

Enterprise Email New User E-Mail Profile Set Up

The instructions below are for users to follow to set up their Enterprise E-mail profile on their PC in Outlook.

Please read the instructions thoroughly and carefully as each piece is relative to setting up your e-mail as quickly and easily as possible.

In each step there is a link to a set of instructions for that step. Click on the link and the file will open. Please read the directions and follow them carefully step by step. Skipping or omitting steps can and will create errors that will impede the process of setting up your new e-mail.

If you need assistance, please contact your local support or call the help desk at 1-866-335-2769

STEP1: Check Functionality of Outlook Web Access (OWA).

OWA is available to all DISA account holders.

1a. [How to log into OWA](#) – if you experience an error logging – in, STOP and place a work order through the Army Enterprise Service Desk (1-866-335-2769) there may be a problem with the DISA mailbox.

1b. [Determine New DISA Mail Address](#) – The Enterprise Email standard naming convention is [first.mi.last.xxx@mail.mil](#) where the xxx identifies persona extension (civ ,ctr or mil). With the exception of military personnel all email address should following this convention. If it does not, please call Army Enterprise Service Desk (1-866-335-2769) to report the non compliance. However this will not prevent a new user from accessing Enterprise Email. Write down your new e-mail address and proceed with the checklist.

1c. [AKO Forwarding](#) - Migrated users should check to ensure AKO mail ([jane.doe@us.army.mil](#)) is being auto – forwarded to DISA mail ([jane.m.doe.civ@mail.mil](#))

STEP 2: Check Functionality of Microsoft Outlook Client Access

2a. [Create Your New Outlook Profile](#)

2b. [Ensure Outlook is set to Cache Mode](#) – this is required to continue to use Outlook in the event of intermittent network connectivity

2c. [Publish Your Certificates to the GAL](#)

2d. [Send a Digitally Signed and Encrypted Test Message](#)