

## Michael J. Danberry

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**From:** ako.notifications@us.army.mil on behalf of ee.transition@us.army.mil  
**Sent:** Wednesday, 16 January, 2013 17:43  
**Subject:** Enterprise Email Update: Migrations begin for AKO Users  
**Signed By:** ako.notifications@us.army.mil

Classification: UNCLASSIFIED

Caveats: NONE

You have been identified to migrate to Enterprise Email within the next 3 months. This means that, after your migration, any new messages sent to your AKO email address will automatically forward to and be accessible through your Enterprise Email (mail.mil) inbox and your existing mail in AKO will be migrated to EE (as a separate sub-folder in your EE inbox).

When an Enterprise Email account has been created for you, you may access your EE inbox at <https://web.mail.mil> (a CAC is required). Use your CAC email certificate. What you see after logging into EE will help you determine if your data in your AKO account was successfully migrated.

-- If you see a sub-folder titled "AKO" next to your EE "inbox", your data was successfully migrated. Email received prior to migration is located in that folder and your mail forwarder set by AKO will ensure that all future AKO mail is redirected to your new EE account.

-- If you see multiple folders titled "AKO" next to your EE "inbox" you need to delete all of these except the most recent one. The folders will be date/ time stamped.

-- If you don't see a sub-folder titled "AKO" in your EE "inbox" then your data was not yet migrated to EE. You will continue to use your existing AKO Webmail at <https://webmail2.us.army.mil/>.

You will be notified the week prior to the migration of your data. When the Army has established a mail.mil account for you, your mail forwarder will be set from AKO to EE and your new mail will begin to arrive in your mail.mil account.

This effort is not intended to affect individuals who are:

- Deployed soldiers
- Army family members
- Spouses of deceased soldiers
- Army retirees or DA civilian retirees or those scheduled to retire by 30 June 2013
- Soldiers without immediate access to a CAC-enabled computer
- Sponsored accounts of users without common access cards (CAC)
- DKO account holders

The Army intends to defer migrations to EE for personnel who primarily use AKO webmail assigned to the following commands until the command EE "business class user" migrations are complete:

MEDCOM  
USACE  
PEO-STRI  
SOUTHCOM  
CENTCOM  
USMA

If you are a member of one of the groups or commands listed above, and believe you have received this message in error, or need to request temporary deferral; i.e., you have existing operational requirements and as a result you prefer not to receive a EE account at this time, the Army will reschedule you for a later date, dependent upon the nature and length of your request. Visit the EE Deferral Request site at link: <https://www.us.army.mil/suite/page/681299>. Select the appropriate option(s) to register your request for exception or deferral. In order to request temporary deferral you should submit your request NLT 1 February, 2013.

To obtain the most accurate information on the email migration, please visit the AKO Enterprise Email Transition page: <https://www.us.army.mil/suite/page/675388>. If you have problems accessing either AKO mail or DEE, call the AKO helpdesk at 1-866-335-ARMY (2769); select option 2 (for "AKO"), then 2 (for "Unclassified AKO/DKO Support"), then 3 (for "Other"). For CAC-related issues, visit the AKO CAC Reference/Resource Center <<https://ako.us.army.mil/suite/akocac>> or Military CAC.COM <<http://www.militarycac.com>>.

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