



## Enterprise Email Post-Migration Step 1C Set Up AKO Forwarding to Your New Email Address



Migrated users should check their AKO record to ensure that AKO mail ([jane.doe@us.army.mil](mailto:jane.doe@us.army.mil)) is being auto-forwarded to DISA Enterprise Email ([jane.m.doe.civ@mail.mil](mailto:jane.m.doe.civ@mail.mil)) and no longer to CONUS mail ([jane.doe@conus.army.mil](mailto:jane.doe@conus.army.mil)).

1. Go to the AKO website (<https://www.us.army.mil>). Click the **I Accept** button.

The screenshot shows the Army Knowledge Online (AKO) website in a Windows Internet Explorer browser. The address bar displays the URL: <https://www.us.army.mil/suite/login/login.fc?TYPE=33554433&REALMOID=06-56ac77cd-98b2-1009-96b6-84a74d100cb3&GUID=&SMAUTHREASON=0&IME>. The page features a yellow banner with the text: "Due to network related issues some users may experience slow response. We apologize for the inconvenience." Below the banner, there is a consent form for accessing a U.S. Government (USG) Information System (IS). The form includes the following text: "YOU ARE ACCESSING A U.S. GOVERNMENT (USG) INFORMATION SYSTEM (IS) THAT IS PROVIDED FOR USG-AUTHORIZED USE ONLY. By using this IS (which includes any device attached to this IS), you consent to the following conditions:" followed by a list of conditions. A red arrow points to the "I Accept" button. Below the consent form, there is a section titled "Other DoD Service Portals" with links to "Air Force Portal", "Defense Online", "MarineNet", and "Navy Enterprise Portal -- Coming Soon". At the bottom of the page, there is a "Terms of Use / Terms of Service" section with a small disclaimer: "The security accreditation level of this site is Unclassified FOUO and below. Do not process, store, or transmit information classified above the accreditation level of this system." The browser status bar at the bottom shows "Done" and "Trusted sites | Protected Mode: Off" with a zoom level of 100%.



Enterprise Email  
Post-Migration Step 1C  
Set Up AKO Forwarding to Your New Email Address



2. Login with either **CAC Login** or **User Name and Password**.

Army Knowledge Online - Windows Internet  
AKO https://www.us.army.mil/suit  
File Edit View Favorites Tools Help  
AKO Army Knowled...  
U.S. ARMY AKO ARMY KNOWLEDGE ONLINE  
**Login to AKO/DKO**  
Forgot Your Password?  
Username  
Password  
 Low Bandwidth Login  
**CAC Login to AKO/DKO**  
 Low Bandwidth CAC Login



Enterprise Email  
Post-Migration Step 1C  
Set Up AKO Forwarding to Your New Email Address



3. Click on **My Account, Mail Preferences, Mail**.





Enterprise Email  
Post-Migration Step 1C  
Set Up AKO Forwarding to Your New Email Address



4. Select the **Forward Email (Non-AKO Account)** radio button and provide the correct information for the following fields:
  - a. **Forwarding Email Address** (must be a government email address) (i.e. [jane.d.doe.civ@mail.mil](mailto:jane.d.doe.civ@mail.mil)).
  - b. **Confirm Forwarding Email Address** (needs to match the information in the Forwarding Email Address).
  - c. **External Email Address** (recommend that this email address be a personal email address used to communicate in the event the AKO account is inaccessible).

### Mail Options

#### Update Your Email Information

Select a Mail Option

- AKO Mail [REDACTED]  
 Forward Email (Non-AKO Account)

Forwarding Email Address

Confirm Forwarding Email Address

Preferred Webmail

- Webmail  
 Webmail Classic  
 Webmail Lite

Mail Display Name

- Reset display name to: [REDACTED]  
 Reset display name to: [REDACTED]

External Email Address:

Army Announcement Options

- I want to receive the Monthly AKO Newsletter.  
 I do not want to receive the Monthly AKO Newsletter.

Enable S/MIME

Submit

5. Click **Submit**.



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Post-Migration Step 1C  
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6. You have now completed Step 1C.
  7. Logout of AKO.