

Switching to Enterprise Email

Army Enterprise Email Switch

1. DISA mail employs Microsoft Exchange and demands 100 percent CAC use from the <https://web.mail.mil> Outlook Web App (OWA) web page. Here you will have your new account that is compatible with DoD EE.
 2. After you have your CAC set up, you can log into **army enterprise email** by visiting <https://web.mail.mil> which will give you the ability to access your account. If any error message appears at the time of attempting to access <https://web.mail.mil>, it means that your Enterprise Email account either has some problem or it is not yet created. Now you must contact your helpdesk or your organization to determine the estimated date of its creation.
 3. If you cannot access your account even after its creation, you can visit <https://status.mail.mil> (use your PIV cert or email) to determine the status of your DECC.
 4. Once you are on DoD Enterprise Email, you can get all the emails that are presently in your AKO account by installing Outlook on your computer and fixing AKO via IMAP. Make a PST and transfer the emails there. As an alternative, you can also forward all emails to your new mail.mil email address one by one.
 5. After the creation of your profile, you can update it by following these steps:
 - Enter the Defense Manpower Data Center (DMDC) MIL Connect page. The link is <https://www.dmdc.osd.mil/milconnect>.
 - Sign in by clicking a red button shown on the right corner of the screen.
 - Click OK.
 - Click the tab named CAC, then login.
 - Now click your NON Email CAC certificate, and then press OK.
 - Now write your PIN, and then select OK.
 - Click the tab named My Profile, select Update, and then click View My Profile.
- You will be provided with many sub tabs through which you can update your email addresses, snail mail address, phone numbers of your contacts and your family, duty type, etc. It is to be noted that the entire staff of the army is required to select the field "U.S. Army Reserve Center."
6. While you are accessing your email via OWA, if you face the error "HTTP/1.1 503 Service Unavailable," it means that the exchange server is either overloaded or down. So you should try to access your email later.
 7. If you want to add your PIV cert to your CAC, and DISA has classified you as a Dual Persona(an Army Reserve soldier who is a DoD civilian as well, authorized to keep 2 CACs) , then you can access your email as follows:

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<http://enterprise-email.org>

- If you are using Vista, Windows 7, or XP with ActivClient and Java, you can follow this guide:

<http://www.jbmhh.army.mil/WEB/JBMHH/Master%20Files/images/TTP-DualPersonaPIVAuthCert.pdf>

- For alternate instructions and information, visit this link:

https://www.dmdc.osd.mil/self_service/help/CAC_-_Activating_a_PIV_Authentication_Certificate.htm

8. To view your encrypted emails in OWA, make sure that you have S/MIME control installed in your computer. This can be done by following these steps:

- Click the Options tab
- Choose See All, go to Settings, and you will see S/MIME
- Click on the tab Install to install S/MIME control

9. You can have full support for your EE account whether you are at home, at work, or at the Army Reserve Center. You can have support by following these instructions:

- **When you are at home:** You can contact the Army Knowledge Online help desk at the number 866-335-2769.
- **When you are at work:** You can contact the Army Enterprise Service Desk at the number 866-335-2769.
- **When you are at the Army Reserve:** You can contact the help desk at the number 855-55USARC or you can also visit from your Army Reserve computer.

10. To turn off or close the conversation view in OWA, you can visit the link <http://kb.iu.edu/data/azwv.html> or <http://oit2.utk.edu/helpdesk/kb/entry/1669/> . It will guide you how you can do that.

Alternately, follow these steps:

- Click on the drop-down arrow located next to the Arrange tab.
- Make sure the box seen next to the Conversation tab is unchecked.
- You can check the box to revert back to your previous preference.

11. If you attempt to use OWA on Windows 7 (both 32 and 64bit), you might encounter the following error/message:

To settle this problem, you can install the S/MIME given in the Options segment in your OWA account. If you are facing troubles installing S/MIME, then make sure that you have unchecked "Do not save encrypted pages to disk," which is given under the sub tab Tools in the Advanced tab.

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12. To find out the mailbox space you are using in OWA, you can hold your mouse over your name in your mailbox folder.

NOTE: You might need to do as follows:

13. Facing the error “This message can’t be decrypted “, is not something serious. You can try to reopen the message once again using OWA if you possess a smart card–based digital ID. You just need to insert the card. You need to be sure that the email address listed on your CAC is also present in your Exchange profile.

14. Once you get the notification that your account has been transferred to Enterprise Email from AKO, you can save all of your emails from AKO by following NETCOM’s TTP on Manual Exporting of AKO Email Data to Enterprise Email. You can find this file on AKO and in Word format.

15. If you are about to retire in the next coming months, you can request NOT to be switched to mail.mil, if you want, by visiting the link below to get appropriate information.

- [AKO to mail.mil transition page](#)

<https://www.us.army.mil/suite/page/EnterpriseEmailTransition>

16. In case you don’t want to migrate to mail.mil because you don’t have a computer, or you use your local library to access your AKO email, or even don’t possess a CAC reader, you can request a waiver by visiting this link.

- [AKO to mail.mil transition page](#)

<https://www.us.army.mil/suite/page/EnterpriseEmailTransition>

17. If you want to update mil Connect (e.g., after being wedded to another soldier) and are unable to get your details to show up as you being the sponsor, then it might bring you up as a family member. Follow these steps:

- Go to the sign-in page and select the CACtab
- Click on Manage Account
- Click the Select Sponsor tab
- Click on your name, given in the drop-down menu
- Click Save
- Click the option Continue to milConnect website, appearing on the next screen.
- You are now able to login as yourself and revise the milConnect website.

18. If you are being prompted for your PIN continuously when using Windows 8’s built-in smart-card utility, then you must be aware of that Windows 8’s built-in smart-card utility is deprived of the option to store your PIN (like ActivClient does).

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DISA (Enterprise Email) will always ask you for your PIN. The only way out is installing Coolkey or CSSi. You can get information related to this on Windows 8's support page.

DoD Enterprise Email

DoD Enterprise Email is one of the most effective steps to be taken by the army. It is operationally successful, improves safety, enforces two-factor verification, and decreases redundancy.

It is not too complicated to shift to this system. Especially with the major guidance given in this book, users will have help in switching to the system easily.

All army users having AKO accounts and CAC will be switched to Army Enterprise Email. Now they won't be able to gain entry into their email by simply using a username and password, not anymore. DoD is on its way to completing the switching of the army's 1.4 million users to Enterprise Email by the end of March 2013.

19. There are numerous differences between Enterprise Email and AKO email that the Enterprise Email users or account holders must be aware of. Especially, emails will no longer be accessible

- through Outlook (and the AKO Outlook connector) when utilizing a nongovernment computer
- from private mobile devices, as these normally need either POP or IMPA protocols
- Through utilizing IMAP/POP protocols from a business email client (e.g., Outlook or Thunderbird), as these do not facilitate the mandated CAC PKI certificate verification requirement.

20. If you want to check your DoD Enterprise Email other than OWA at a time when you are not present in the office, then you can forward the email to another.gov or .mil email address. You can visit this guide by EE via the link mentioned below to know about the procedure.

- <https://ee.csd.disa.mil> (CAC required)