

Accessing Work Email From Home

This must be done in Internet Explorer. Only Internet Explorer will be able to view and send encrypted emails.

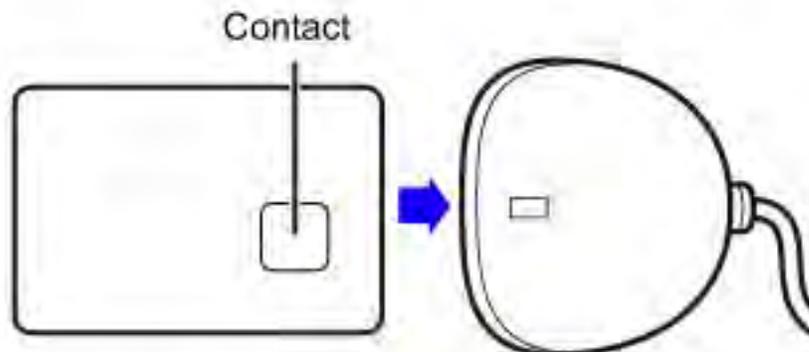
*****Please note: you MUST have a CAC reader to access your .mil email account.*****

Plug your CAC reader into any available USB port on your PC. The device should automatically install upon plugging it in.



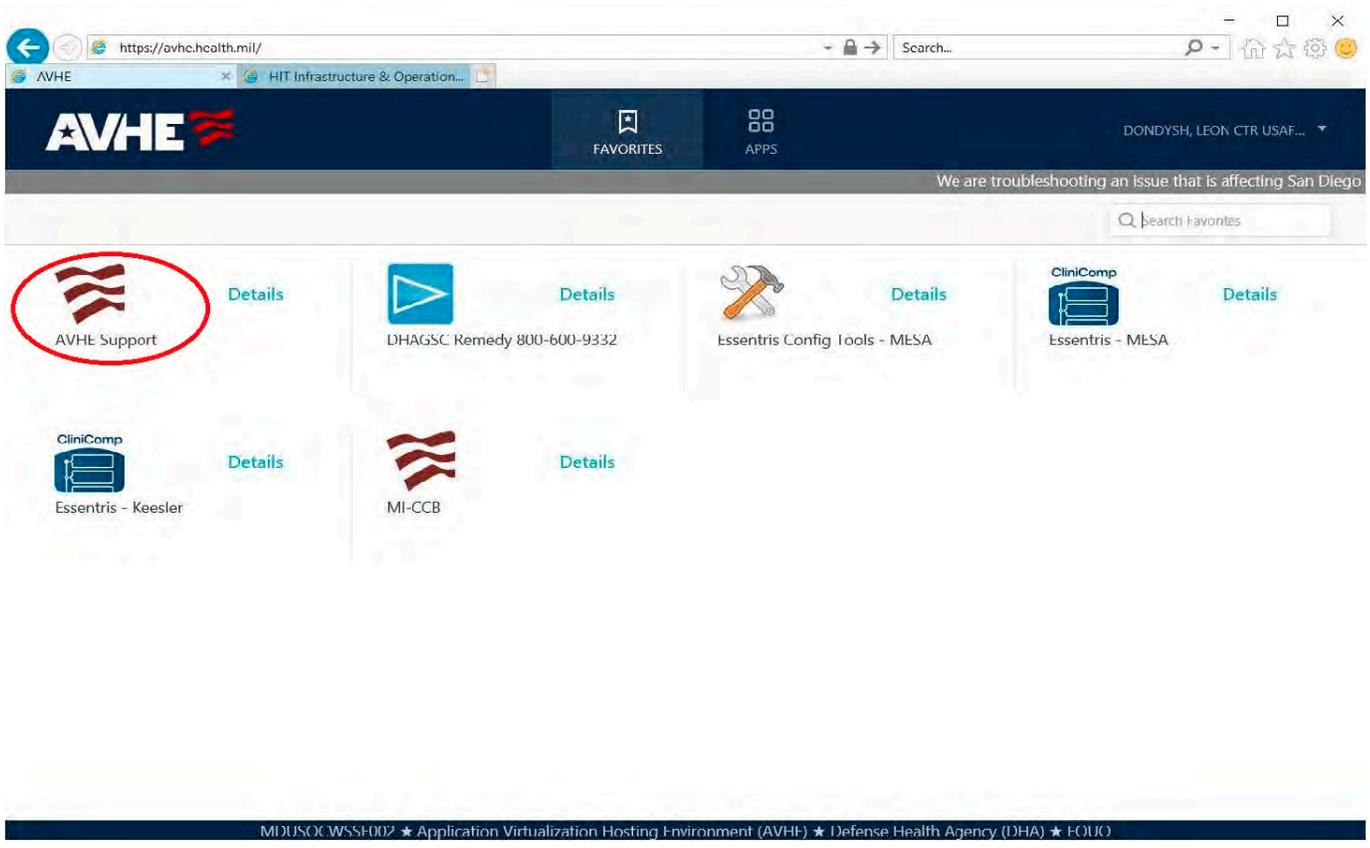
*Your CAC reader may differ from the example above

Insert your CAC into the CAC reader. You may notice the light flashing and then turn solid.

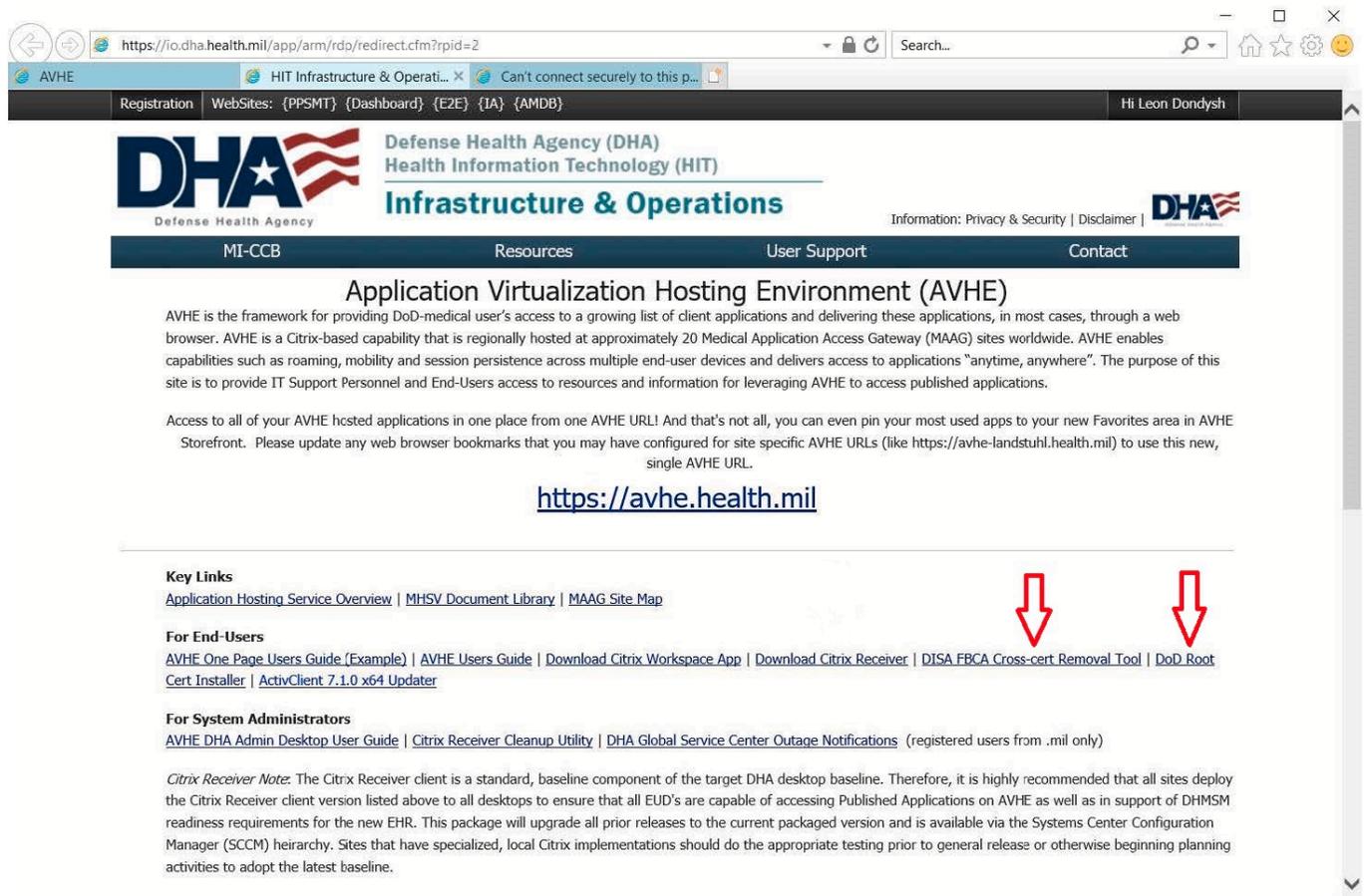


****Please Note**** This step is required to CAC-enable your home computer, whether or not you will be using AVHE. This step allows you to access .mil websites, including the AF Portal and web mail with your CAC. Open Internet Explorer and navigate to <https://avhe.health.mil>

