

How to access enterprise email account

Description

Step by Step instructions on logging into your enterprise email account for the first time. Enterprise email is not your Hale Koa email. Rather provided to you by the Army.

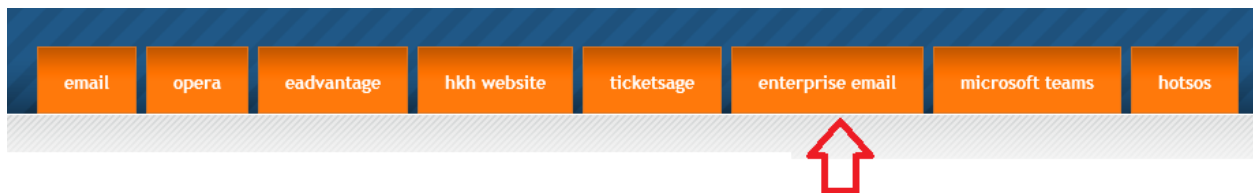
Prerequisites

- Enterprise email address – review IDCO if you do not know your email address, refer to link [Locating enterprise email address – ITsupportAFRC \(zendesk.com\)](#)
- CAC PIN

Instructions

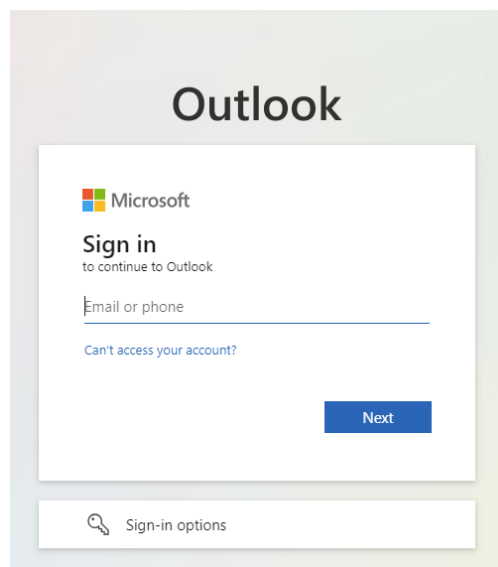
1. Open Edge, from HKH portal, click on Enterprise email. Refer Image01

Image01



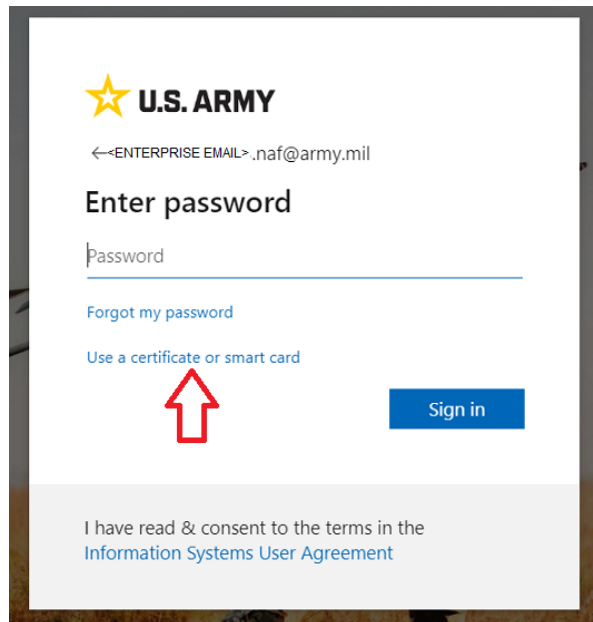
2. Type in your enterprise email address in full. Include @army.mil. refer to Image02

Image02



- When prompted for password, select "Use certificate or smart card". Refer to Image03

