Flank Speed Outlook Guide

Contents

PLEASE NOTE: This content is only relevant for NMCI O365 users that have had their email migrated into Flank Speed. If you are unsure if you have been migrated or not, see Step 1 on page 1.

Stay connected on Teams

Getting Started in Outlook

Congrats! You have a new @us.navy.mil email address and your old @navy.mil account has successfully been migrated to Flank Speed. This means you will no longer have access to your @navy.mil inbox, but all of your emails, calendar invites, contacts, and tasks have been moved to your Flank Speed inbox for you. In addition, forwarding has been set up to direct any new emails or invites sent to your old address to your Flank Speed inbox. Any outgoing messages will be sent from your new @us.navy.mil account.

In order to ensure your mailbox has been moved and get your Outlook client set up for Flank Speed, please follow these steps:

STEP 1 **Confirm your @navy.mil inbox moved to your Flank Speed account.**

Log in to your Flank Speed account (@us.navy.mil) via https://portal.apps.mil (the Edge browser with an "InPrivate" window is preferred). If you have not logged in before, please reference the Startup Guide posted here. If you are unable to access Outlook from the portal, try accessing directly via https://outlook-dod.office365.us/.

If your email appears at login—congrats, you're migrated! You can now use Outlook via your web browser.

If you get the 500 error at right, your email has not been migrated yet. If you can't access Flank Speed Outlook Web Access (OWA), DO NOT PROCEED.
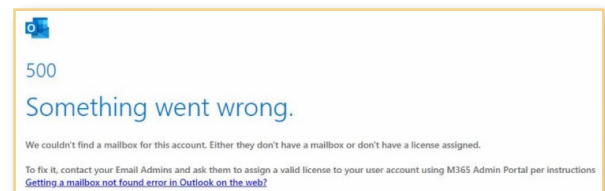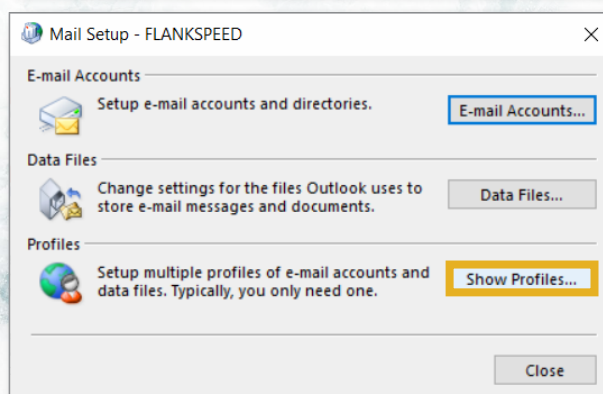

