Your Army email is moving to Army 365
Approximately 1000 COARNG M-Day personnel must migrate their own email. This process must be done from Government Furnished Equipment (GFE) on the Department of Defense information networks (DODIN) either via hardwire connection at a COARNG facility or connected to the VPN. This means the use of VDI or other COARNG systems for M-Day service members. Do not attempt this process directly from personally owned devices.

You MUST have an active COARNG account to complete these steps. If you do not have an account you must follow the steps located at https://co.ng.mil/Resources/COARNG-Network-Accounts/ARMY-Users/

New accounts are not created on drill weekends!
Definitions

The following terms may be utilized in this how to process, or in future troubleshooting processes, and are provided here for clarification.

- **GFE** – Government Furnished Equipment (a laptop or cell phone provided by the COARNG G6)
- **DODIN** – Department of Defense Information Network (often called the NIPR, or .mil network)
  - You must be hardwired at an armory, or connected via the VPN to be on this network.
  - Note, VDI desktops are all connected to this network
- **NIPR** – Non-classified Internet Protocol (IP) Router Network (often used interchangeably with DODIN)
- **VPN** – Virtual Private Network (this is a connection authorized only for GFE to allow you to be on the DODIN remotely)
- **VDI** – Virtual Desktop Infrastructure (This is a virtual desktop that resides on the DODIN and is accessed through a thin client at an armory, or an application on your personal computer)
- **Thin Client** – a computer system at an armory designed to only connect to a VDI desktop
- **EXO** – Exchange Online (this is the service that will provide your army.mil email mailbox
- **Teams** – This is one of many applications provided by Army 365 (just because you have a Teams account does not mean you have an army.mil mailbox yet)
- **Webmail** [https://webmail.apps.mil](https://webmail.apps.mil) this is the web location to access army.mil email without the Outlook application (not to be confused with OWA)
- **OWA** – Office Web Application [https://web.mail.mil/owa](https://web.mail.mil/owa) this is the web location to access mail.mil email without the Outlook application.
- **DEE** - Department of Defense Enterprise Email (this is the old mail.mil email service)
- **Deprovision** – Deletion of your existing DEE mailbox
- **COARNG User Account** – This account is required to log onto any COARNG device, including VDI
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From any computer with a CaC reader, open the web browser and visit https://webmail.apps.mil.

- If you do NOT receive a 500 error and your mailbox appears, continue on.
- If you receive a 500 error, STOP HERE. This method will not work for you. You will be in an assisted migration group and must follow a different set of instructions located at https://co.ng.mil/Portals/25/Documents/Assisted-Email-Migration.pdf
This is what the Web mail logon page will look like. Log on with your normal .MIL Email, but insert @army.mil in place of @mail.mil.
I have an Army 365 mailbox, now what?

If you have emails in your DoD webmail account (@mail.mil) that you wish to keep, you will need to manually copy them to your new @army.mil account prior to deleting/deprovision or they will be lost permanently.

If you DO NOT have any emails in your Army webmail account (or VDI Outlook) you wish to keep. Start with slide #42. **WARNING: Choosing this option will DELETE any past or current mail.mil email and cannot be retrieved!**

Follow the flow chart on the next slide for the proper place to start.
VDI Self Migration Flow Chart

Do you have (@mail.mil) that you wish to keep?

Yes

Are you working from a thin client at an armory or a personal computer?

Thin client at armory

Do you have Outlook set up in VDI already?

Yes

Go to Page 20

No

Go to Page 13

Personal computer

Do you have Horizon View (VDI app) installed?

Yes

Go to Page 11

No

Go to the next page

Go to Page 42
Installing VMWare Horizon Client

Navigate to https://www.vmware.com/go/viewclients and find your system. Click Go to Downloads.
Installing VMWare Horizon Client

Select DOWNLOAD NOW
Save the file or run it from there. Details on how your computer will install the client vary by computer.
Installing DoD root certificates

Navigate to https://www.militarycac.com/dodcerts.htm in order to download your root installer and enable your CAC to work on your PC. Follow the instructions on the site for installing and running InstallRoot on your system.
Connecting to VDI from home

Search for VMWare in the search box (bottom left corner on desktop). Click Open, to open VMWare.

