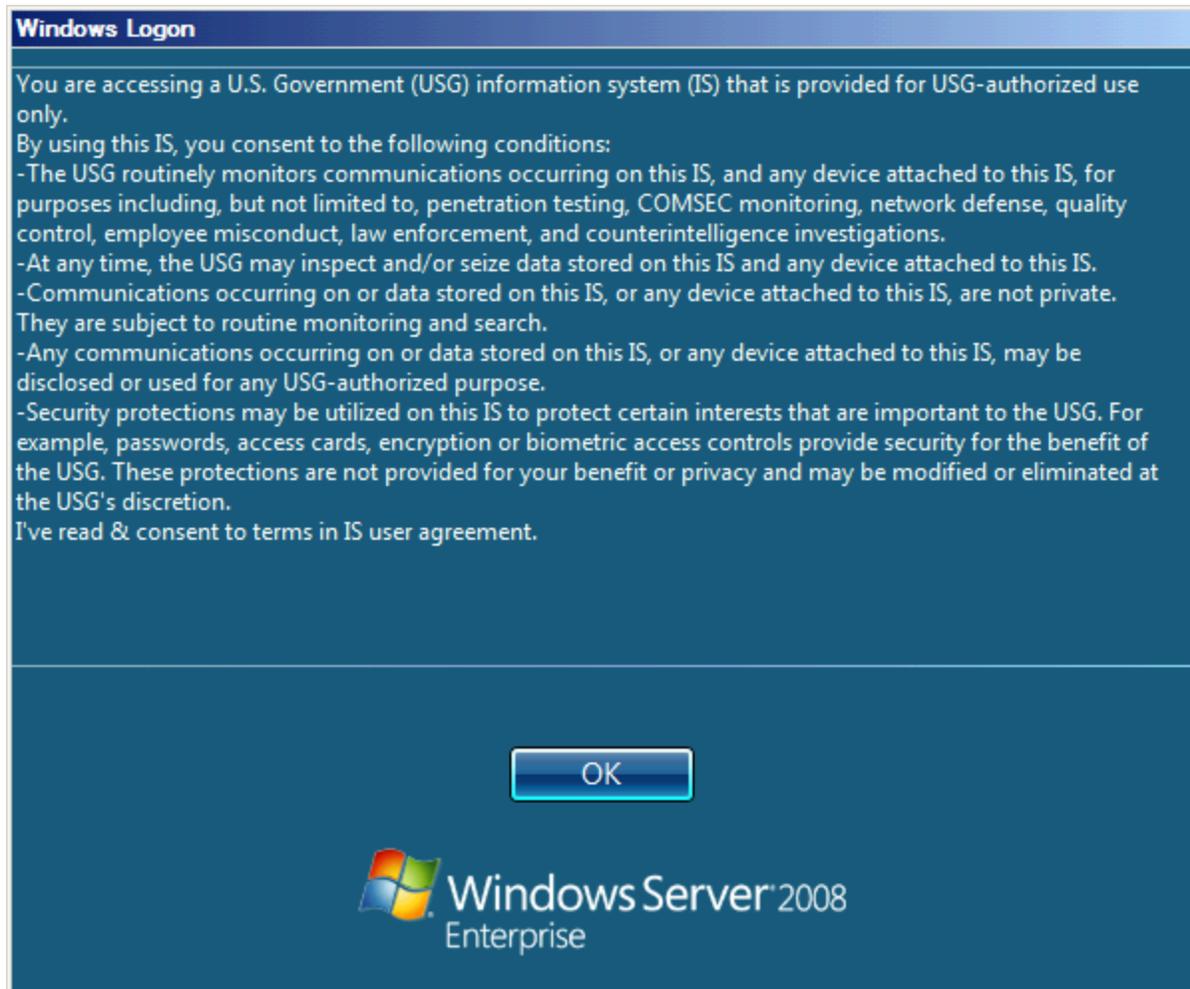