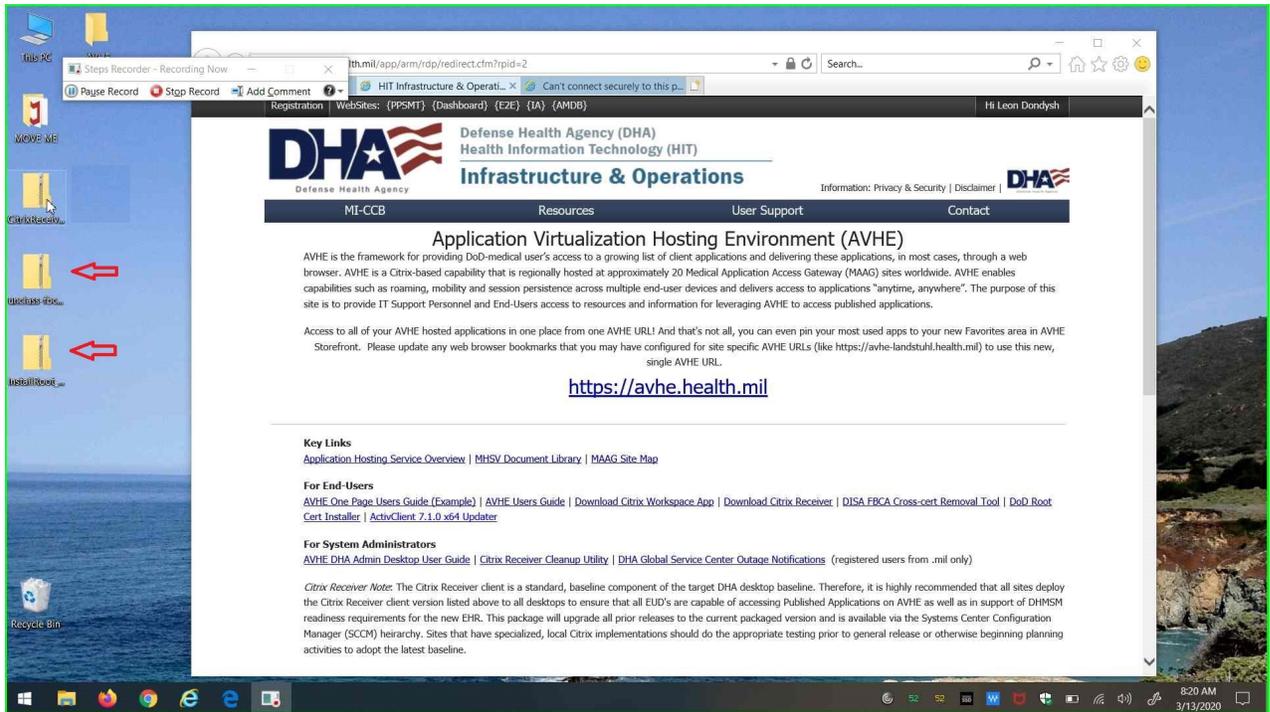
When prompted use your Authentication certificate from your CAC and enter your PIN to login. Once you login click on AVHE Support.



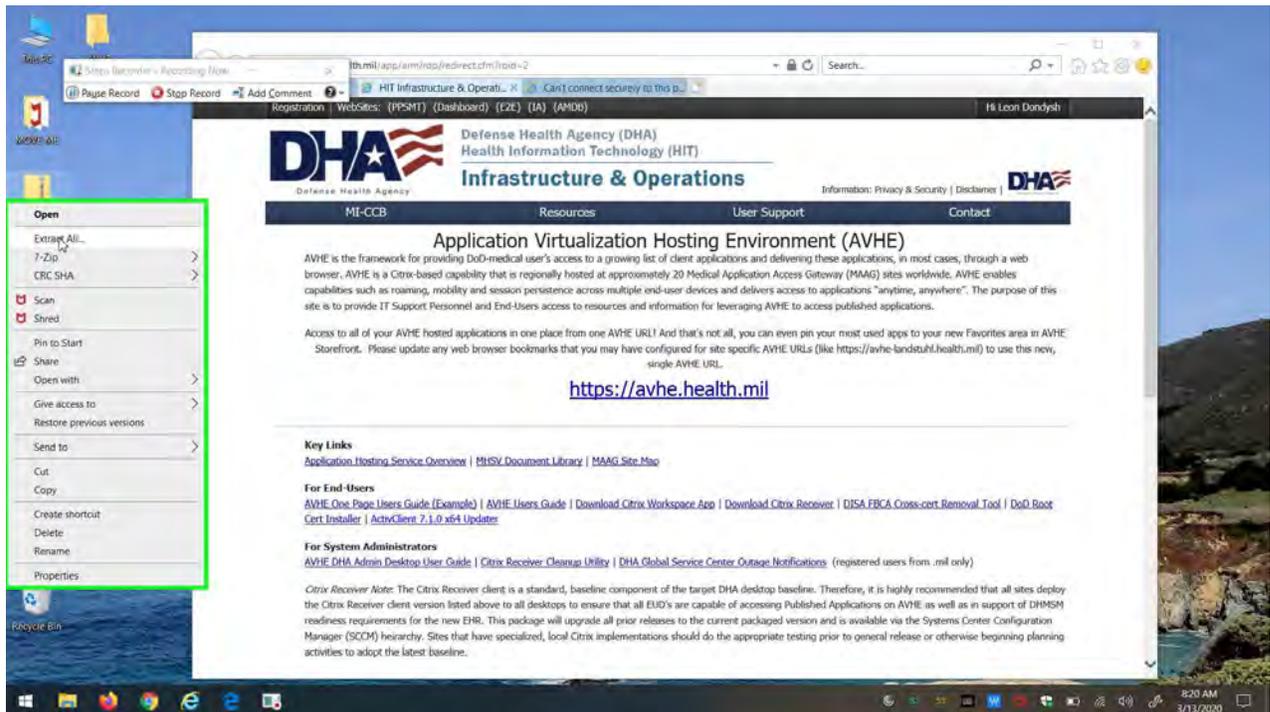
Click the below links (identified by the red arrow) and download to a location of your choosing (i.e. desktop)



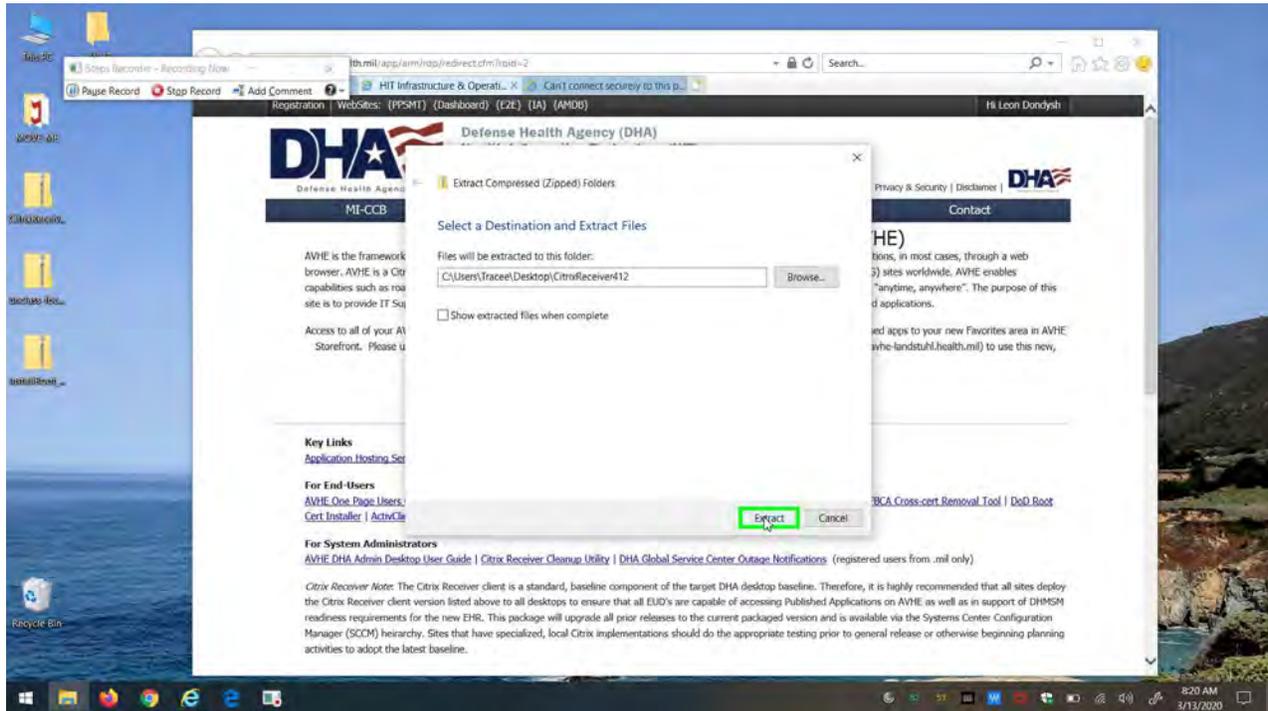
Navigate to your download location (in this example the files are on the desktop).