STEP 2 **Configure your installed Outlook client for your new Flank Speed account.**
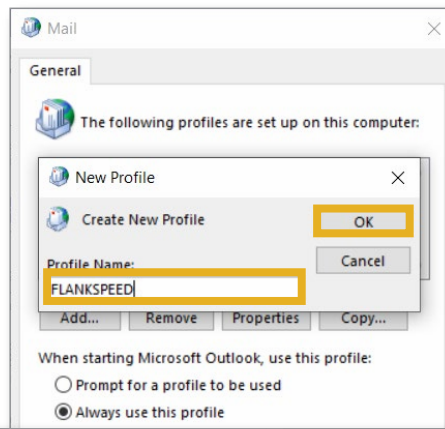
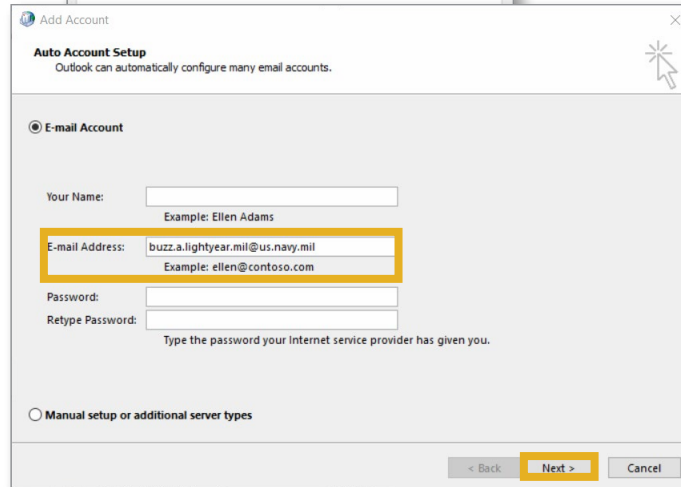**1** Click on your computer's Windows icon and go to "**Control Panel**". Select "**Mail (32-bit)**".
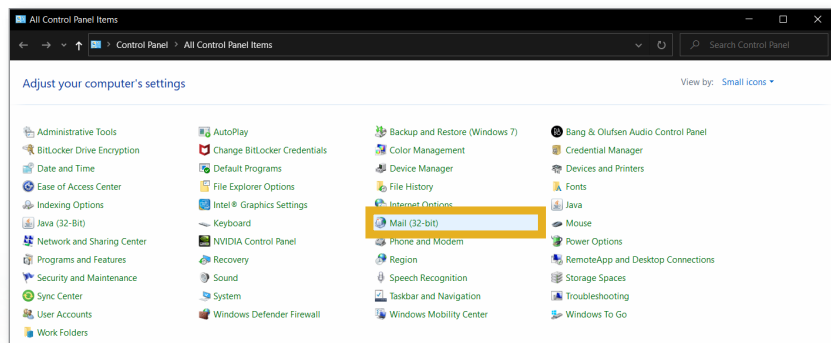
2 Select "**Show Profiles...**".

3 Select "**Add...**" to create a new profile. Type in "**FLANKSPEED**" for the profile name and select "**OK**".

4 Your old email address will populate in the email address box. **Delete it and type in your new <username>@us.navy.mil email address**. Click "**Next**".

5 You should see a screen going through a series of checks, this will take a few minutes. After all three steps have green check marks, select "**Finish**".
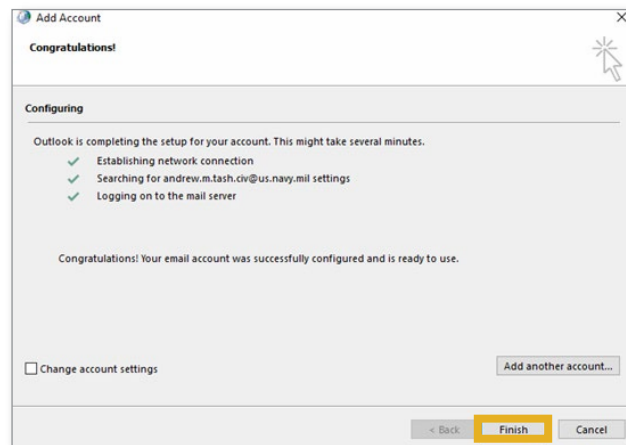
6 The "Mail" window should still be open. Ensure your Flank Speed account is selected under "**Always use this profile**" and click "**Apply**" first and then "**OK**".

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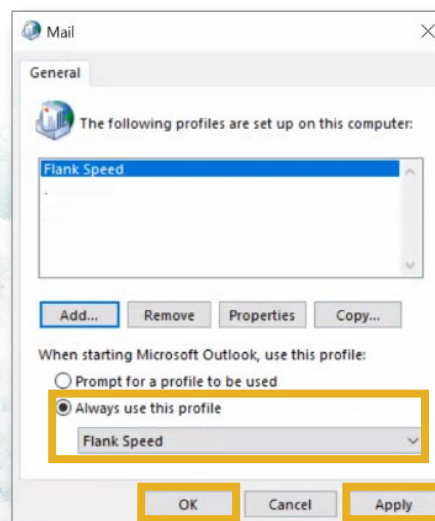
STEP 3 Open your Outlook client. **Your email should now start synchronizing** (meaning, you will start to see old emails and invites show up in your Flank Speed inbox). Depending on the size of your inbox, this could take an hour or more.

