How to Configure Your Enterprise Email profile on your Government computer using Outlook

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Configuring Outlook on a Government Computer

- This process is usually done automatically when double clicking the Outlook icon
Configuring Outlook on a Government Computer

- Enter your CAC PIN in the PIN box for your correct CAC Email or PIV certificate

If the automatic process does not work, it probably won’t work, as there could be a connectivity problem between your computer and your email server. Remember, this computer has to be Government owned on the Government network. It will NOT work from a personal computer at home.
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• If it did not work automatically, by double clicking the Outlook icon, try this...
• If Outlook is open, close it before proceeding
• Click the Windows ORB

• Click Control Panel
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• Select Large or Small icons from View by: drop down
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• Select Mail
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- Select Show Profiles...
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• Select Add...
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• Type something like *Enterprise Email* in the Profile Name: block
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- Your name and email address “normally” will auto populate in the fields, if not, type it into the blocks.
- Select Next >
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• You will see it searching for your account
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- You will be prompted 1-3 times for your CAC certificate

Most people will select the 10 digit @mil.

Dual persona personnel will select the 16 digit @mil
You will see 3 green check marks when it finds your account. Click **Finish**.
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• Double click the Outlook icon
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- Enter your CAC PIN in the PIN box for your correct CAC certificate
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• Not every government computer can be used to access your @mail.mil account via Outlook

• If the ideas in the preceding pages did not work, get with your S-6 / G-6 / IT person to see if there is a connectivity problem between your computer and DISA

• It is also possible that your DoD organization is not able to connect to DISA

• Your only option may be to use https://web.mail.mil