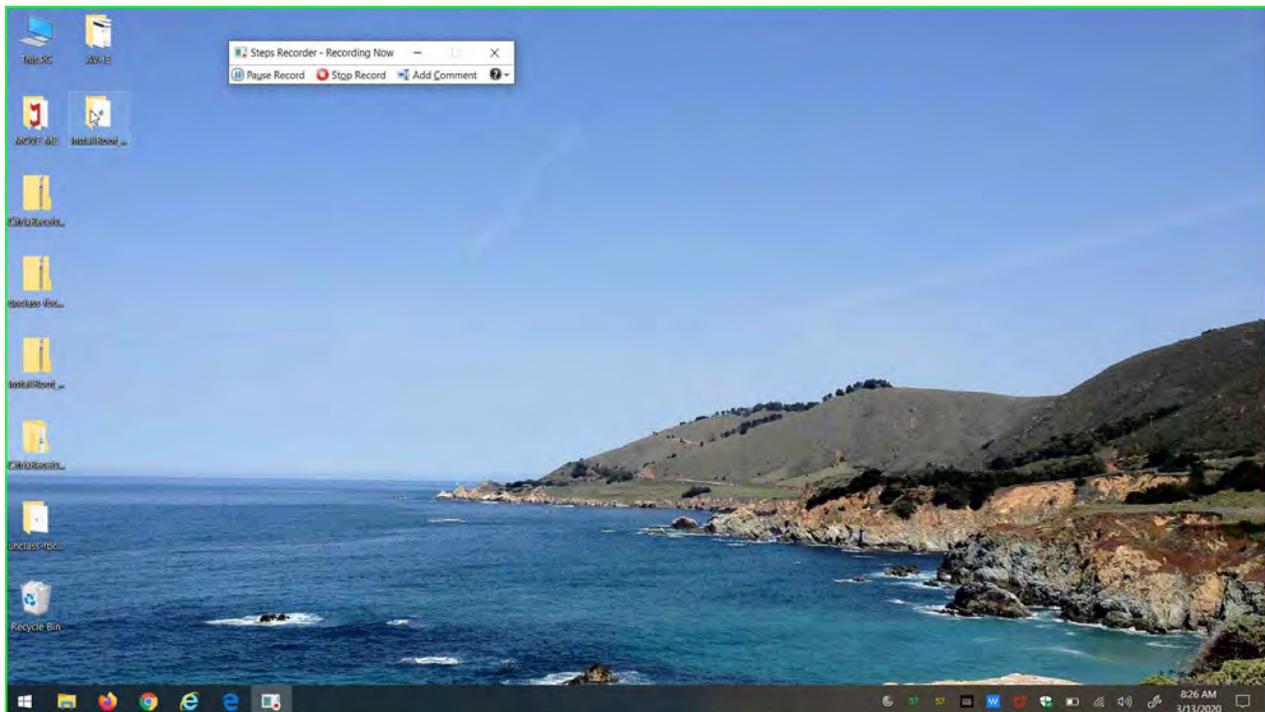
Right click on each of the downloaded files and select Extract All... (see example below)



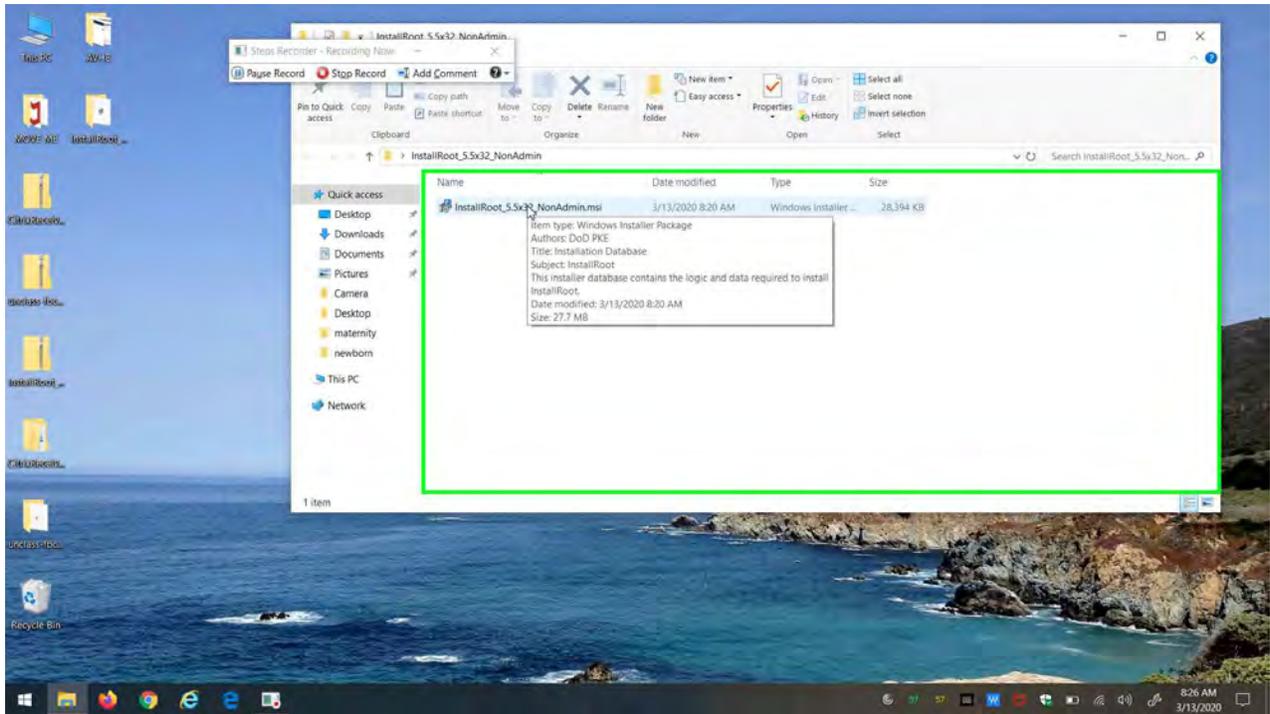
Click on Extract



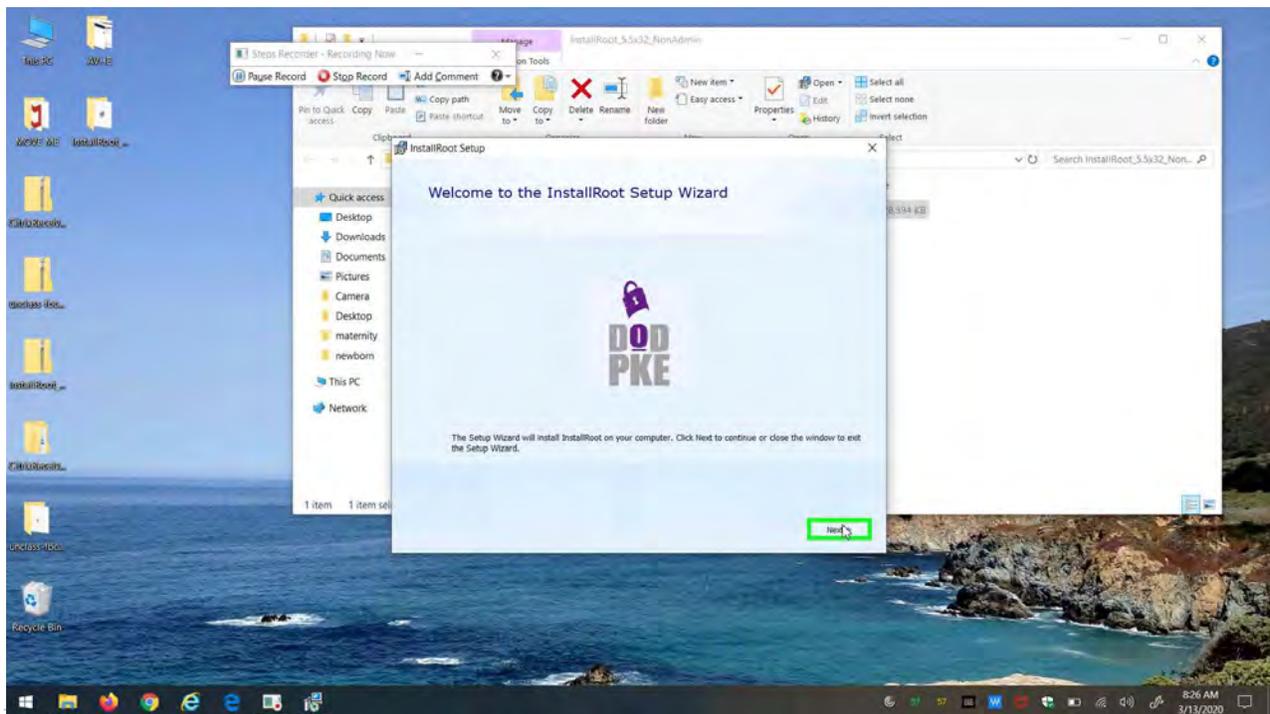
Once all files have been extracted, navigate to InstallRoot folder and open it



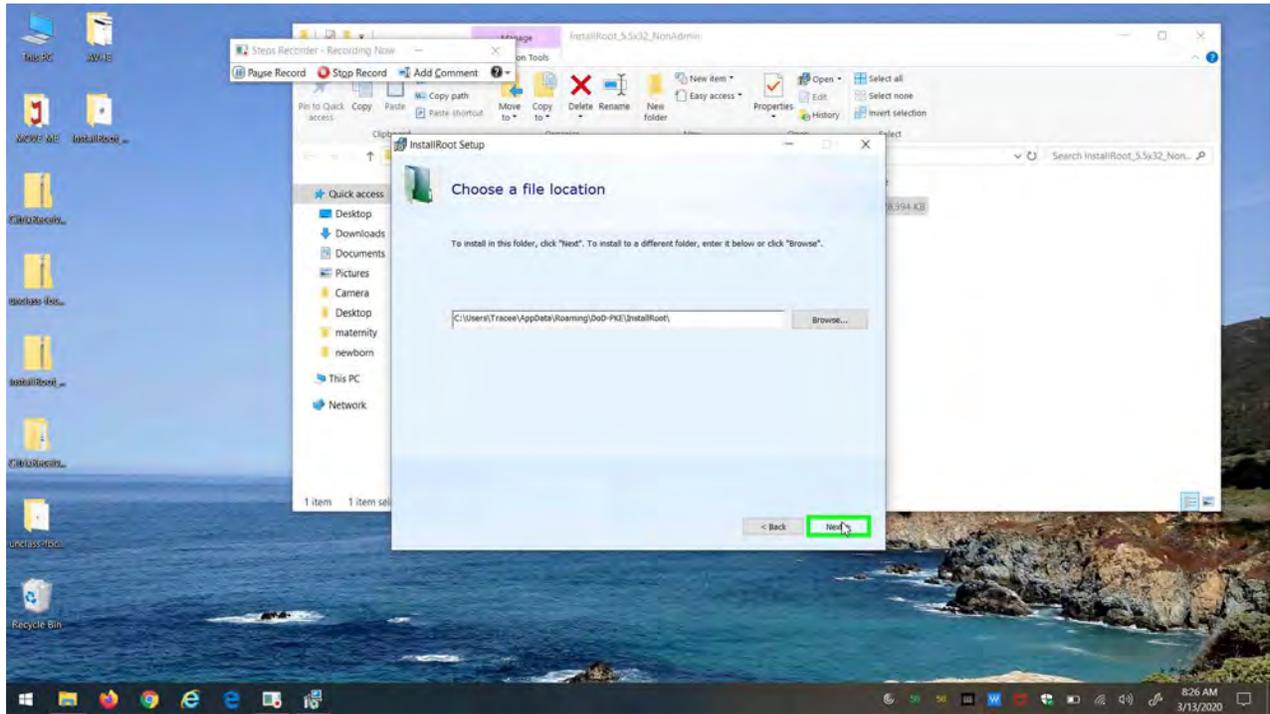
Double-click InstallRoot_5.5x32-NonAdmin.msi to launch the installer



