

To Our Customers,

As part of a larger MEDCOM-wide e-mail address cleanup effort, Walter Reed is preparing for the phase-out of all legacy e-mail addresses. A legacy e-mail address is one that is an old format that will soon be obsolete. After 06 October 2008, all e-mail sent to an e-mail address ending with na.amedd.army.mil will no longer be delivered.

The purpose of this message is to highlight the actions you must take as an Outlook mailbox owner in the MEDCOM e-mail system to prepare for this change.

What is a Legacy Address?

Nearly every user in the AMEDD has multiple e-mail identities. For example, Joseph User may have the following e-mail addresses for which people can send e-mail to him:

E-mail Address	Description
Joseph.User@us.army.mil	This is the "AKO" address
Joseph.User@amedd.army.mil	This is the "AMEDD" address
Joseph.User@na.amedd.army.mil	This is the "Legacy" address; any e-mail address that is a subdomain to @amedd.army.mil. This is the address that will no longer work after 06 October 2008.

User Action 1:

Ensure that your AKO e-mail forwarding is set to forward to your @amedd.army.mil address. To forward your AKO mail, follow the instructions below:

1. Log into your AKO account at <https://www.us.army.mil>.
2. Click on the 'My Account' link located at the top of the AKO home page.
3. Click on 'Mail Options'.
4. Select 'Forward E-mail (Non-AKO Account)' option.
5. Enter your @amedd.army.mil e-mail address in the "Forwarding Address" and in the "Confirm Forwarding Address". Ensure that you have an e-mail address listed in the "External E-mail Address" box as well. This can be the same as your forwarding address.
6. Click 'Submit'. Note: it may refresh the screen and show the same settings that were previously listed but you should see a message in blue writing "Your mail options have been saved." You can log out of AKO/DKO and log back into AKO/DKO to confirm the changes took effect.

Additional instructions can be found on AKO at:

https://help.us.army.mil/cgi-bin/akohd.cfg/php/enduser/std_adp.php?p_faqid=16.

User Action 2:

If your AKO e-mail address is **not** one of your e-mail addresses in Outlook, log into the WRAMC intranet and submit a DOIM help desk ticket with your correct AKO e-mail address or call the DOIM Helpdesk at 202-356-0231. This will be an address that ends in @us.army.mil.

You can validate this by opening Outlook and clicking on the Address Book icon in the toolbar.



Select your name, double click, and then click on the E-mail Addresses tab. (Note: See Figure 1 for an example of your email profile.)

Verify:

- 1) your profile contains a valid @us.army.mil address, and
- 2) your @us.army.mil address is correct.

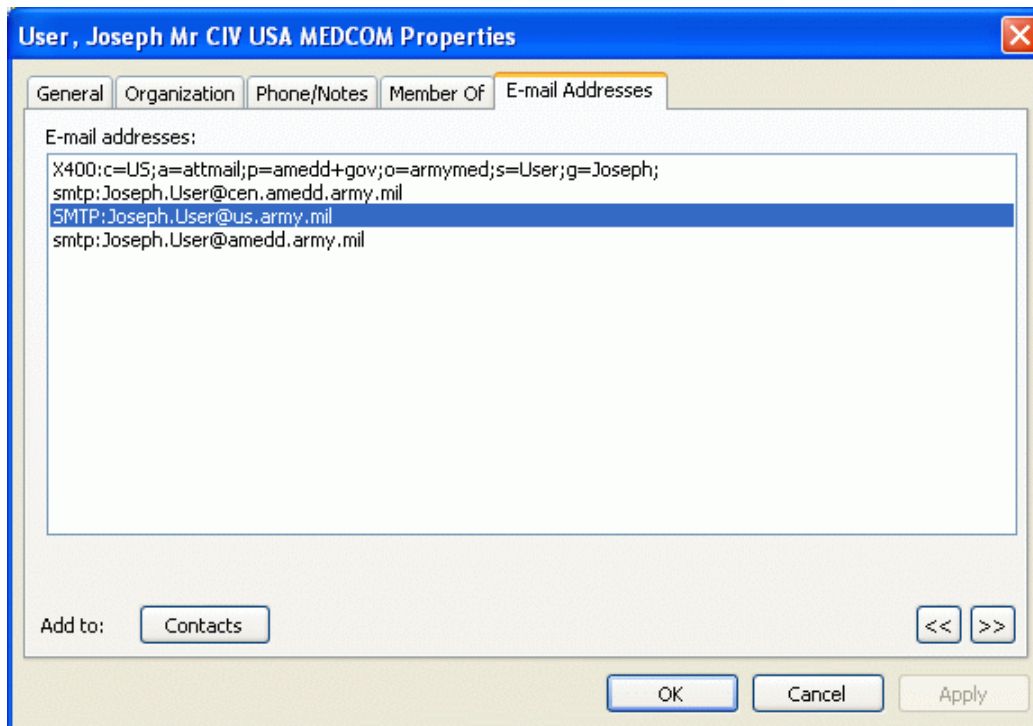


Figure 1: Example E-mail Profile

User Action 3:

Ensure that you are using your AKO e-mail address (@us.army.mil) in your profile for MyPay, DTS, CHRTAS, TSP, etc. Logon to <https://acpol.army.mil> for links to these services.

User Action 4:

Ensure that you provide your e-mail business contacts with your AKO e-mail address (xxxxx@us.army.mil). Your AKO e-mail address is your "permanent" and official e-mail address and will follow you for as long as you are employed by the U.S. Army. Don't forget about your e-mail signature block in Outlook!

User Action 5:

If the e-mail address on your business card ends with na.amedd.army.mil this is now a good time to update and re-order/re-print with your AKO (@us.army.mil) address.

User Action 6:

Other potential areas that may have association to a legacy e-mail address that must be addressed are:

- Use of legacy addresses within Web Pages (including AKO)
- Use of legacy addresses within Web Site Subscriptions/Alerts
- Use of legacy addresses on Business Forms
- Use of legacy addresses within automated processes (e-mail alerts or other automated business rules, etc)
- Use of legacy addresses within address books, contact lists and vCards.

Your immediate participation is appreciated. POC for this action is DOIM help desk at 202-356-0231.