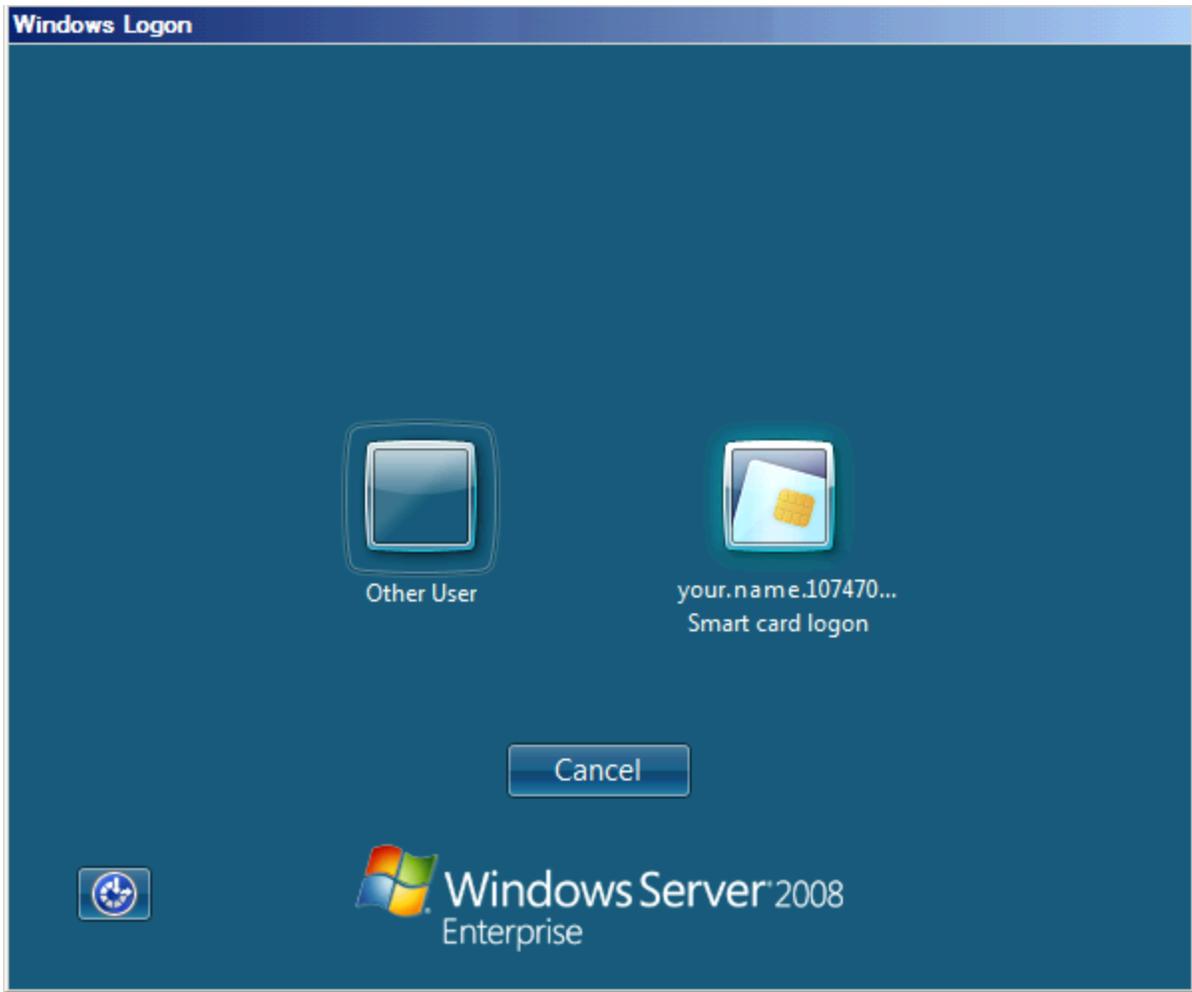