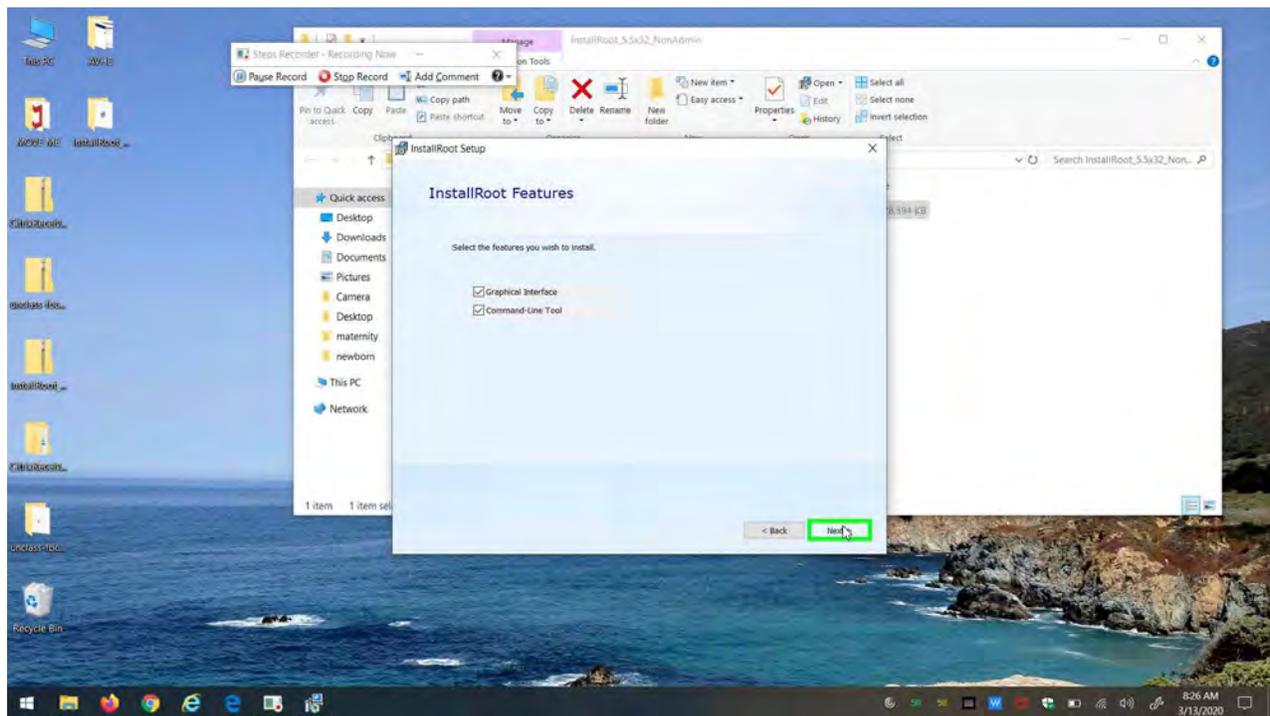
Click Next



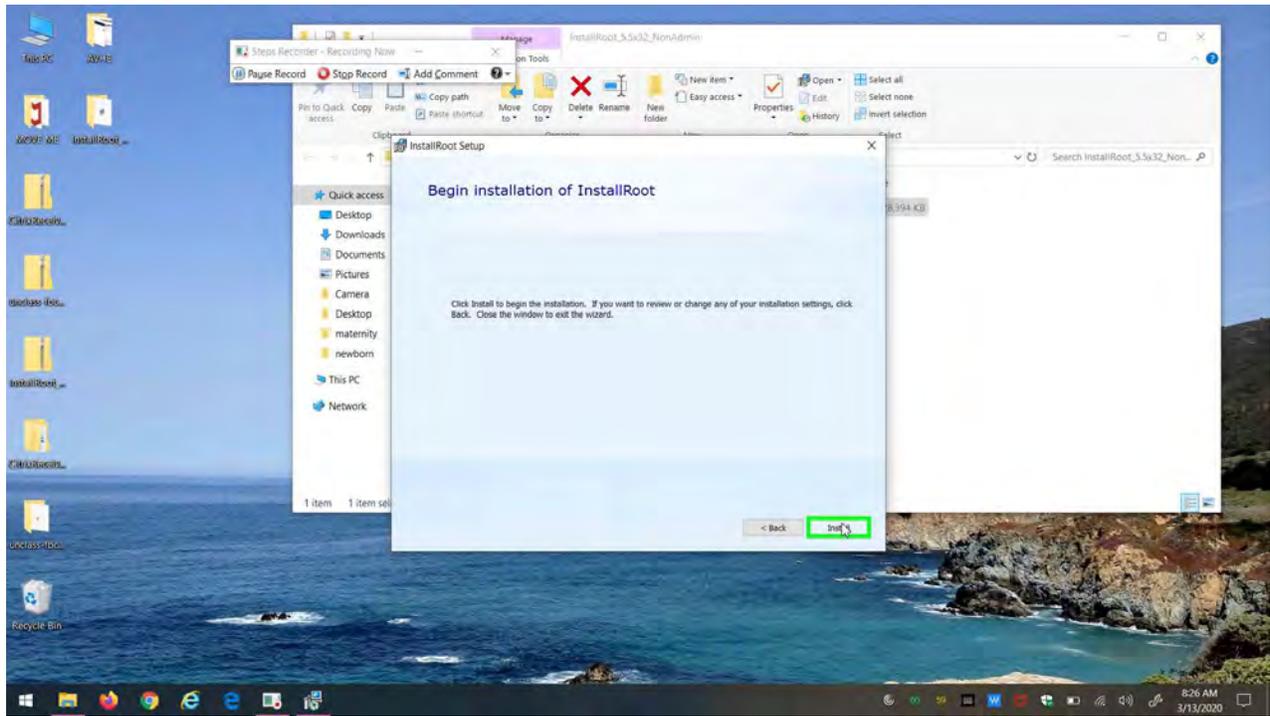
Click Next



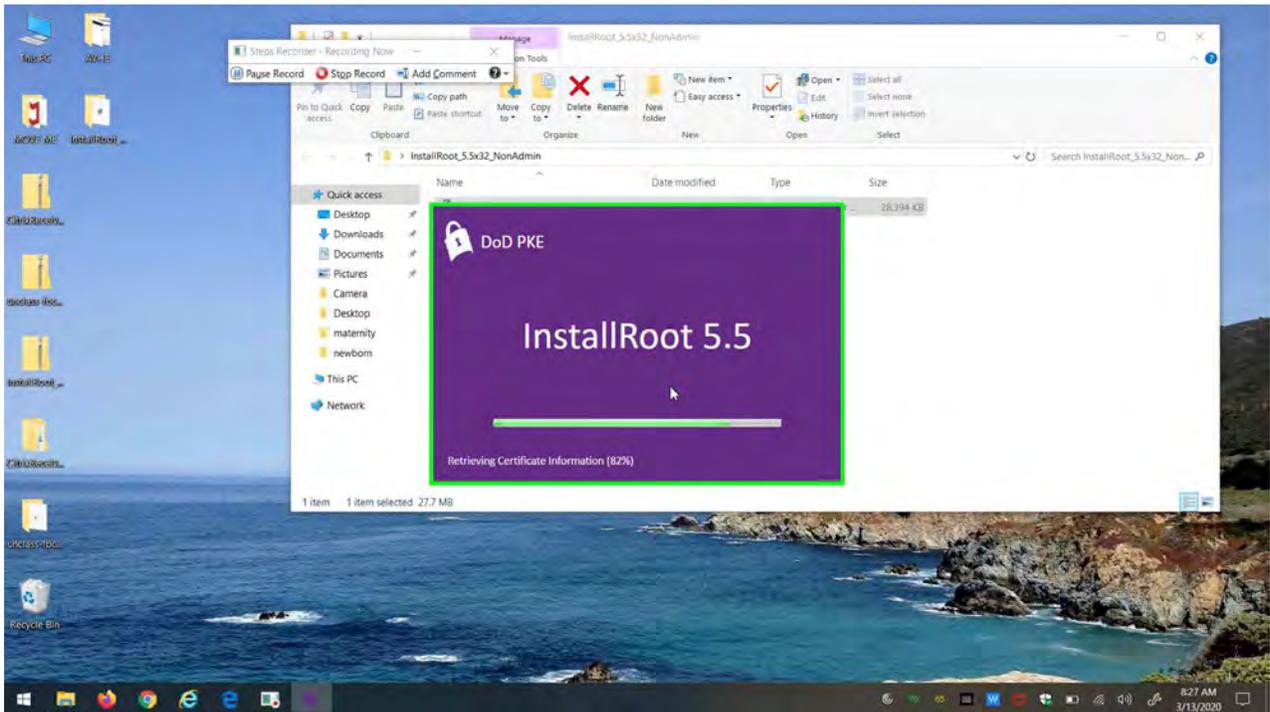
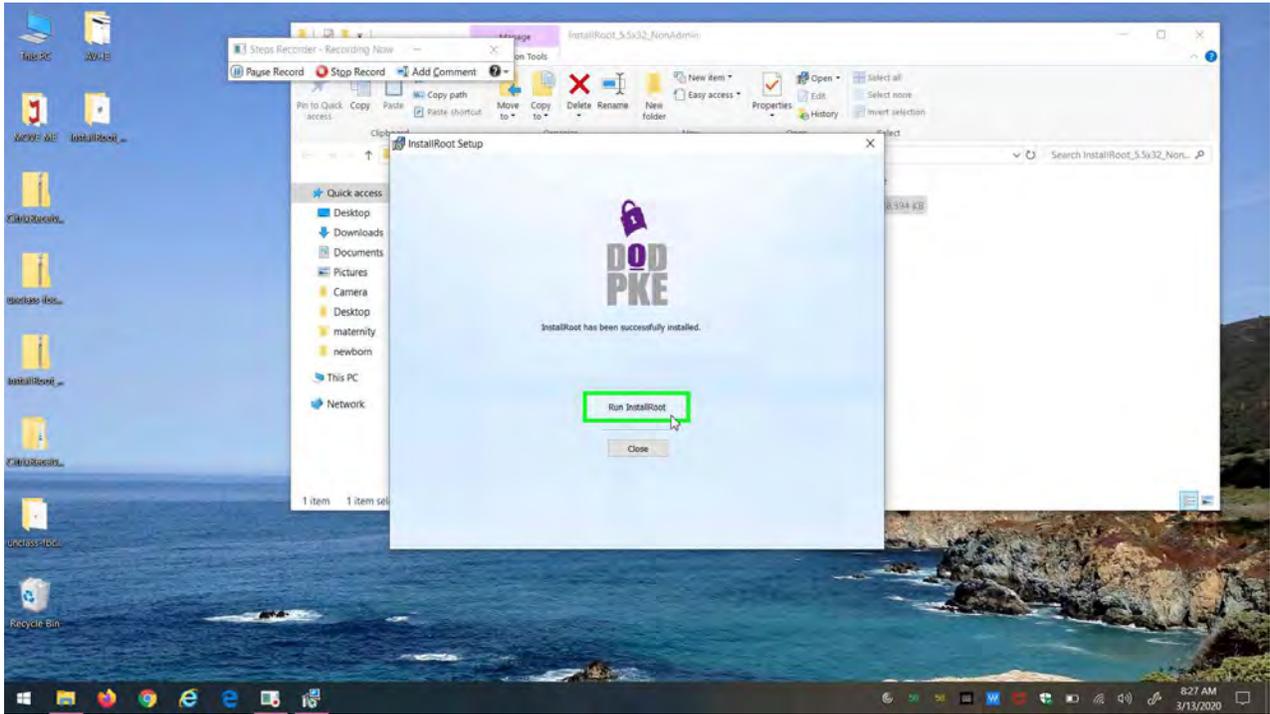
Click Next



