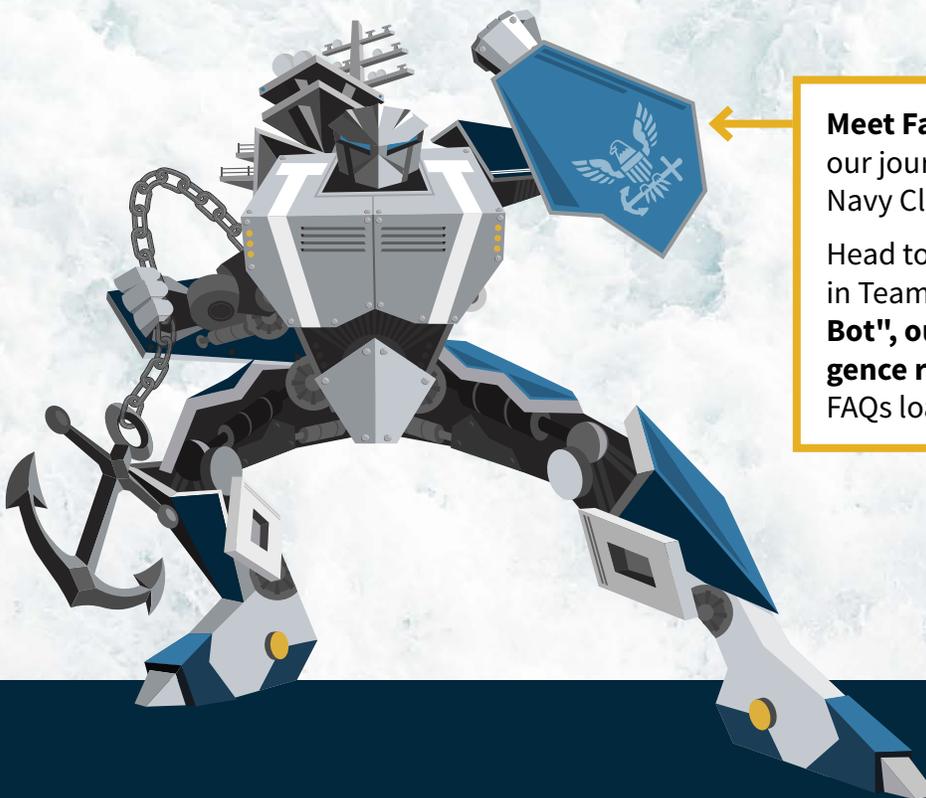


# Flank Speed Outlook Guide

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**PLEASE NOTE:** This content is only relevant for 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.



**Meet Fathom, our mascot** who promotes our journey to M365 and the adoption of Navy Cloud services.

Head to the Flank Speed hub (top left icon in Teams) to ask a question to "**FathomBot**", our **interactive artificial intelligence robot**. FathomBot has over 500 FAQs loaded in its database.

## 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.

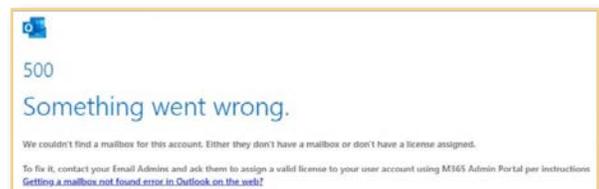
In order to ensure your mailbox has been moved and get your Outlook client set up for Flank Speed, please follow these steps:

### 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/>.

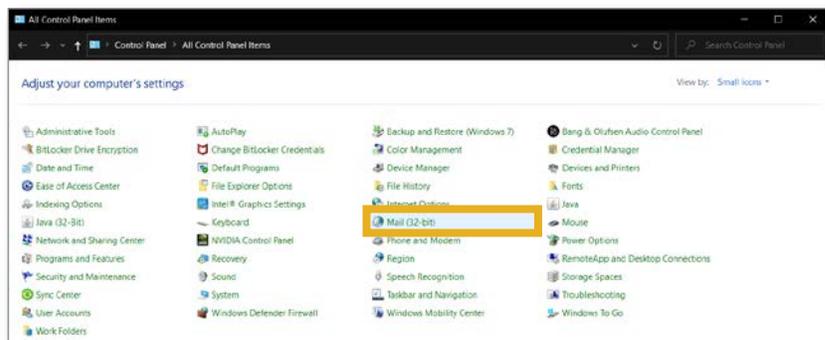
If your email appears at login—congrats, you're migrated! You can now use Outlook via your web browser.