Calendar invites will likely be the first thing to appear. If nothing appears, try going to "**Send/Receive**" and click "**Update Folder**".

STEP 4 During synchronization, utilize Outlook Web Access via a browser window (see Step 1) to access and use your email.
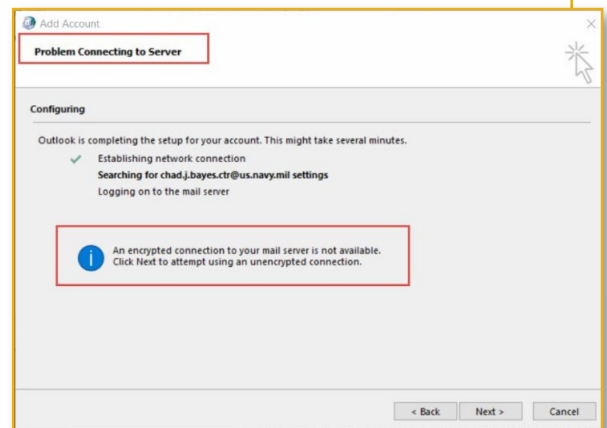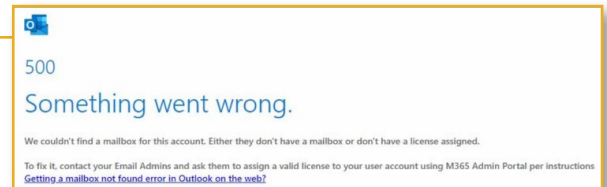
STEP 5 Once you are up and running in Flank Speed Outlook, please reopen Control Panel and repeat Step 2 on page 1 but instead of selecting "Add..." to create a new profile, **select "Remove" and remove your old @navy.mil account.**

PLEASE NOTE: If you used PSTs with your @navy.mil account you will need to remap them to your Flank Speed Outlook profile. Guidance can be found here on the Microsoft website: "Open and close Outlook Data Files (.pst)."

Users with shared calendars will need to remove those delegations in support of the mail migration. Re-establishing shared calendars must wait until users are both mail migrated.

TROUBLESHOOTING: If you see one of these two error messages, please follow these steps to remedy:

1. Verify that you have been migrated (Step 1 on page 1). If you have, continue below.

2. Attempt to sign into Flank Speed Outlook Web Access (OWA) using a **private browser in Edge** (click the three dots in the top right of Edge and select "**New InPrivate Window**"). If you can connect in private mode, your non-private browser is caching old sign-in information and the following steps will clear it.

3. Remove any non-Flank Speed Outlook profiles (follow Step 2 on page 1, but select "**Remove**" instead of "Add...").

4. Once your old profile(s) are removed, repeat Step 2 on page 1 to add your Flank Speed profile.

5. If this does not resolve the issue, call your Service Desk to confirm you have MAPI enabled.

500

Something went wrong.

We couldn't find a mailbox for this account. Either they don't have a mailbox or don't have a license assigned.

To fix it, contact your Email Admins and ask them to assign a valid license to your user account using M365 Admin Portal per instructions
Getting a mailbox not found error in Outlook on the web?

Add Account

Problem Connecting to Server

Configuring

Outlook is completing the setup for your account. This might take several minutes.

✓ Establishing network connection
Searching for chad.j.bayes.ctr@us.navy.mil settings
Logging on to the mail server

ⓘ An encrypted connection to your mail server is not available. Click Next to attempt using an unencrypted connection.