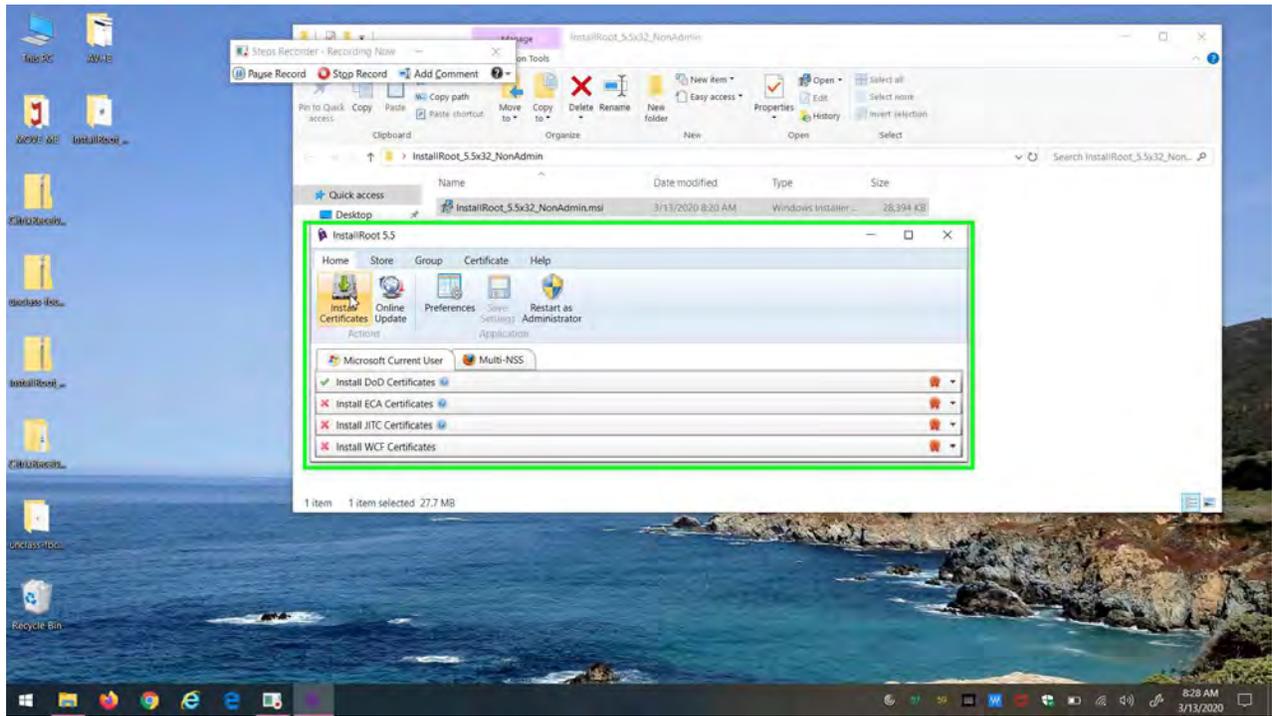
Click Install



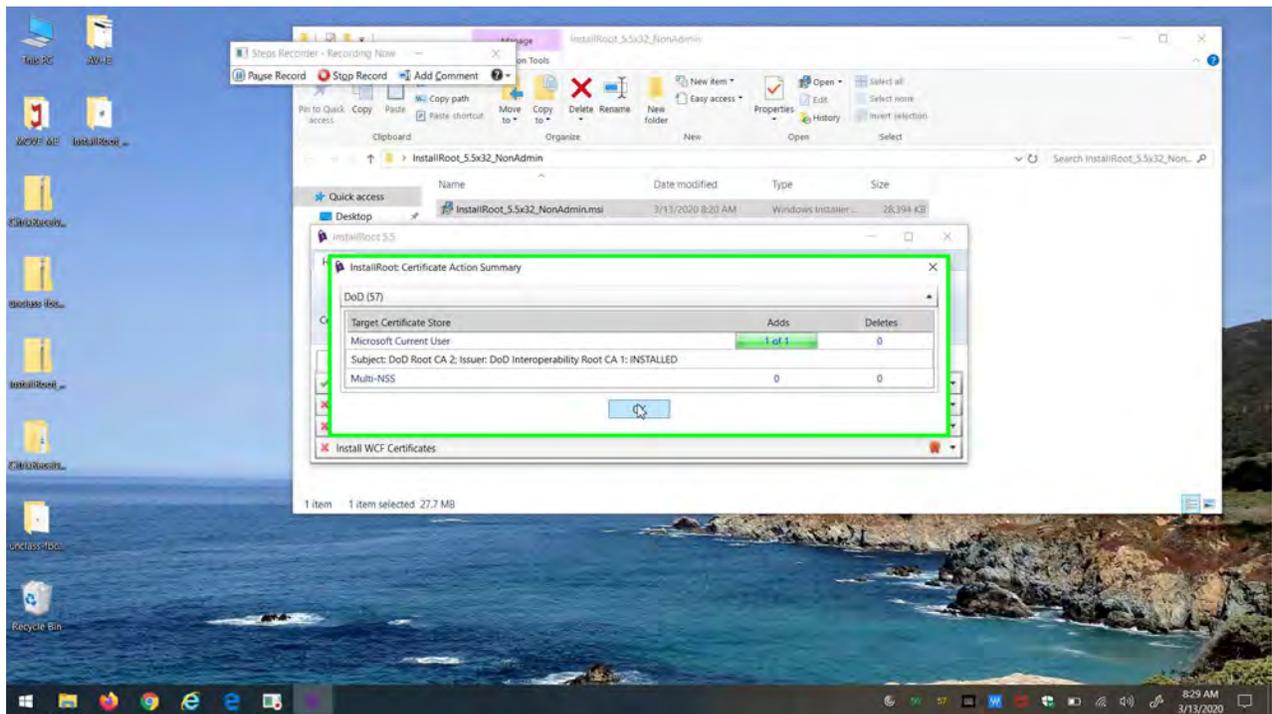
Click Run InstallRoot



Click Install Certificates (if you receive a notification there is an update, wait for that to complete prior clicking)