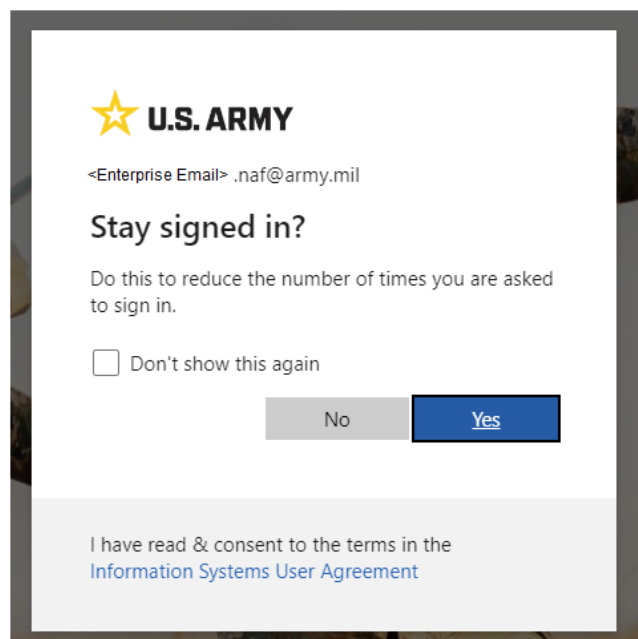
Image03



The image shows a U.S. Army login interface. At the top is the U.S. Army logo. Below it is the email address <ENTERPRISE EMAIL>.naf@army.mil. The main heading is "Enter password". There is a password input field with the placeholder text "Password". Below the input field are two links: "Forgot my password" and "Use a certificate or smart card". A red arrow points to the "Use a certificate or smart card" link. To the right of the links is a blue "Sign in" button. At the bottom, there is a footer with the text "I have read & consent to the terms in the Information Systems User Agreement".

- Enter your CAC pin when instructed
- You will be prompted, to "Stay Signed in", Click Yes. Refer Image04

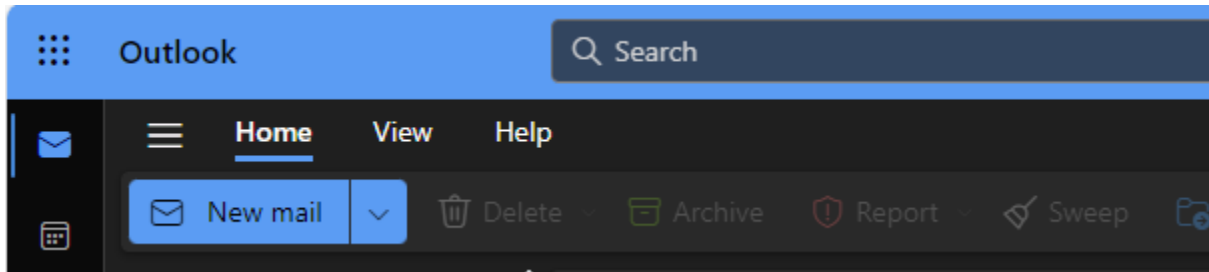
Image04



The image shows a U.S. Army "Stay signed in?" prompt. At the top is the U.S. Army logo. Below it is the email address <Enterprise Email>.naf@army.mil. The main heading is "Stay signed in?". Below the heading is the text "Do this to reduce the number of times you are asked to sign in." There is a checkbox labeled "Don't show this again". Below the checkbox are two buttons: "No" and "Yes". At the bottom, there is a footer with the text "I have read & consent to the terms in the Information Systems User Agreement".

6. When successful, you should be noted of Outlook in the top left corner of the screen. Refer to Image05

Image05



7. You have successfully logged into your enterprise email

Troubleshooting Steps

I've received an error message instead of seeing Outlook as shown in Image05. – Take a photo or screenshot of the error message. *If you have not used your enterprise email in over 30 days, you may have had your enterprise email deactivated. You must request reinstatement. Use ZenDesk to request reactivation of your enterprise email.*

1. Submit a new ZenDesk request from HKH portal
2. Click on "Submit a request"
3. Select "HKH IT Support Ticket"
Select Type of Ticket: Accounts
Select Account Modification: A365 Enterprise Email/Teams Account
4. Follow instructions for IDCO.
5. Attach photo to the ZenDesk ticket as needed.