< Back Next > Cancel
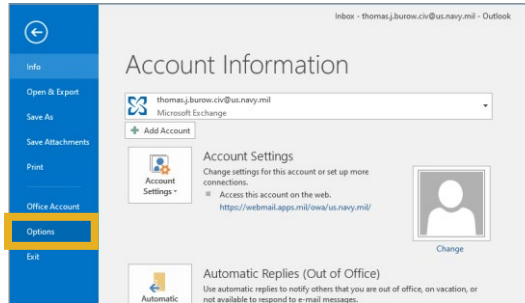
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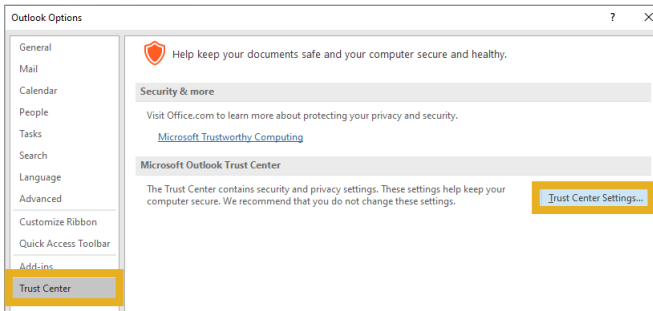**FUTURE.**

Configuring Outlook

First, in your Outlook client, click "**File**" on the top menu.

STEP 1   **Setup Email Security**

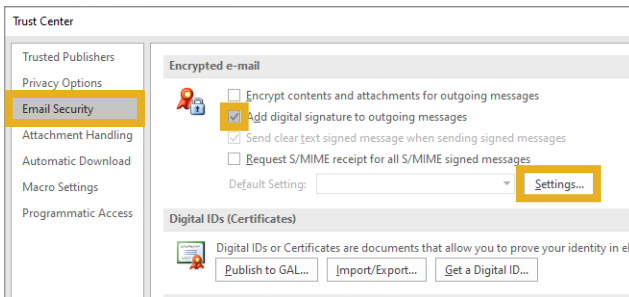**1** Select "**Options**".

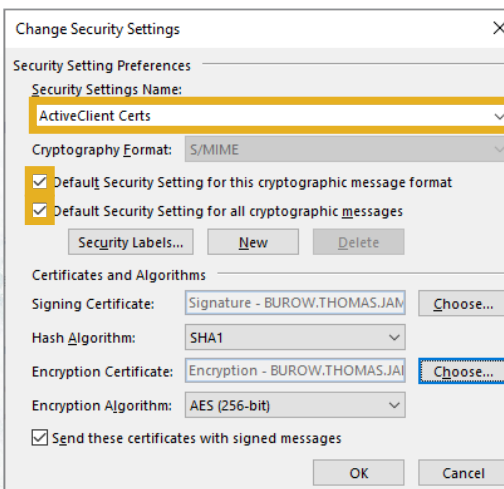**2** Select "**Trust Center**", then "**Trust Center Settings**".
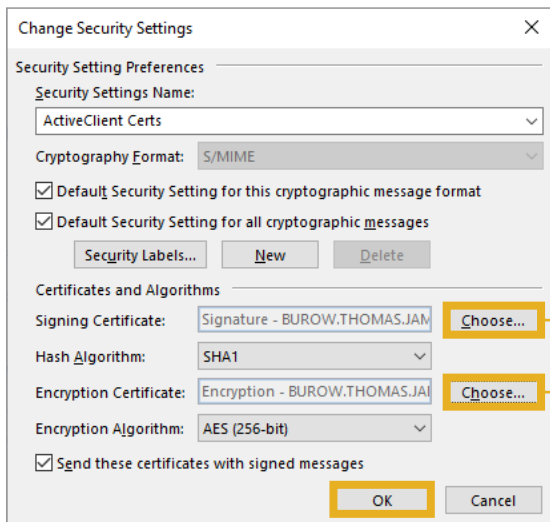

3 Select "**Email Security**".

Check "**Add digital signature to outgoing messages**" and then click "**Settings**".
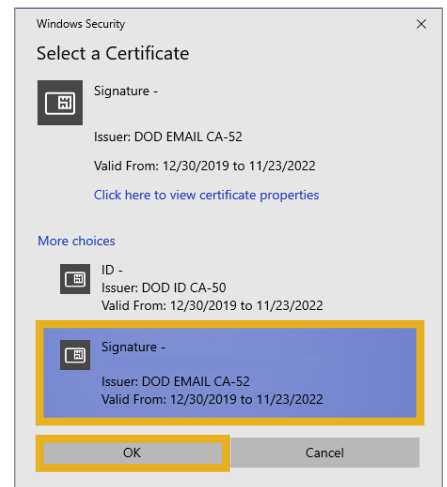