First, find your Enterprise E-mail address. To do this, launch Internet Explorer and browse to <https://web.mail.mil>. Log onto the OWA site. In the upper right corner, click on Options and then See All Options. You will be taken to the page that displays your account information, including your e-mail address.

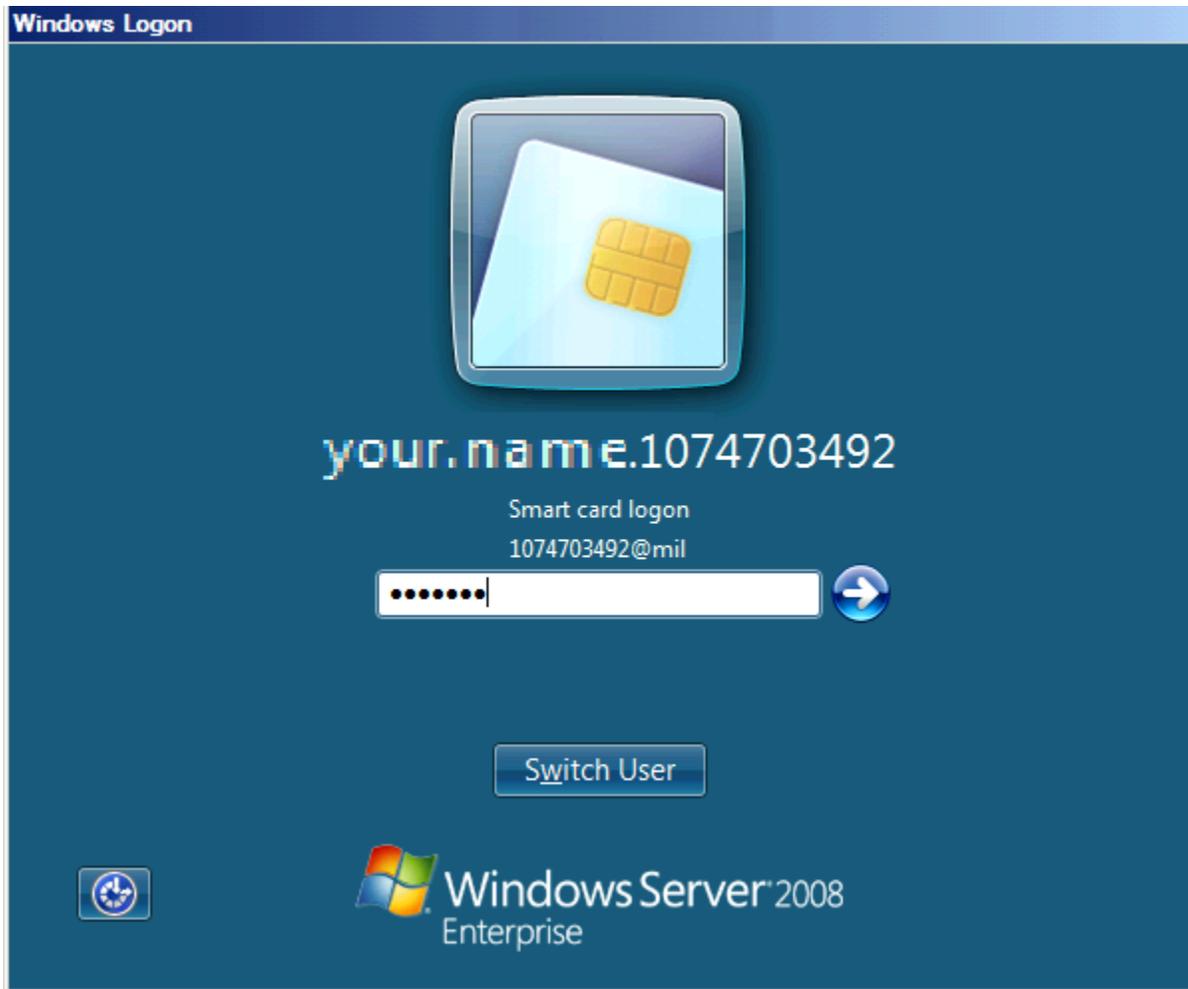
Log onto the HQDA Citrix XenApp Portal normally. Open the Enterprise E-Mail folder and then the Utilities folder. Click on the Mail Settings icon to launch the application.



Click OK



Click on the picture of the smartcard at the screen above.