**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.**

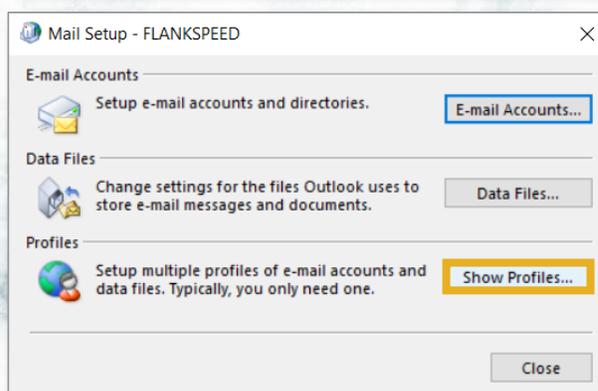


### STEP 2 Configure your installed Outlook client for your new Flank Speed account.

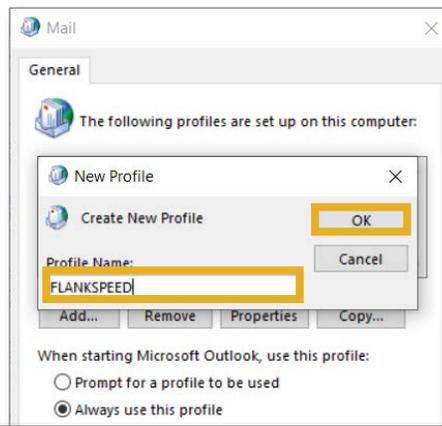
- 1 Click on your computer's Windows icon and go to "**Control Panel**". Select "**Mail (32-bit)**".



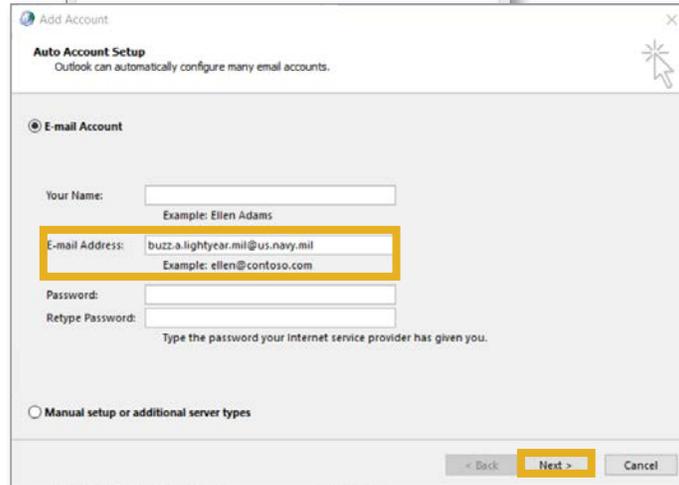
- 2 Select "**Show Profiles...**".



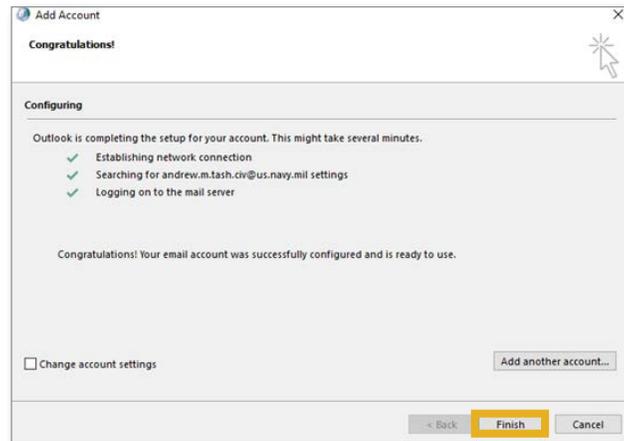
- 3 Select "**Add...**" to create a new profile. Type in "**FLANKSPEED**" for the profile name and select "**OK**".



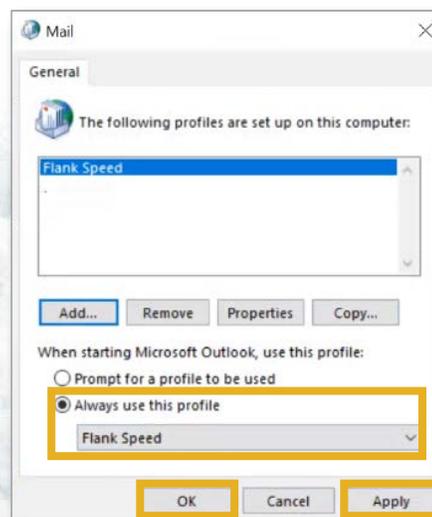
- 4 Your old email address will populate in the email address box. **Delete it and type in your new <username>@us.navy.mil email address.** Click "**Next**".