4 Type in a **security settings name** (can be anything, ex. "ActiveClientCerts").

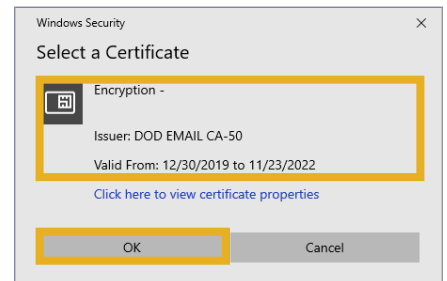Place a check mark in **BOTH default security settings**.

Change Security Settings

Security Setting Preferences
Security Settings Name:
ActiveClient Certs
Cryptography Format: S/MIME
☑ Default Security Setting for this cryptographic message format
☑ Default Security Setting for all cryptographic messages

Security Labels... | New | Delete

Certificates and Algorithms
Signing Certificate: Signature - BUROW.THOMAS.JAM | Choose...
Hash Algorithm: SHA1
Encryption Certificate: Encryption - BUROW.THOMAS.JAI | Choose...
Encryption Algorithm: AES (256-bit)
☑ Send these certificates with signed messages

OK | Cancel

5 Click the first "**Choose...**".

Select the "**Signature**" (email) certificate. Click "**Ok**".

6 Click the second "**Choose...**".

You should only have one choice, select the "**Encryption**" certificate. Click "**Ok**".

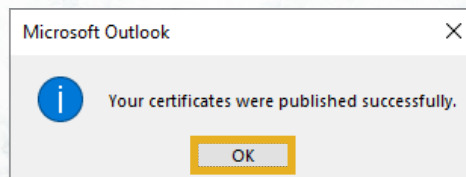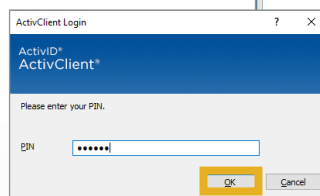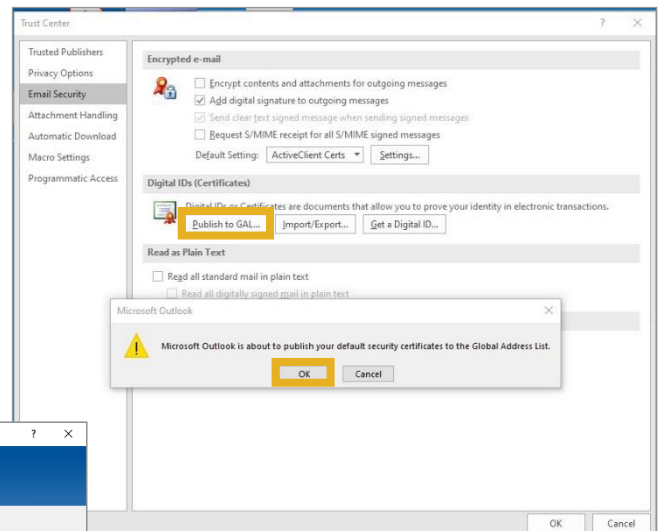**7** In the "Change Security Settings" box, click "**Ok**".

Windows Security
Select a Certificate

Signature -
Issuer: DOD EMAIL CA-52
Valid From: 12/30/2019 to 11/23/2022
Click here to view certificate properties

More choices

ID -
Issuer: DOD ID CA-50
Valid From: 12/30/2019 to 11/23/2022

Signature -
Issuer: DOD EMAIL CA-52
Valid From: 12/30/2019 to 11/23/2022

OK | Cancel

Windows Security
Select a Certificate

Encryption -
Issuer: DOD EMAIL CA-50
Valid From: 12/30/2019 to 11/23/2022
Click here to view certificate properties

OK | Cancel

STEP 2 **Re-publish your certificates to the GAL**

1 Remaining in the "Email Security" tab, click "**Publish to GAL...**".

2 Click "**Ok**" on the pop-up.

Trust Center

Trusted Publishers
Privacy Options
Email Security
Attachment Handling
Automatic Download
Macro Settings
Programmatic Access

Encrypted e-mail
☐ Encrypt contents and attachments for outgoing messages
☑ Add digital signature to outgoing messages
☑ Send clear text signed message when sending signed messages
☐ Request S/MIME receipt for all S/MIME signed messages
Default Setting: ActiveClient Certs | Settings...

