TTP: Email Migration
DEE (mail.mil) to A365 EXO (army.mil)

This how-to guide covers email migration from DEE to A365 EXO for those who are self-migration eligible or assisted migration eligible. Email Migration should be executed while connected directly to an unclassified Army network.
⚠️ Before You Start…

Please read through this how-to guide completely **before** starting your migration activity.

The migration of your email data may appear intimidating, but the following processes have been evaluated and used successfully by many Army 365 Early Adopters. Many users can complete self-migration within an hour.

If at any point you are unsure of the instruction given or a screenshot/description doesn’t match what you’re seeing please stop and consult an Army 365 Champion or your IT support provider for assistance.
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1. The first step is to identify which one of two migration methods you need to pursue. To do this, open a web browser (Edge or Chrome recommended) and navigate to EXO Webmail at https://webmail.apps.mil.

2. Enter your A365 account into the sign-in prompt as shown and click next. Your A365 address is the same as your Enterprise Email except the domain at the end is @army.mil. The next step will take you to the DoD Global Directory sign-in page.

3. Select Sign in with CAC/PIV and choose your Authentication certificate.

4. If prompted to ‘stay signed in’ choose Yes.
Identifying Your Migration Eligibility [2]

If you are presented with the Exchange Online (EXO) webmail interface similar to the image in Figure A then you are:

**Self-Migration Eligible**
Click the link above to view instructions for Self-Migration.

If you are presented with “Error 500: Something went wrong. We couldn’t find a mailbox for this account…” as shown in Figure B then you are:

**Assisted Migration Eligible**
Click the link above to view instructions for Assisted Migration.

+ You don’t see Figure A or B? Stop here and contact your supporting IMO or A365 Champion.
Before you get started, please review and complete the Mailbox Cleanup steps found in the links below. This will reduce the amount of redundant or unnecessary data that is copied to your army.mil. You may need to hold Ctrl on your keyboard and then click the links to open in browser.

1) Attachments Cleanup
2) Calendar Cleanup
3) Redundant Threads Cleanup

1. Launch Outlook 2016. Click File at the top-left corner of the screen, then click on Account Settings and Accounts Settings again as shown to the right.

2. In the Account Settings window with E-mail Tab selected, ensure your mail.mil account is highlighted and click Change...

3. In the Change Account window move the Mail to keep offline: slider to the end to enable All. This ensures that all email data is able to be transferred. Click Next. If prompted to restart Outlook for changes to take effect please click OK and restart.
Self-Migration: Add army.mil in Outlook [2]

4. Back at the Account Settings window, click New... to add your army.mil mailbox.

5. In the Add Account window use the Auto Account Setup by inputting your army.mil address. This is the same as your mail.mil address but the domain name changes from “mail.mil” to “army.mil”. Click Next.

6. When prompted, select Sign in with CAC/PIV and choose your Authentication certificate. Input your CAC PIN if required.

7. If successful you’ll receive the Congratulations window shown at right. Click Finish to continue. If prompted to restart Outlook please do so.

+ If you receive an error at Step 7 please contact your IMO or A365 Champion for support.
8. In Outlook you should now see both mailboxes (*note: you may need to collapse other PST files or group mailboxes to find the new army.mil mailbox*). Check the bottom-right corner of the Outlook window; if it shows *Updating Inbox*, *Updating Folder*, or *Updating youraccount@mail.mil* then please wait for the syncing to complete before you continue. This may take a while!

9. At the bottom-left corner in Outlook, click on the ellipsis (three dots) button and then select *Folders*. This will present your mailbox data as folders for simple transfer.

10. Click to select the *Inbox*. Hold Ctrl and press A on the keyboard to select all email data in the folder. Right-click on any highlighted email and select *Move*, then *Copy to Folder*. In the *Copy Items* prompt expand your army.mil mailbox and select the *Inbox*. Repeat this process for *Drafts*, *Sent Items*, and *Tasks*.

11. Easily transfer *custom folders* (created and named by the user) by right-clicking the folder name and selecting *Copy Folder*. In the *Copy Folder* prompt select the army.mil mailbox and click *OK*. *Calendar and Contacts* transfer is covered on the next page.
12. Select the **Calendar** folder in your mail.mil mailbox.

13. Click the **View** tab at the top menu bar, click **Change View**, then select **List**.

14. Hold the **Ctrl** key, then press **A** to select **All Calendar Items** in **List View** – the items should be highlighted.

15. Hold the **Ctrl** key, then click on the list and drag the list of calendar items to the **Calendar** folder under your army.mil calendar on the left toolbar. Depending on the amount of calendar data it may take some time to transfer – **be patient**.