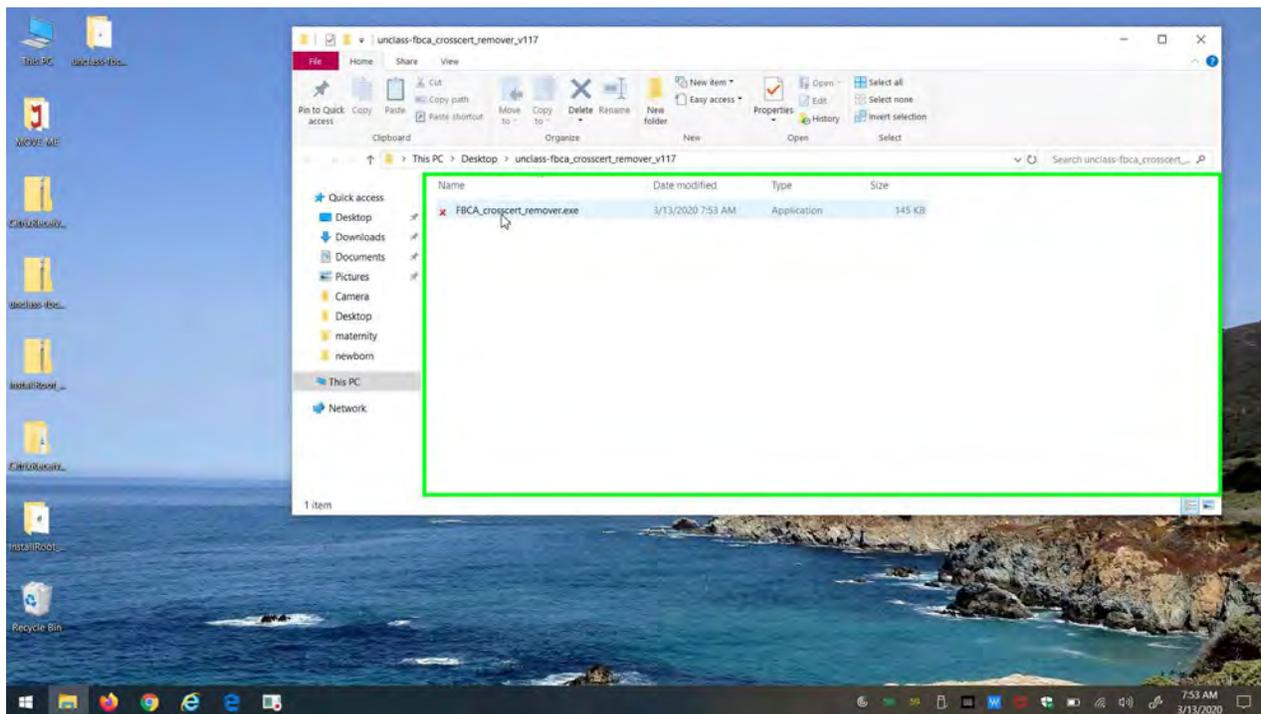
Click OK (your summary may look different, that is normal)



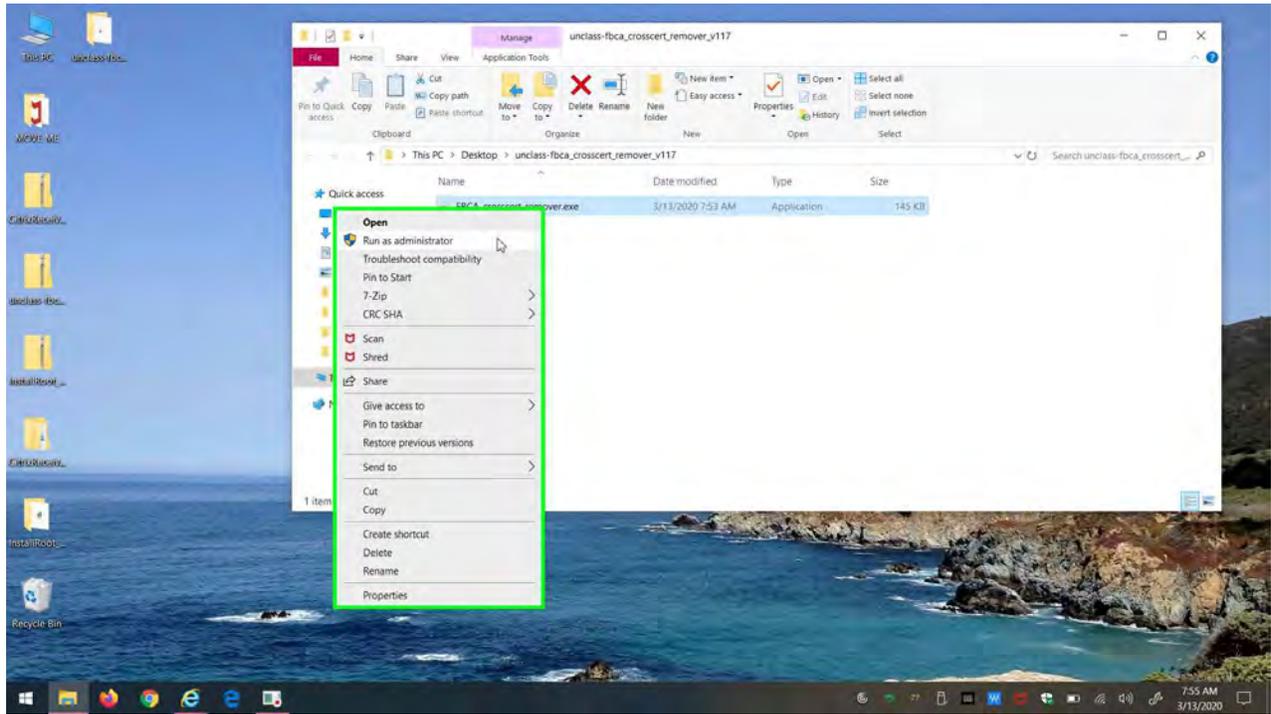
Close Install Root (if you get a prompt to save changes, click save)



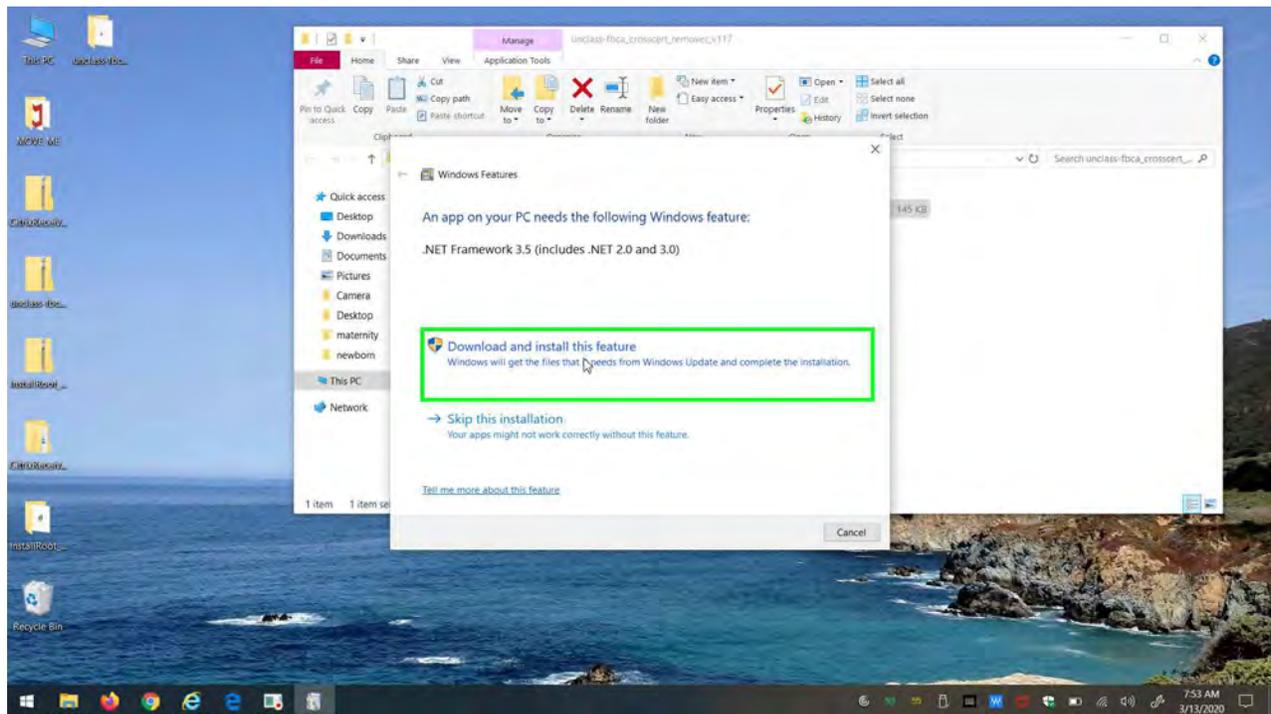
Return to your extracted folder location and open Unlass-fbca_crosscert_v117