If you have not used VDI before click +New Server, and enter cloud.co.ngb.army.mil in the box and select Connect.

Once you see the icon for cloud.co.ngb.army.mil double click on the icon for cloud.co.ngb.army.mil to select the VDI client.
Select your Authentication certificate. If you do not see the Authentication certificate, select More Choices. Enter your PIN when prompted.
If this is your first time logging into VDI, right-click the My Desktop icon and make sure the PCoIP option is checked.

Double click on the My Desktop icon.

Follow the prompts as you logon to My Desktop.
Configure your COARNG account for mail.mil

Follow the below steps:
1. Go to https://congaccount.co.ngb.army.mil/EmailFix.aspx, enter your full PIV Cert, to include the department code that you are with (examples are at the top of the web page).
2. Click “Get User Data”. It will tell you either whether you are configured for setting up either an @mail.mil or @army.mil account.
3. If you are configured for @mail.mil do nothing here now and skip the next page
4. If you are configured for @army.mil select the button @mail.mil, and follow the steps on the next page.
1. On your desktop, in the bottom left corner in the search bar, type “CMD”.
2. The command prompt window will display.
3. Type the command “GPUPDATE /FORCE”.
4. **This final step is very important:** After the update has finished it will ask if it’s ok to log off, type “N” for no. *DO NOT LOG OFF. If you log off at this point, everything will reset back to the original settings.*
Search for Outlook in the search box in the lower left corner of the search bar.

Click Open to open Outlook.

Click Next.
Select yes, and then click Next.
If the E-mail Address line does not auto-populate, enter your mail.mil email address and select Next>
Create Outlook Profile in VDI

Click finish to complete the set up.

Your mail.mil email will now begin to populate.
Configure your COARNG account for army.mil

1. Go to https://congaccount.co.ngb.army.mil/EmailFix.aspx, enter your full PIV Cert, to include the department code that you are with (examples are at the top of the web page).
2. Click “Get User Data”. It will tell you either whether you are configured for setting up either an @mail.mil or @army.mil account.
3. If you are configured for @army.mil do nothing here now and skip the next page
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If you have just completed the gpupdate process, close and re-open Outlook. Once you have successfully opened Outlook in VDI, and have the mail.mil mailbox configured, select File.
Adding Army 365 email to Outlook Client

Select Account Settings, Account Settings
Adding Army365 email to Outlook Client

Select **New**

Enter `username@army.mil`

Select **Next**
Adding Army 365 email to Outlook Client

Select **Allow** for any popups

Select **Finish** then **OK** and restart Outlook client
Adding Army 365 email to Outlook Client

Your new @army.mil email will be listed on the left side.
Setting Cache Exchange Mode

This step will help your Outlook mailbox to show all of your emails at once, not just the last years worth. This step helps in the process of moving emails. If you do not do this step you may lose email older than 1 year old.
Setting Cache Exchange Mode

Select Account Settings, Account Settings
Setting Cache Exchange Mode

Select **Data Files**

Select **mail.mil** mailbox

Select **Settings...**

Select **Advanced**

Uncheck Use Cached Exchange Mode

Select **OK**
Forwarding DEE to Army365

Select your @mail.mil mailbox

Select Rules -> Manage Rules and Alerts
Forwarding DEE to Army365

Select **New Rule**

Select **Apply rule on messages I receive**

Select **Next**
This step ensures all mail from this today on that are sent to your DEE (@mail.mil) will be forwarded to your @army.mil email address. This will also forward any mail sent to a distro list or mailbox that you are a member with your @mail.mil email address are forwarded.