16. Select the **Contacts** folder in your mail.mil mailbox. Repeat steps 13-16 to drag & drop-copy your mail.mil contacts and contact groups to your army.mil mailbox.
Self-Migration: Transferring your data [3]

17. Once you’re finished copying data between mailboxes, compare the data now in your army.mil folders with the data in your mail.mil folders to ensure all needed data has been copied over. Meetings that are present on your mail.mil calendar should be present on your army.mil calendar as well, and your Contacts should be identical across both mailboxes.

Note: Due to A365 Teams notifications routing to your army.mil account the Inbox/Unread quantity may be higher than in your mail.mil; the quantity should **not be lower**!

If there are discrepancies such as items missing in army.mil folders please repeat the copy steps from the previous pages. It may also help to restart Outlook or sometimes you just need to wait for the data to sync with Exchange servers. *Be patient!*
Self-Migration: Export E-Mail Rules

18. With the Home tab selected and while viewing your mail.mil mailbox, click the Rules button and select Manage Rules & Alerts…

19. If you have any E-mail Rules configured here you can export them. Click Options.

20. From the Options window click Export Rules…

21. Give your backup file a name and save it in the default location by clicking Save.

22. Click on the Inbox under your army.mil account and repeat steps 18-19. This time, select Import Rules… and double-click the backup file you created.
23. With the Home tab selected and while viewing your mail.mil mailbox, click the Rules button and select Manage Rules & Alerts...

24. Click on New Rule… to open the Rules Wizard

25. Click Apply rule on messages I receive, then Next

26. Select received in a specific date span. Click on the blue, underlined condition in the “Step 2” area, then check the box for After and set the date to yesterday. Click OK, then Next.
27. Select redirect it to people or public group. Click on the blue, underlined condition in the “Step 2” area to input your army.mil address.

28. From the Rule Address window, click in the To line and input your army.mil address using one single quote (apostrophe) at the start and one at the end, e.g., ‘example@army.mil’ !!! It will not work without the single quotes !!!

29. When prompted to enter Exception Triggers click Next to skip.

30. You can name the rule if you’d like, then make sure the Turn on this rule box is checked before clicking Finish to enable redirection of all emails addressed to your mail.mil to go to your army.mil address.

31. To verify the redirect is working, send an email to yourself or ask a coworker to send one to you. Sometimes Outlook has a delay, so the best way to check is using https://webmail.apps.mil to confirm that the redirected test email arrives.
32. Close Outlook if it’s running. In the Windows Search Bar next to the Windows Start Menu, type Control Panel and hit Enter to open the app that appears.

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

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

35. From the Mail Settings window, click on Show Profiles.
36. 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. **Make sure this profile is in the dropdown for Always use this profile.**

37. 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.** Note: You must be on the DoDIN to connect a mailbox; it will usually fail over VPN. Once the mailbox is initially setup then future access is possible over VPN.

38. 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 your system may not be configured to support Army 365 authentication with Outlook. Please restart your computer and try again, then contact your IT support provider if problem persists.
39. If you receive the “Congratulations!” message to the right you have successfully connected your Army 365 Mailbox to Outlook 2016. Click Finish to continue. If this step fails please restart your computer and try again, then contact your IT service provider if problems persist.

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

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

43. Select Options.

44. Select Trust Center.

45. Select Trust Center Settings.

46. Select Email Security.

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

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

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

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

52. Click **OK** when finished. You should now be able to open encrypted emails received in your EXO mailbox.
53. At the Trust Center Email Security window, verify that your army.mil configuration is set as Default Setting, then select Publish to GAL… Click OK to confirm and input your PIN if prompted. Click OK at the final confirmation window.

If you don’t see the Publish to GAL… button please go back to Page 15, Step 36 and ensure you are accessing a profile that contains ONLY the army.mil account.

54. Close the Trust Center and return to the Mail tab. Scroll down to the Send Messages section and click on Empty Auto-Complete List… to remove cached entries for mail.mil recipients. This will prevent sending of emails to undeliverable cached addresses.

55. Back at the main Outlook window click New Email, then the Insert tab. Select Signature, then Signatures… to enable your default email signature(s).
Add DEE Mailboxes Post-Migration

After migration to A365 EXO Email you may still connect to and use most DEE (mail.mil) Non-person Entities (NPEs) such as Organizational Mailboxes and Group Calendars. As soon as all owners and members of an NPE have migrated the NPE should be migrated to army.mil by submitting on the EXO Portal.

a) Temporarily enable “legacy authentication” by opening the Software Center and look for an application similar to the one to the right. Names will vary based on your IT service provider, but should reference something like “DEE Outlook Fix”. Install/reinstall this application and wait a moment for it to finish. You must complete the next steps within 60 minutes or you will likely need to run the DEE Outlook Fix again.