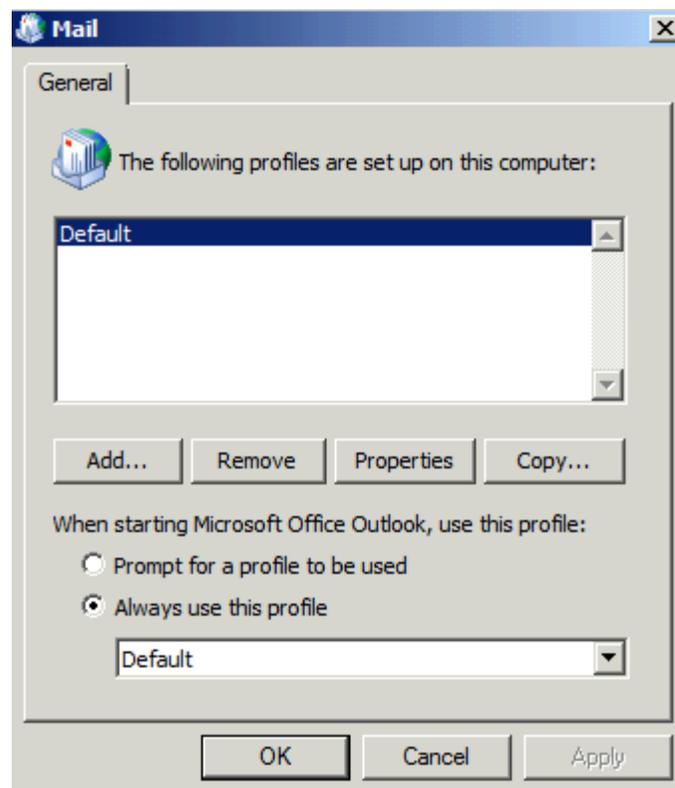


Enter your PIN and click the blue arrow.

If you are prompted for a user name and password instead, click on Switch User. Click on the picture of the smart card. If there is no smartcard detected and you are still prompted for a user name check your version of ActivClient. It should be at least ActivClient 6.2. If it is not, download the latest version from AKO at <https://www.us.army.mil/suite/page/241504>.



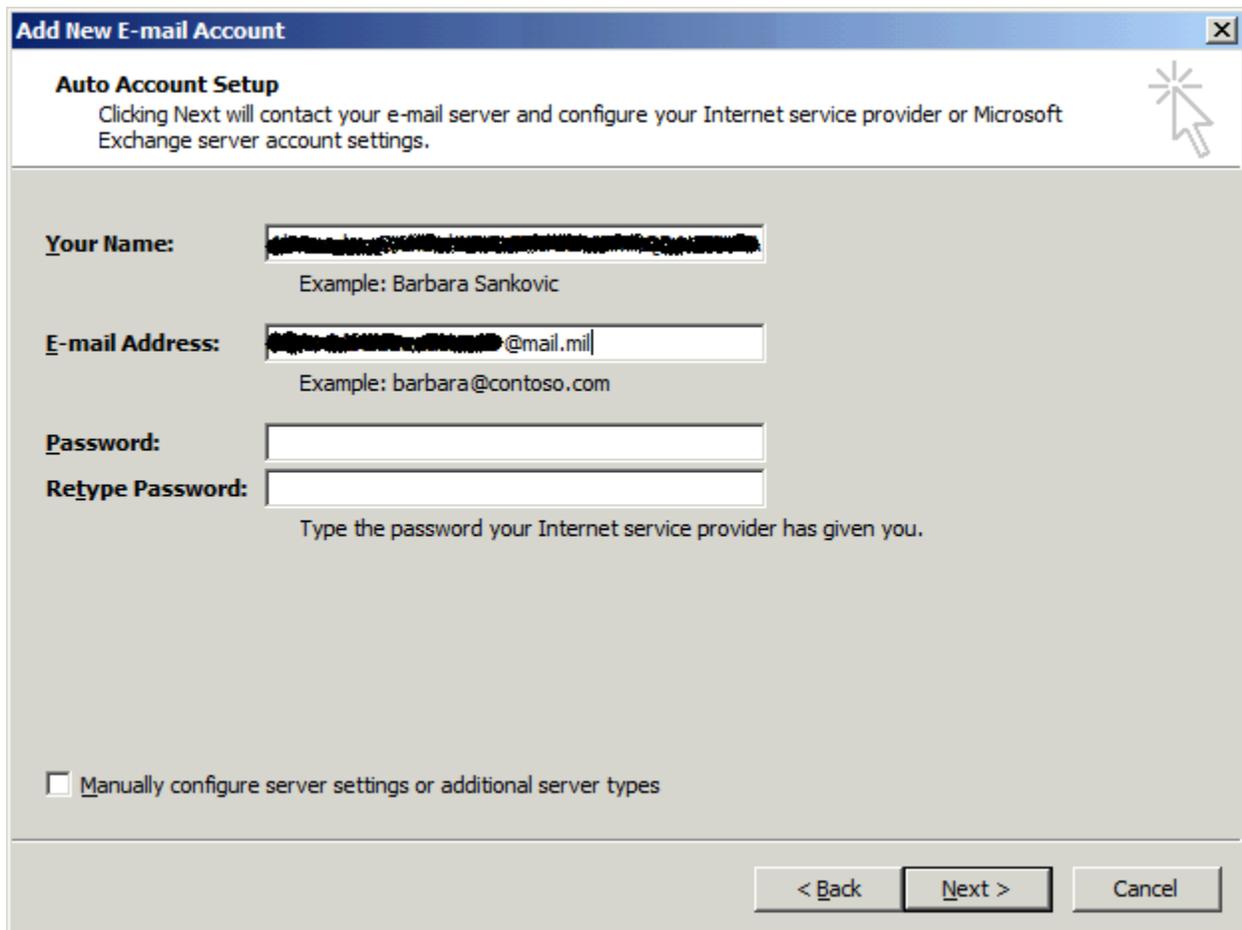
Click Show Profiles.