- 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**".



#### **NNPI USERS PLEASE NOTE:**

Because NNPI users have two mailboxes, please select "**Prompt for a profile to be used**" so you can access your NNPI mailbox when desired.



**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.

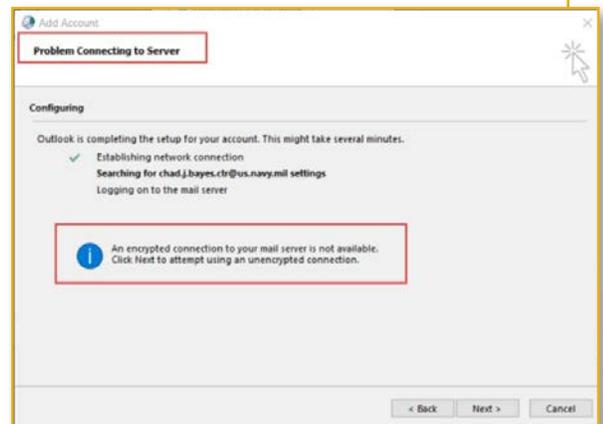
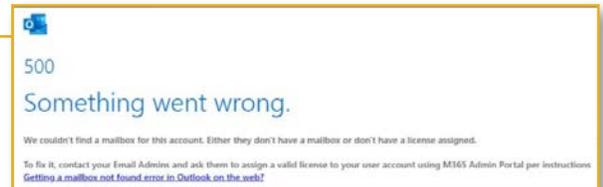
**STEP 5** Once you are up and running in Flank Speed Outlook, please reopen Control Panel and repeat Step 2 on page 1 but instead of selecting "Add..." to create a new profile, **select "Remove" and remove your old @navy.mil account.**

**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.

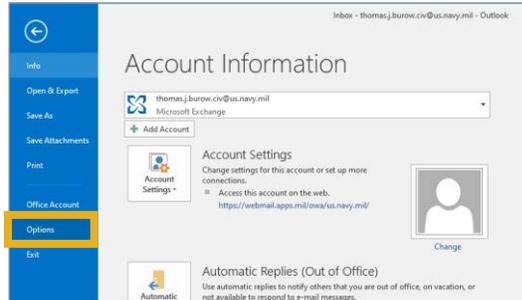


## Configuring Outlook

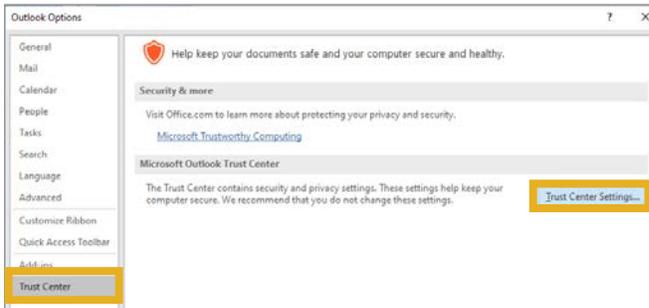
First, in your Outlook client, click "**File**" on the top menu.

