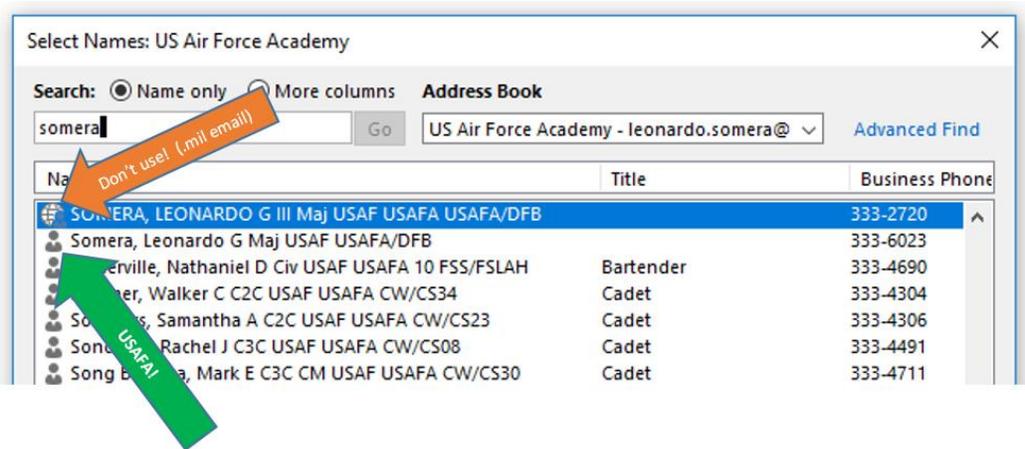
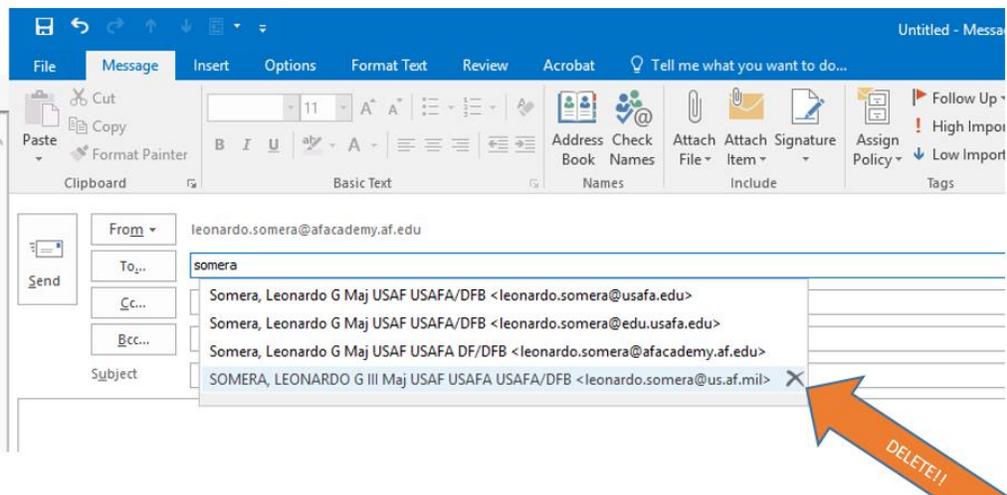


MANAGING AFNET E-MAIL

In the picture below, when two names appear in the USAFA GAL (Global Address List), one has a silhouette and this is the USAFA e-mail account. If the name has a globe in front of it, then that is a pointer to the AFNET e-mail account. Since the USAFA GAL replicates with the AFNET GAL, both entries appear in the USAFA listing AND both entries appear in the AFNET listing. For all DF personnel, you should avoid sending e-mails to the “globe” because that pushes e-mail to their .mil account, which is normally not monitored. For everybody else in the Air Force that might want to e-mail you, many of them do not know which account to send to you, and they will default to your AFNET account. For the EDU address book, we normally hide the AFNET (.mil) address and only show the EDU address, to prevent those at USAFA from accidentally choosing your AFNET account. If both e-mails are displayed, the user can send an email to the Communications Focal Point (10cs.cfp@us.af.mil) to request that the AFNET address be hidden.



Unfortunately, your Outlook memorizes the e-mails that you use. If you have inadvertently used somebody's AFNET e-mail (or O365 e-mail), then the system remembers that and will default to that. Therefore, you need to “clear” the memory by typing individuals name and then when you see the “wrong” address, you need to delete it from your memory. (Nobody else can do this for you since it is directly tied to your Outlook application.) See picture below.



Based on Air Force policy, .mil email (AFNET) forwarding is no longer supported. Therefore, you need to manually check your AFNET e-mail by using the following steps (Outlook Web Access or OWA):

1. Use Internet Explorer or Chrome
2. Go to <https://owa.us.af.mil/>
3. Use the *email certificate* and enter your CAC pin
4. ...and be patient, it may take a few minutes.

If you find it to be inconvenient to manually check your AFNET e-mail, then there is a configuration that can simplify your e-mail management. If so, you will need to talk to CFAM (or send them an e-mail) about getting a “Non-mail enabled” .mil account. The following will then occur:

1. You will no longer have a @us.af.mil e-mail box. (You will still be able to log into a .mil machine because you will continue to have a .mil account.)
2. You will no longer be able to use OWA because you won't have an email address.
3. Any e-mail intended for your @us.af.mil e-mail box will be “pushed” to your @usafa.edu e-mail.
4. (Caveat 1) CFAM submits a ticket to the AFNET NOSC to reconfigure your current AFNET account as a non-mail enabled account (step 1). Then CFAM submits a ticket to 10 CS to add your AFNET e-mail address to the EDU network (step 2). These two steps occur sequentially; if the steps were done in parallel, you would have a time period where you would have two locations where your AFNET e-mail could be sent and that would confuse the system and you'd end up with nothing. For expectation management, because the steps are sequential, this means that the reconfiguration might take a few days. So the recommendation is to do this at a time when you are not expecting important e-mails to be flowing into your current AFNET e-mail box. We will work hard to reduce the gap in time between the two steps, but any e-mails sent to your .mil address during the gap time will be lost (if you are expecting an e-mail, tell the sender to send it to your EDU e-mail during the gap period.)
5. (Caveat 2) If you eventually get picked up for a deployment or you PCS from USAFA, then please send a note to CFAM to tell them to restore your regular AFNET e-mail AND remove the reference to your .mil address within the EDU environment (i.e. undo the two steps done in paragraph 4)