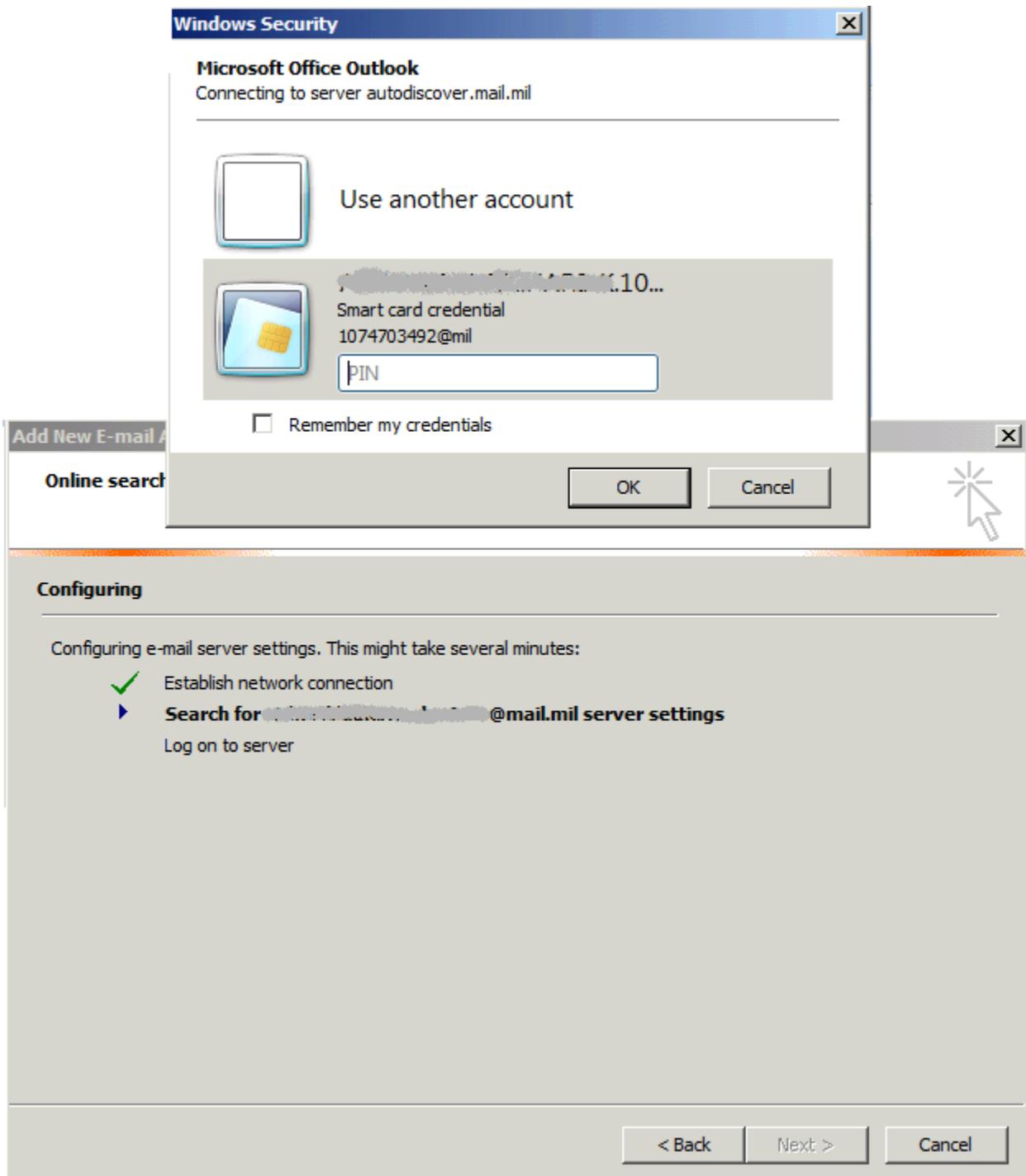
If there are any mail profiles listed, highlight them and click Remove.