Leave the checkboxes blank and all email will forward to @army.mil, or optionally you can include a date span.

Select Next
Forwarding DEE to Army 365

Select **redirect it to people or public group**

Select **people or public group**
Enter @army.mil address

Ensure you **add single quotation (""") marks at the ends of your @army.mil address**

Enter @army.mil address

Ensure you **add single quotation (""") marks at the ends of your @army.mil address**
Forwarding DEE to Army365

Select Next

Mountain Strong
Forwarding DEE to Army365

Select Finish
Email Management

Drag and drop emails between @mail.mil and @army.mil.
Email Management

Or - right click and move emails between @mail.mil and @army.mil

Note that this process will take time in the background as files are copied.
Drag and drop meetings

Accepting a meeting on @mail.mil will forward the meeting to @army.mil
Use your out of office to let senders know your email address has changed.
If you have archived files you must move them between your archives and @army.mil

Right click the folder and select move. Move to the @army.mil inbox, or a sub folder.
Request DEE mailbox be deprovisioned

Copy/Paste the link below into your browser to access the DEE Deprovision request form. (You must be on the DODIN network)


Scroll down until you see the green button. Click the button and fill out the form per instructions on the next slide.
Request DEE mailbox be deprovisioned

Fill in your email address. Be sure to enter your @mail.mil email address.

Select NGB as your MACOM

Select ARMY-GUARD as your customer Code

Select Yes

Scroll down and save.
Remove DEE Mailbox / Add EXO Mailbox [1]

1. To begin: In the Windows Search Bar next to the Windows Start Menu, type Control Panel and hit Enter to open the app that appears.

2. In the Windows Search at upper-right corner of the Control Panel window type in “mail” and hit Enter.

3. From the results, click on Mail (32-bit).

4. From the Mail Settings window, click on Show Profiles.
Create your new Outlook Profile

Remove DEE Mailbox / Add EXO Mailbox [2]

5. In the Mail window, highlight your current profile and click Remove.

6. Click Add, then type a name for your profile. It can be anything you want, but it is recommended to identify it as "Army 365" somehow.

7. The Add Account wizard appears. It should automatically populate your name and email based on your Active Directory user account attributes. Edit your email address to @army.mil and leave password fields blank. Click Next.

8. You’ll be presented with a sign-in window. Make sure the address is your @army.mil, then click Sign In with CAC/PIV. Select your Authentication certificate. If you do not see “U.S. Dept of Defense” window shown to the right you are likely missing the computer policy updates required for Army 365 integration with Outlook. Please contact your 56/66, IMO, or Servicing NEC for assistance.
9. If you receive the “Congratulations!” message to the right you have successfully connected your Army 365 Mailbox to Outlook 2016. Click Finish to continue.

10. Launch Outlook 2016. You will be presented with another authentication prompt. Select Sign in with CAC/PIV and choose your Authentication certificate.

11. You may need to wait several minutes while it connects and downloads mailbox contents, but then you should see your A365 EXO mailbox listed in the folder view to the left in Outlook 2016.
Publish Certificates

Configure Certificates for A365 EXO Email [1]

1. To enable decryption and digital signing of emails, you’ll need to configure your email security settings. Click File in the top-left corner of Outlook.

2. Select Options.

3. Select Trust Center.

4. Select Trust Center Settings.

5. Select Email Security.

6. Select Settings...
Configure Certificates for A365 EXO Email [2]

7. Select New, and name the configuration. It can be anything you want, but it is recommended to identify it as “Army 365” somehow.

8. Check the box for “Default Security Setting for this cryptographic message format”.

9. Under Certificates and Algorithms, click Choose... next to the Signing Certificate and select your Signature certificate. Choose SHA1.

10. Under Certificates and Algorithms, click Choose... next to the Encryption Certificate and select your Encryption certificate. Choose AES (256-bit).

11. Click OK when finished. You should now be able to open encrypted emails received in your EXO mailbox.