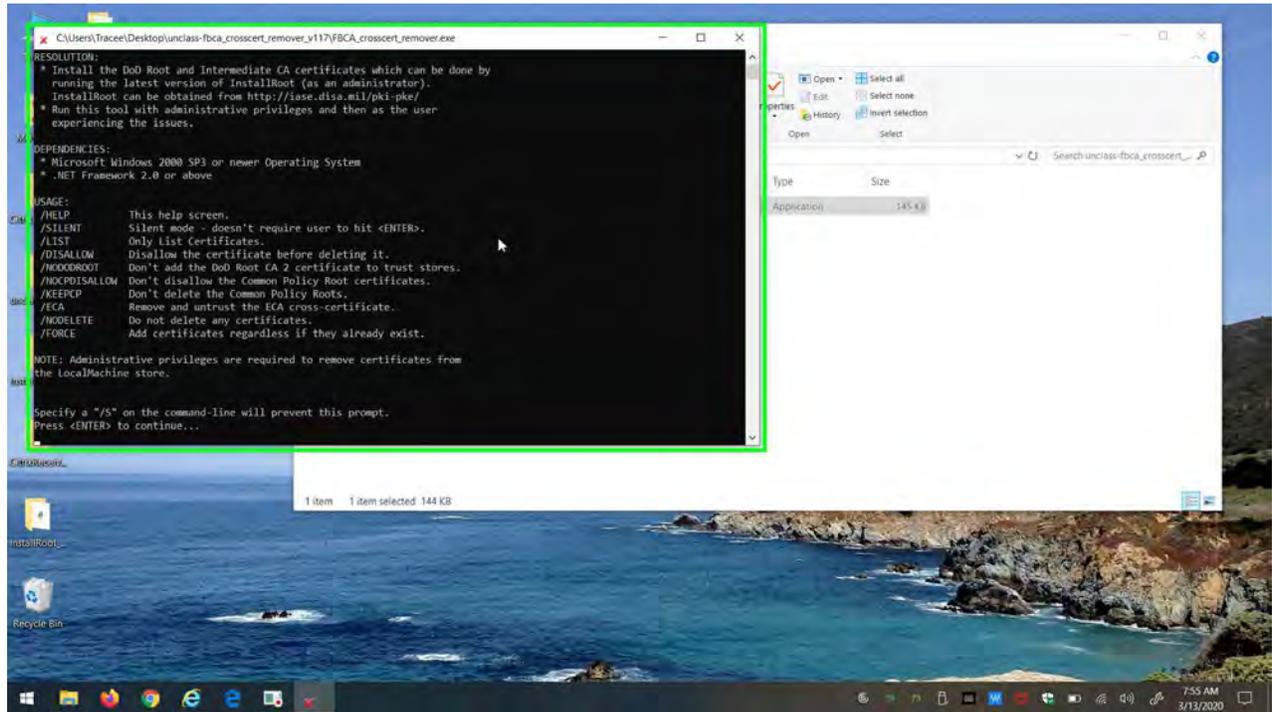
Right Click and select Run as administrator



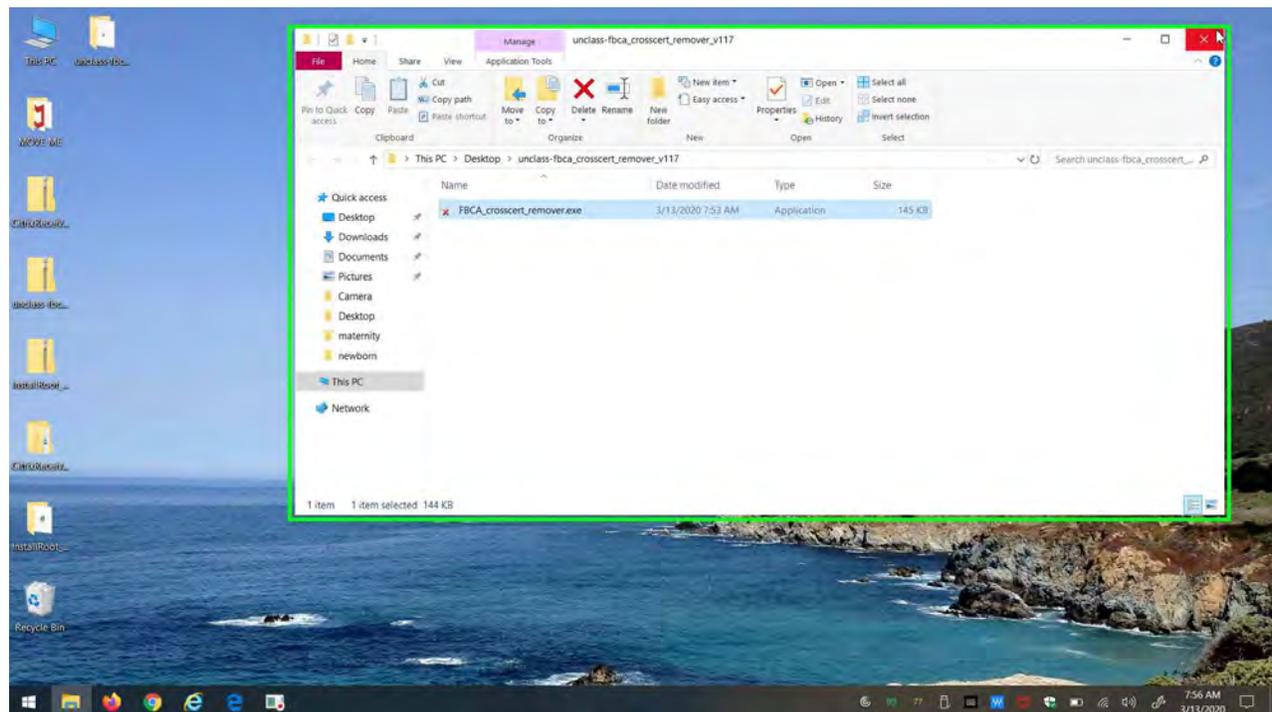
If prompted, click on Download and install this feature