Digital IDs (Certificates)
Digital IDs or Certificates are documents that allow you to prove your identity in electronic transactions.
Publish to GAL... | Import/Export... | Get a Digital ID...

Read as Plain Text
☐ Read all standard mail in plain text
☐ Read all digitally signed mail in plain text

Microsoft Outlook
⚠ Microsoft Outlook is about to publish your default security certificates to the Global Address List.
OK | Cancel

OK | Cancel

3 Enter your PIN when requested then click "**Ok**".

ActivClient Login

ActivID®
ActivClient®

Please enter your PIN.

PIN ●●●●●●

OK | Cancel

4 Once done, you will see a status message. Click "**Ok**".

Microsoft Outlook

ℹ Your certificates were published successfully.

OK

Global Address List (GAL)

To avoid email delivery errors during Flank Speed transition, send all emails to legacy email addresses (e.g. @navy.mil). To do that, follow the following steps to get up and running with the US Navy Global Address List (GAL):

**STEP 1**   **Clear your cache** via one of the following two methods.

Method 1

1. Open your Outlook client.

2. On the "**File**" tab, select "**Options**".

3. Select the "**Mail**" tab.

4. Under "Send Messages", uncheck "**Automatic name checking**". Then select "**Empty Auto-Complete List**". Then "**Yes**".

Method 2

Start Outlook using the /CleanAutoCompleteCache switch:

1. Select "**Start**", and then select "**Run**".

2. Type "**Outlook.exe /CleanAutoCompleteCache**".
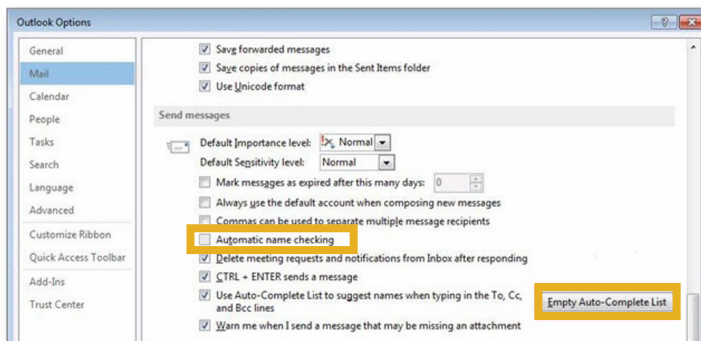
STEP 2   **Force a GAL sync** so that "US Navy" shows up in the Address Book List.

1. Navigate to the following file using "**File Explorer**"
   c:\Program Files (x86)\Microsoft Office\GlobalDirectory\GALSYNCU.exe

2. When at the file location, **double click the program and let it run.**

3. Close and restart Outlook.

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Set your default GAL to "US Navy".

1 Open your Outlook client and from the "**Home**" tab click on "**Address Book**".
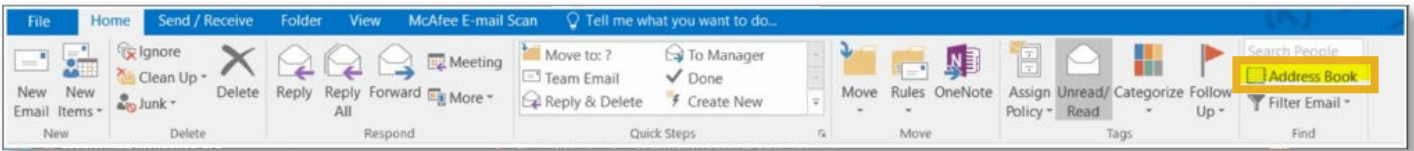
2 From the pop-up menu, click on "**Tools**" then "**Options**".