b) Open Control Panel, search Mail, click on Mail (32-bit), then click Show Profiles…

c) With your A365 profile highlighted click on Properties then click E-mail Accounts…

d) On the E-mail tab select New..., then at the Auto Account Setup screen input the NPE address that you want to add, such as usarmy.pcs.cmd.mbx.a365@mail.mil, then click Next. At the certificate selection prompt choose the Authentication certificate and enter PIN if prompted. Once all mailboxes are added please restart your computer.
GLOBAL ADDRESS LIST
To send from your army.mil to other mail.mil addresses you must type the recipient’s mail.mil address in the first time you send to them post-migration. The Global Address List in A365 only lists army.mil addresses and picking recipients from the list will only send to their army.mil accounts. Once you’ve sent to a mail.mil recipient one time they will be available from the autocomplete picklist for convenience. You can use the A365 GAL to look up a user, then use Properties and reference the Alias attribute; simply append mail.mil at the end.

ENCRYPTED EMAIL
You cannot send encrypted from army.mil to mail.mil without the recipients’ public key. Send without encryption unless it is needed to protect confidentiality of sensitive information. If you must send encrypted, ask the mail.mil user to send you a digitally signed/encrypted email first, then you can reply to them with an encrypted email and will be able to compose new encrypted emails to them again in the future. If necessary you can also download and install a recipients’ key individually from DISA GDS (DOD 411) then add them to your Contacts list. For assistance please contact your IT support provider. It is possible to send encrypted from army.mil to army.mil.

How do we overcome these challenges? ALL Army users migrate to Army 365 Exchange Online (EXO) Email.
Final Steps:

a) Verify that the email redirect from mail.mil to army.mil is functional.
b) Verify that all historical data (emails, calendars, contacts, rules) has been imported to your army.mil mailbox
c) Connect mail.mil mailboxes and calendars that have not migrated to army.mil yet and re-add PST files in Outlook

Now you are ready to finalize migration by deleting your DEE mailbox. If you are a DMUC iPhone user this step will also trigger the transition in the Email+ app.

If you cannot verify or complete any of the three steps above please consult your IT service provider or an Army 365 Champion for assistance.

To begin, navigate to the EXO Migration Portal’s Self-Submission for DEE Deletion Page. Scroll to the bottom of the page and click the Big Green Button to submit for deletion. Input your DEE Address, your MACOM, your Customer Code, and certify the submission, then click Save. See schedule to the right to determine when your DEE / mail.mil will be deleted.

The DEE Deletion Schedule:

Submissions **before** 1700 EST every Monday are added to the queue for DEE deletion to occur **2 days later** on Wednesday, between 0730 EST and 1700 EST.

Submissions **after** 0900 EST every Monday are queued for the **following** Wednesday (9 days later).

Direct Link: https://armyeitaas.sharepoint-mil.us/teams/EXOMigration/SitePages/Self-Submit-for-DEE-Deletion--Info-Page.aspx

You can double-check preparedness using the Self-Migration Checklist or watch the video walkthrough to review the major steps.

The timer indicates the cut-off for the next weekly migration window.
**Assisted Migration: Automated Transfer of DEE to EXO**

*SKIP THIS PAGE IF YOU ARE SELF-MIGRATING*

If you are presented with “Error 500: Something went wrong. We couldn’t find a mailbox for this account…” when attempting to access [https://webmail.apps.mil](https://webmail.apps.mil) then you are unable to **Self-Migrate** and will need to submit for **Assisted Migration**. This process involves an automatic transfer of existing DEE mailbox data to a new A365 EXO mailbox. To best prepare yourself for success you should review and complete the **Mailbox Cleanup** steps in the links below.

### Mailbox Cleanup Steps
- **Attachments Cleanup**
- **Calendar Cleanup**
- **Redundant Threads Cleanup**

Once your DEE mailbox has been cleaned you can submit for **Assisted Migration** on the [EXO Migration Portal’s Assisted Migration Submission Page](https://webmail.apps.mil). Input your **DEE Address**, your **MACOM**, your **Customer Code**, and **certify the submission**, then click **Save**. See schedule below to determine when your DEE / mail.mil will be deleted.

**Note:** When **Assisted Migration** occurs you may experience interruption in email access for 1-3 hours. Once Outlook indicates the mailbox has been removed please follow steps in the [DEE to EXO TTP](https://webmail.apps.mil) in order to add your new A365 mailbox in Outlook.

### The Assisted Migration Submission Schedule:

Submissions **before** 1700 EST every Monday are added to the queue for **Assisted Migration** to occur **three days later** on Thursday, between 0730 EST and 1200 EST.

Submissions **after** 0900 EST every Monday are queued for the **following Thursday (10 days later)**.
The EXO Migration Portal

For further info on EXO Migration, including: instructions, email migration submissions, and support, please visit the EXO Migration SharePoint Portal:

https://armyeitaas.sharepoint-mil.us/teams/EXOMigration/