### STEP 1 Setup Email Security

1 Select "**Options**".

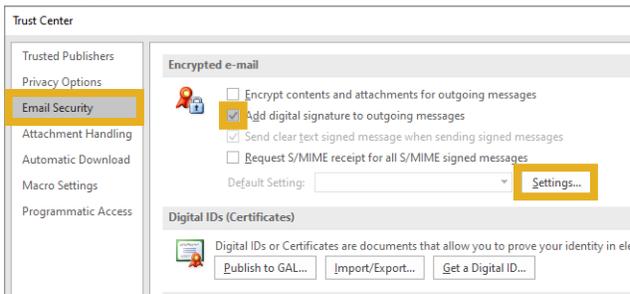


2 Select "**Trust Center**", then "**Trust Center Settings**".



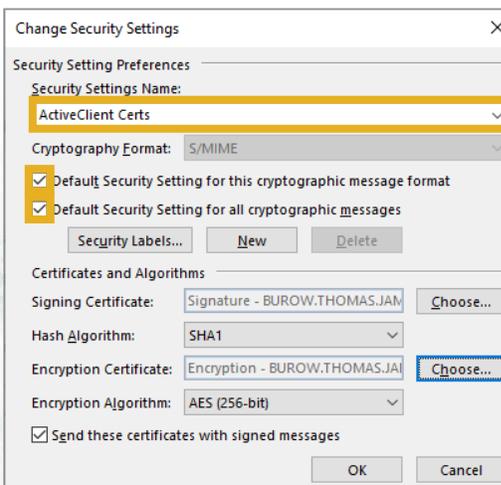
3 Select "**Email Security**".

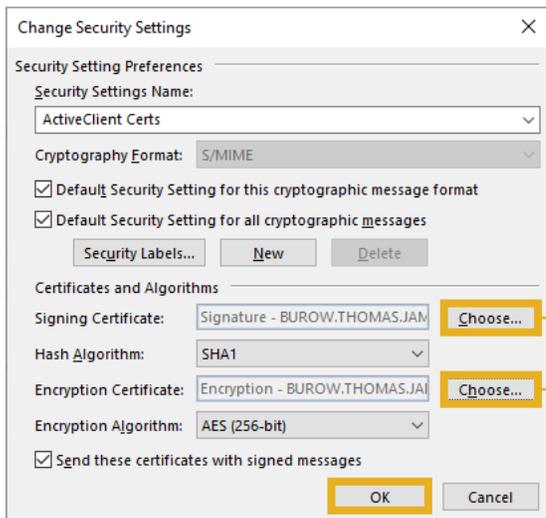
Check "**Add digital signature to outgoing messages**" and then click "**Settings**".



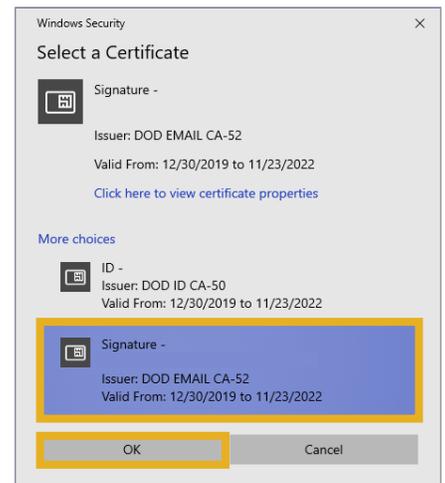
4 Type in a **security settings name** (can be anything, ex. "ActiveClientCerts").

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



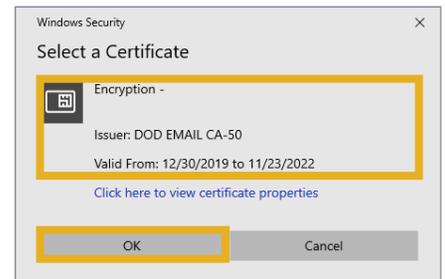


5 Click the first "Choose...". Select the "Signature" (email) certificate. Click "Ok".



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".

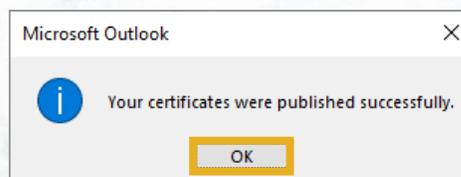
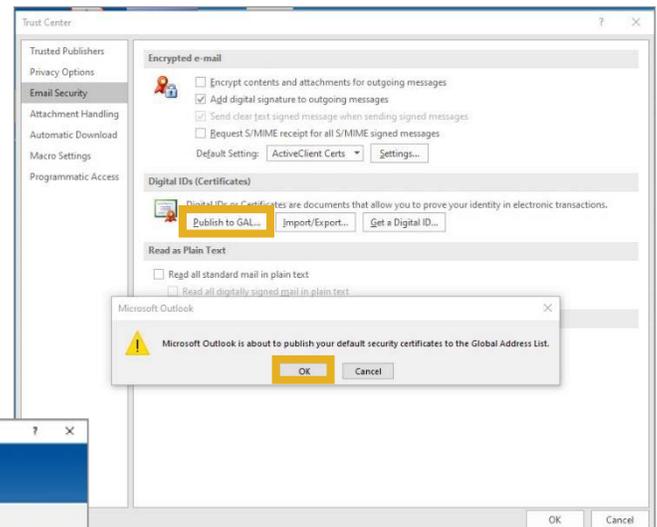
## STEP 2 Re-publish your certificates to the GAL

