

## Enterprise Email Frequently Asked Questions

**Starting 2011** Army email users began transitioning to an Enterprise Email service managed by the Defense Information Systems Agency. Instead of accessing email through local email servers at each installation, users will reach through the network to access email services from DoD data centers.

When you're migrated to Enterprise Email, your AKO/DKO address will not change, but your new domain within the U.S Army Global Address List and SMTP address through Outlook will change.

When you are migrated to Enterprise Email, you will have access to both your mail.mil account and your us.army.mil account, unless mail forwarding is enabled within AKO on your AKO account.

CAC login is required in order to access Enterprise Email.

Enterprise Email provides you with several benefits:

- Mailboxes include 500MB of Outlook Web Access for guest accounts, and 4 Gigabytes of storage for users with Army related work responsibilities. Mailbox size can be increased.
- Archiving will initially lessen the need for you to update your mailbox storage limit, and will allow you to work from an archive while offline.
- Remote Procedure Call (RPC) over HTTPS brings a soldier the ability to receive, send, and check your mail securely at any location without using a VPN tunnel. This means you will not experience downtime while transferring locations or TDY.
- Centralized and around the clock service for exchange issues.
- One centralized way of getting an exchange account no matter where you are stationed.

## How to access Enterprise Email

1. Browse to the Enterprise Email site; <https://web.mail.mil/>
2. Read the agreement then click 'Ok'
3. Select your e-mail certificate.

You may not be prompted for your certificate. If you are not prompted and encounter an error instead of logging in to the site you will need to clear your cache and close all your open browser windows before trying again.

4. Click the link to [Outlook Web Access \(OWA\)](#) that you are provided
5. Select your e-mail certificate
6. You should now have access to your Enterprise Email through your browser

## **Enterprise Email**

Army Email Login Information

<http://enterprise-email.org>

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For instructions on configuring Outlook for Enterprise Email or any troubleshooting please see your local network support team.