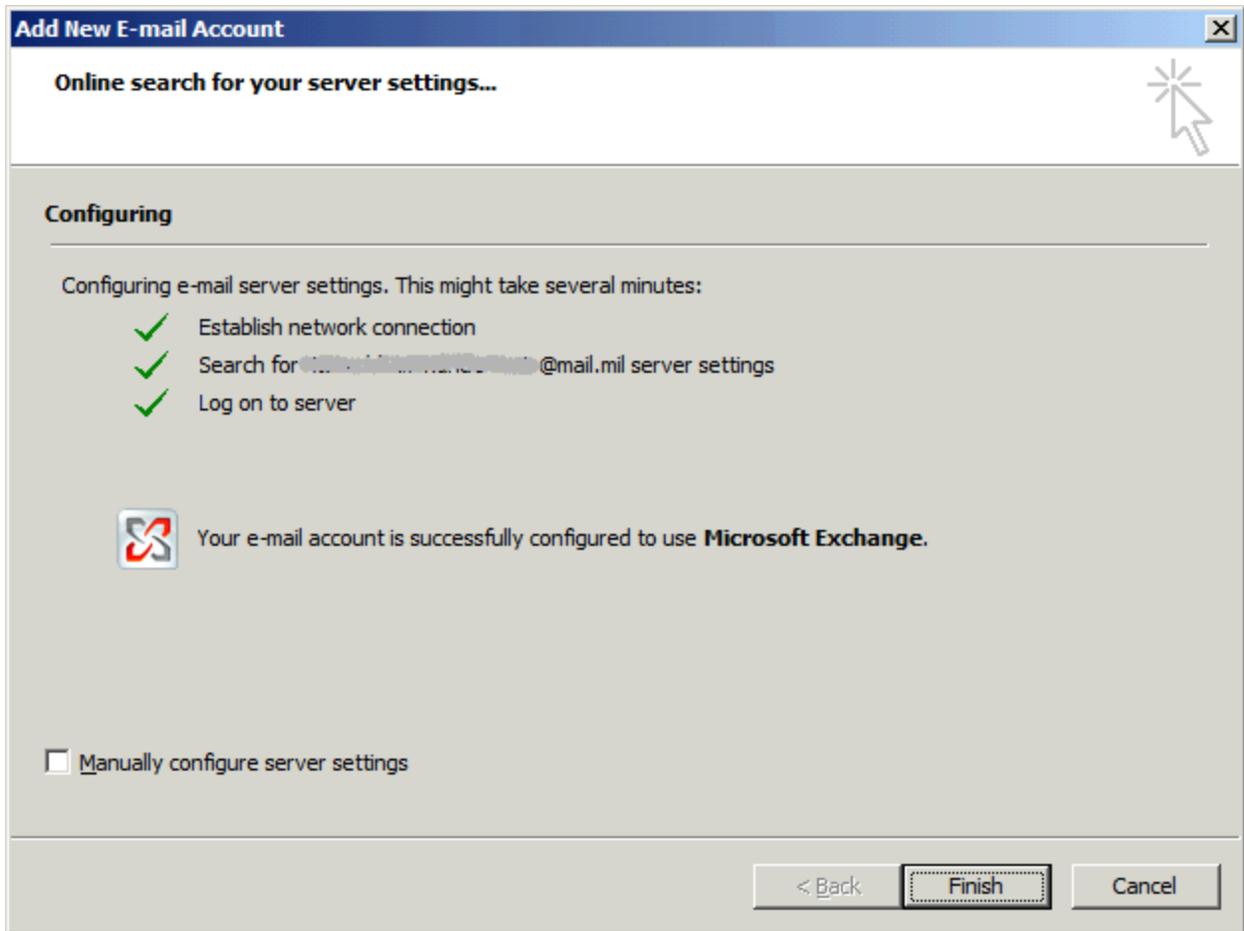
Click Add and give your new mail profile a name. Click OK.



Enter your previously recorded Enterprise E-mail address. Leave the password fields blank and click Next.



Enter your PIN and click OK. If you are prompted again enter your PIN and click OK.



Click Finish.

Click OK to close the Mail Settings application and wait until Citrix logs off.

Launch the Outlook 2007 application and log on as before. When prompted for your credentials choose Smart card credential and enter your PIN.

Be patient. It will take a few minutes to fully open.

If you receive this error when waiting for Outlook to fully open, click Retry and it should work. This is very common.

