/suite/page/EnterpriseEmailTransition>. Information on waiver request is provided here.

Problem 14: *What can I do if I do not have a computer of my own? I am using the local library to check my AKO email account. I also do not have a CAC reader.*

Solution 14-1: The user has to visit AKO to mail.mil transition page at <https://www.us.army.mil/suite/page/EnterpriseEmailTransition>. Information on waiver request is provided here.

Problem 15: *I am trying to update MILConnect when I got married to another soldier, but I cannot get the information to show up as the Sponsor. How can it bring me up as a family member?*

Solution 15-1: Here are the steps:

1. When at the Sign in page, click the CAC tab. Then, click Manage Account tab, but not the Logo button.
2. Click Select Sponsor. Then, click your name from the drop-down menu. Save it.
3. When at the next screen, click the continue to MILConnect site button. Login as yourself. Update the information on the MILConnect site.

Problem 16: *Now that I am on DoD EE, how do I get all of my AKO emails before losing them?*

Solution 16-1: The user has to setup Outlook on his or her personal computer. AKO must be setup through IMAP. Then, a PST must be created to move the email to the PST.

Solution 16-2: The user might have to forward each individually to the new mail.mil email address.