3 From the second pop-up menu, click the radio button for "**Custom**" and select "**US Navy**". Click the **up arrow** to the right of the list until it hits the top of the Custom lists. On the last drop-down menu select "**US Navy**" to instruct Outlook to use the US Navy GAL by default. Click "**OK**".
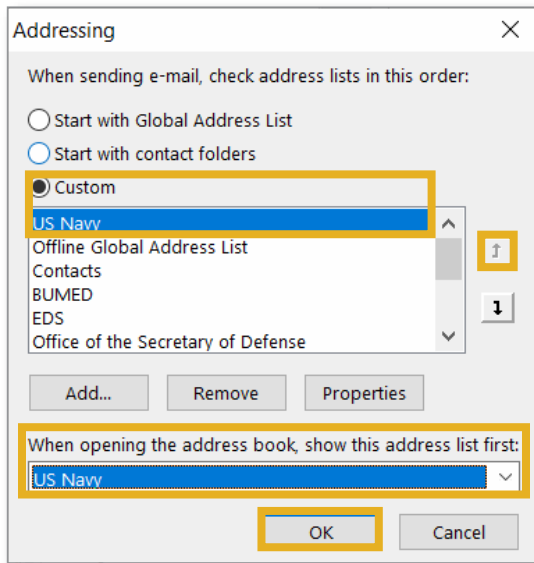

4 Reboot Outlook for the changes to take place.

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Encrypted Emails

How to send S/MIME encrypted emails using Flank Speed email (@us.navy.mil) in Outlook 2016.

1 Open Outlook. Select "**New Email**". Click "**To**".

2 Under the **Address Book** header, click on the drop down menu and select "**US Navy**" (reference previous page, Step 3). Search for the users you need to send an email to and add them. Close the address book.

3 Under the "**Options**" tab select "**Encrypt**" and/or "**Sign**" as appropriate.
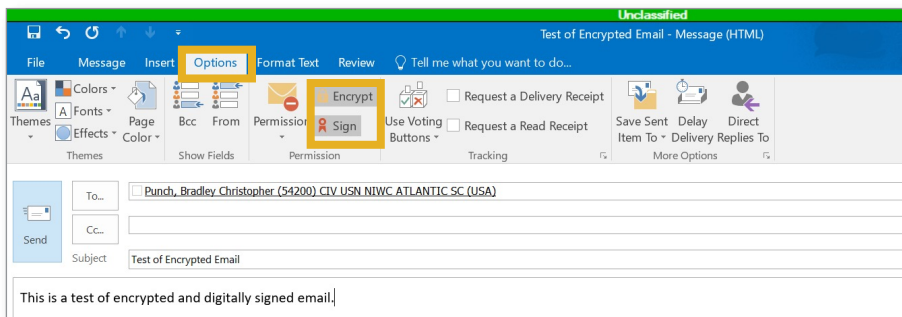
4 Select "**OK**" if prompted. Hit "**Send**".
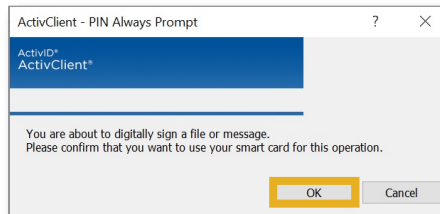
TROUBLESHOOTING: You may see this error when trying to sign or encrypt an email for the first time from the client after migration. Follow these steps to resolve:

1. Go to **File > Options > Trust Center > Trust Center Settings > Email Security**.

2. Navigate to **Encrypted email > Default Setting > Settings**. Type in a name for security settings (e.g. "My Policy").

3. Under "**Certificates and Algorithms**", click "**Choose**" to the right of Signing Certificate. Ensure the Signature certificate is selected. Click "**OK**".

4. Do the same for "**Encryption Certificate**". Click "**OK**".

5. Check "**Send these certificates with signed messages**". Click "**OK**".

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