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

2 Click "Ok" on the pop-up.

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

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

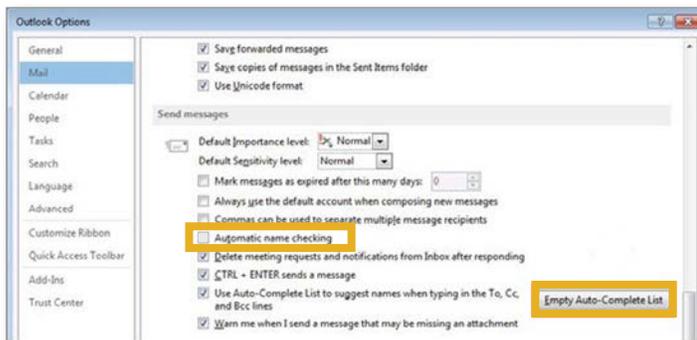
### Method 1

- 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".

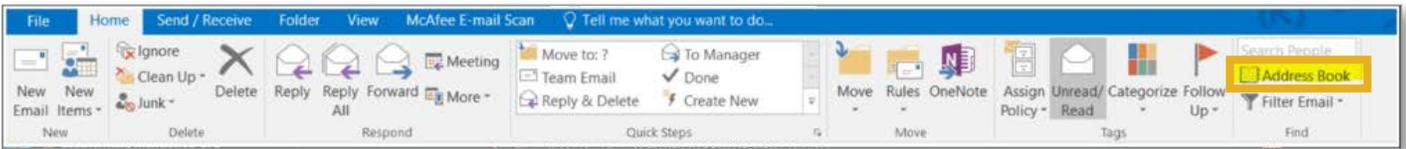


**STEP 2** Force a GAL sync so that "US Navy" shows up in the Address Book List.

- 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.

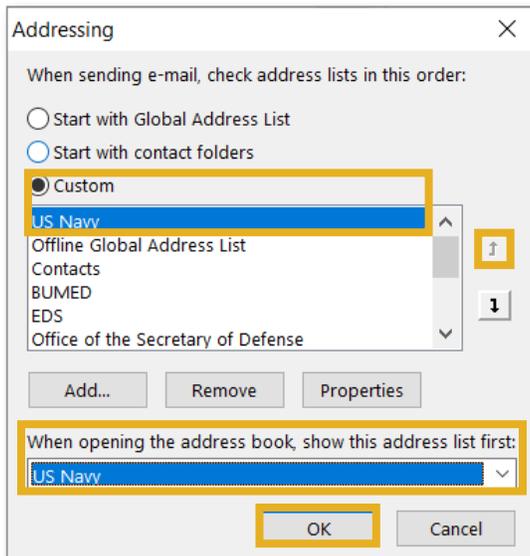
### STEP 3 Set your default GAL to "US Navy".

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".



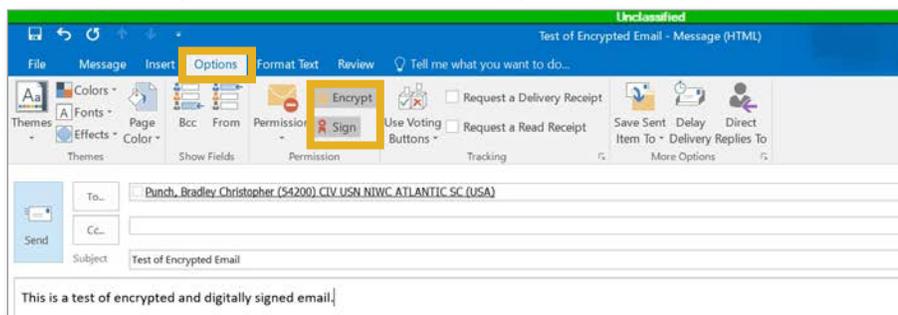
4 Reboot Outlook for the changes to take place.

## Encrypted Emails

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

**NOTE:** For now, you must be on an NMCI device using Outlook to use S/MIME email encryption. It is possible to install a plugin on your personal browser, however this feature is difficult to configure properly and is not supported by the Flank Speed team. Once enough users are on Flank Speed mail services, other more secure encryption methods will be deployed which will allow encrypted access from other devices without the use of a CAC or S/MIME.

- 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**".