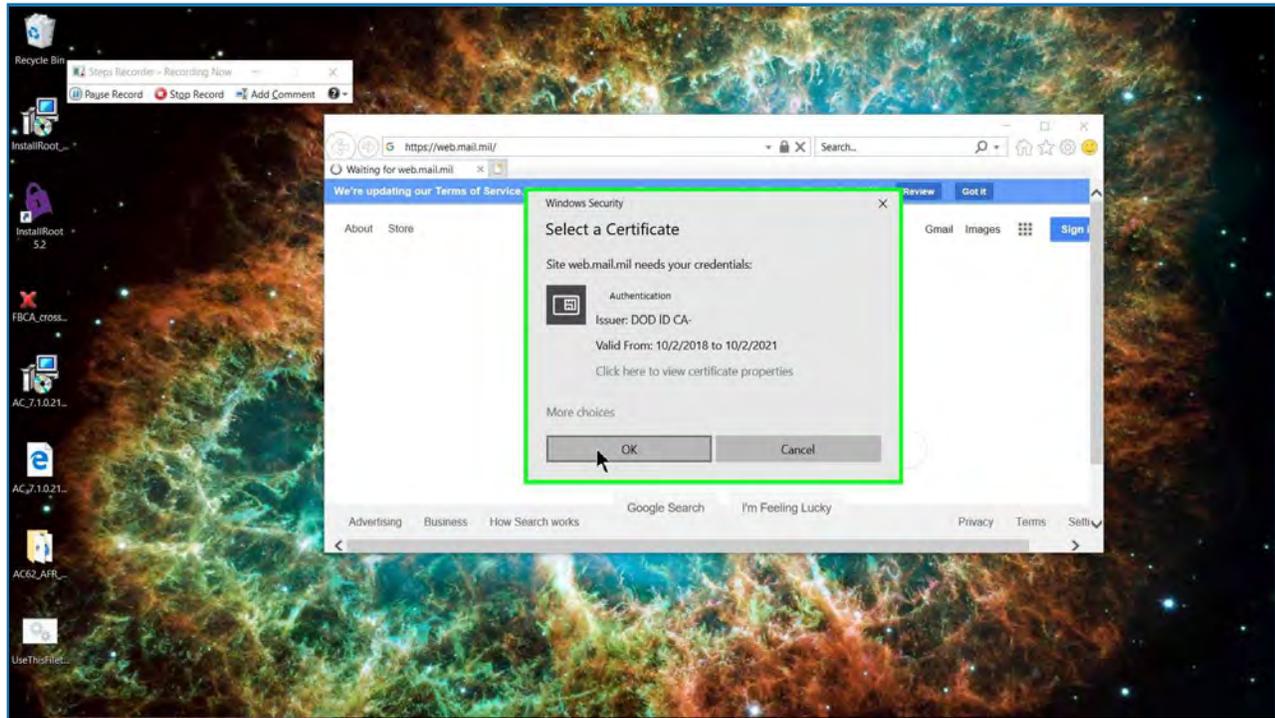
Press Enter



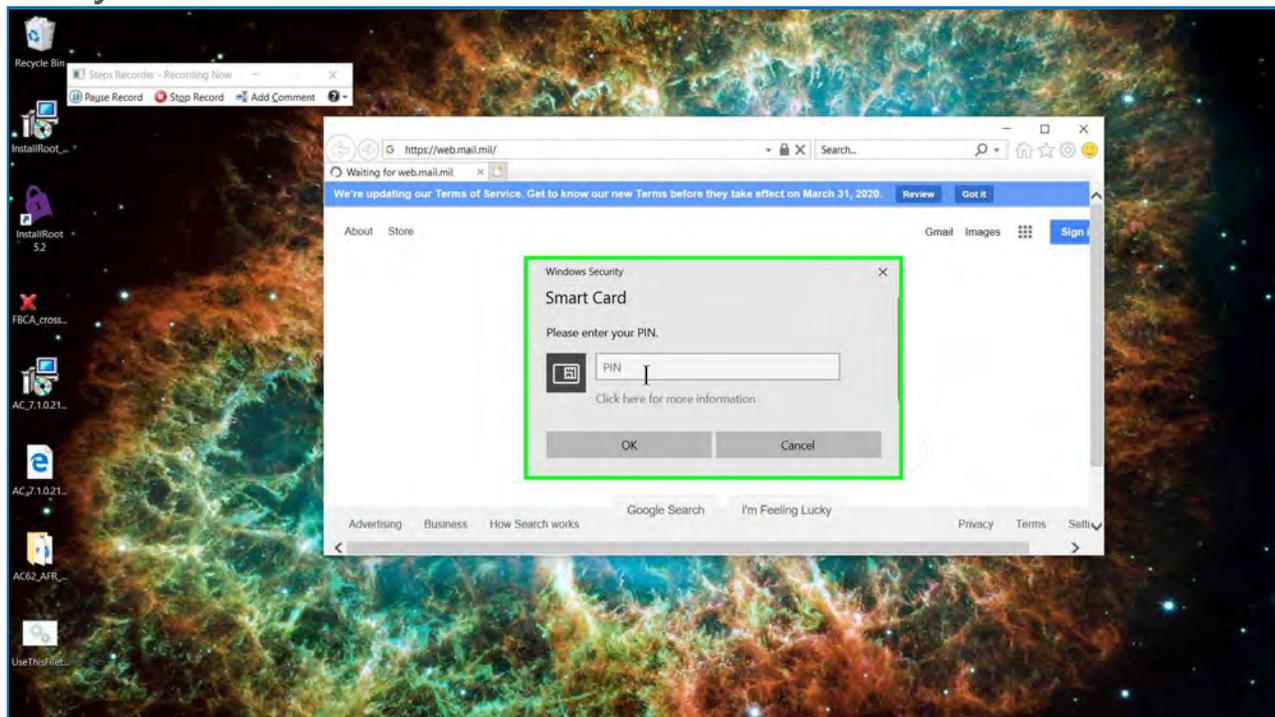
Close the folder



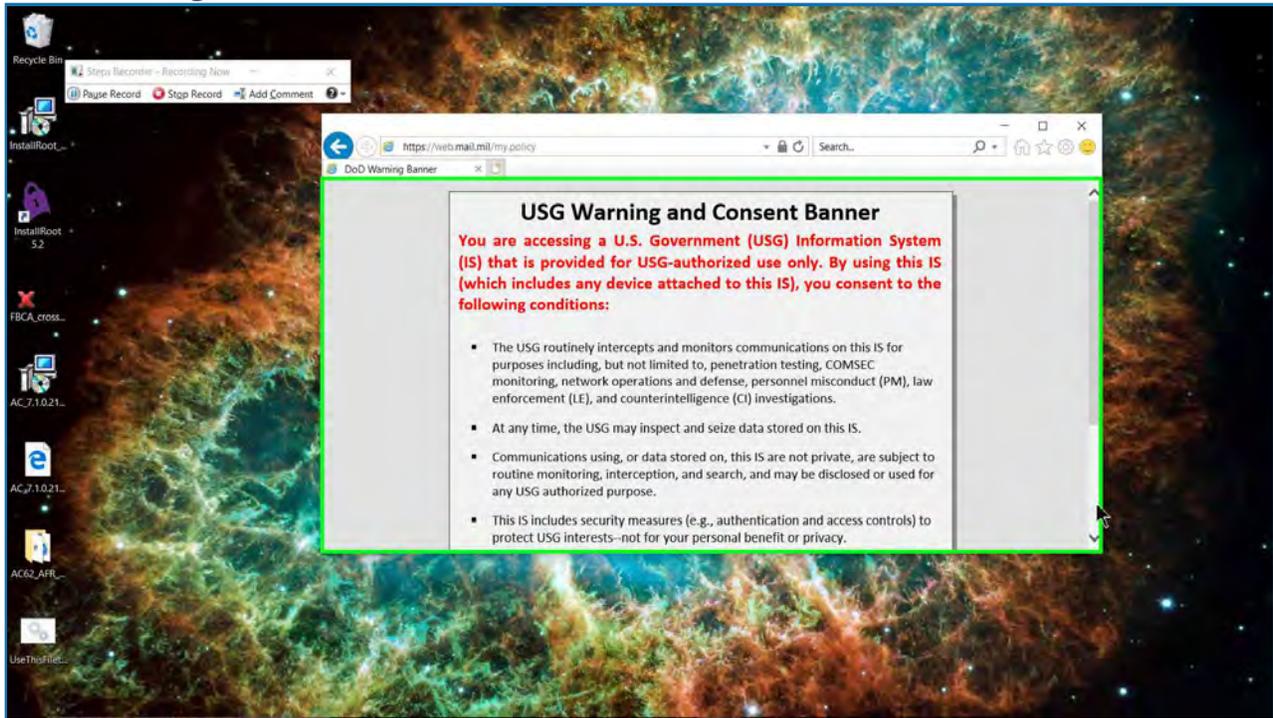
You are now ready to access email
Go to <https://web.mail.mil>
Select your certificate from the menu



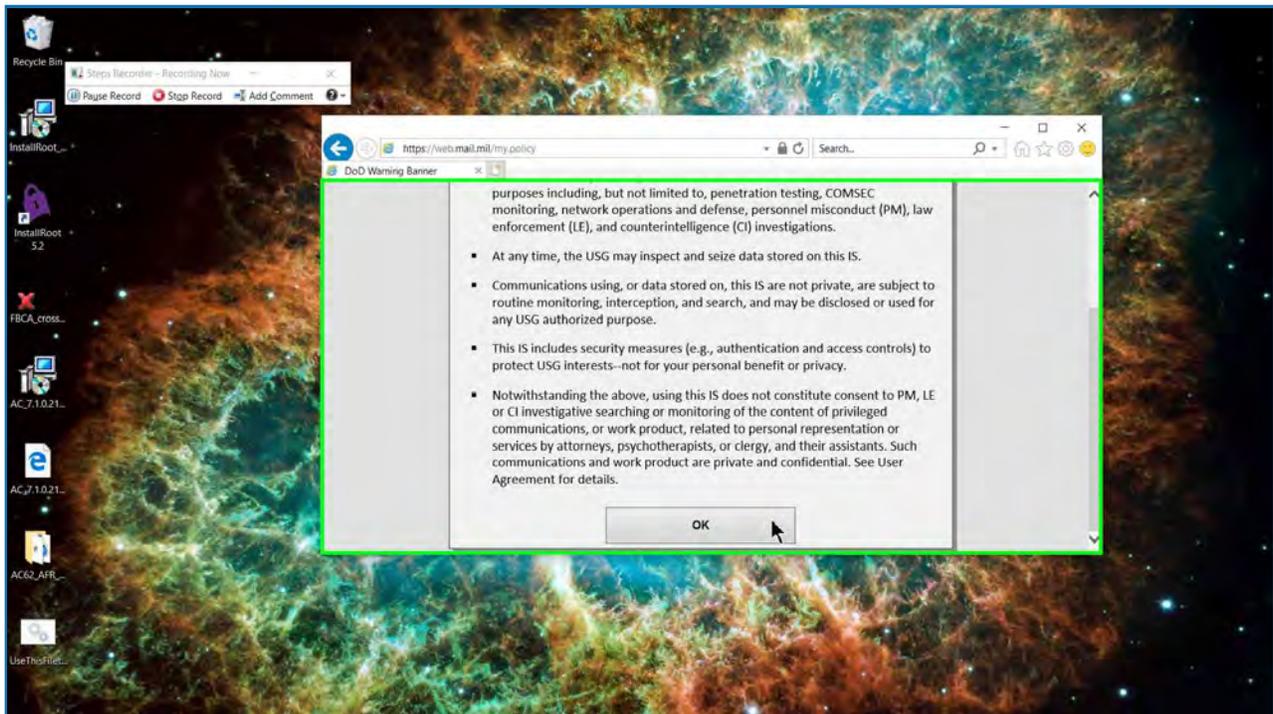
Enter your PIN



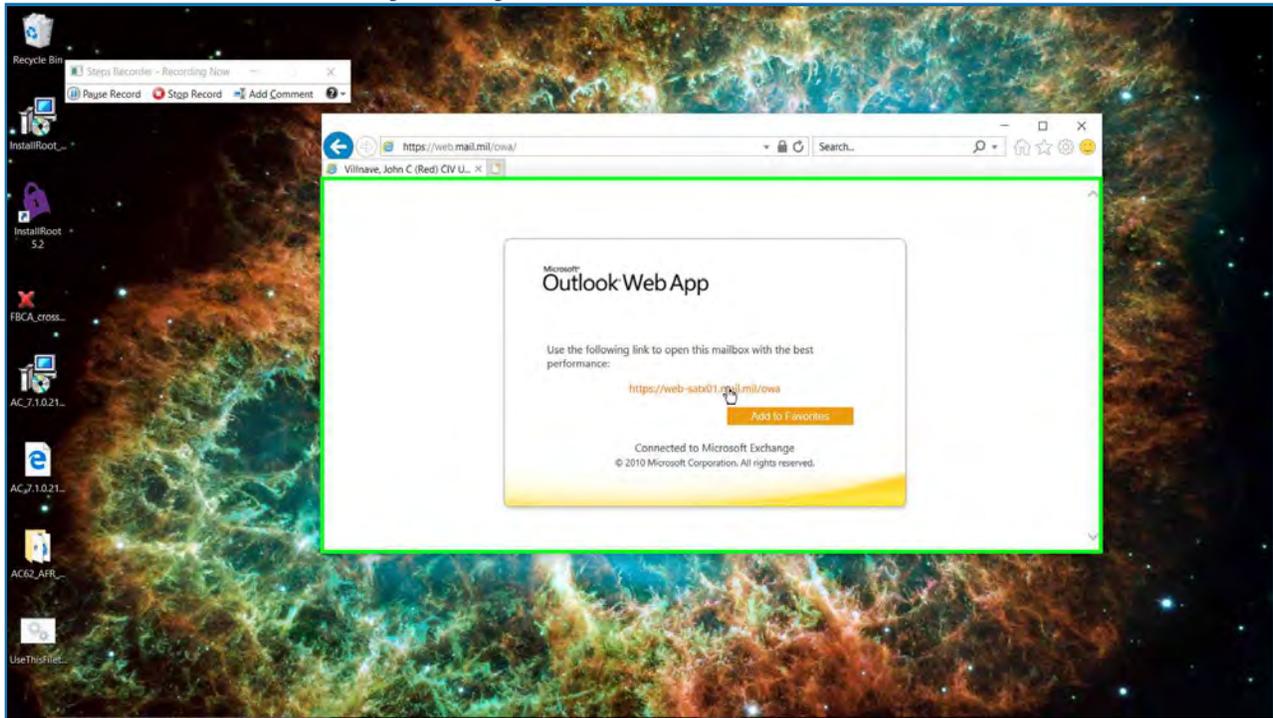
DoD Warning Banner



Click on the "OK" button

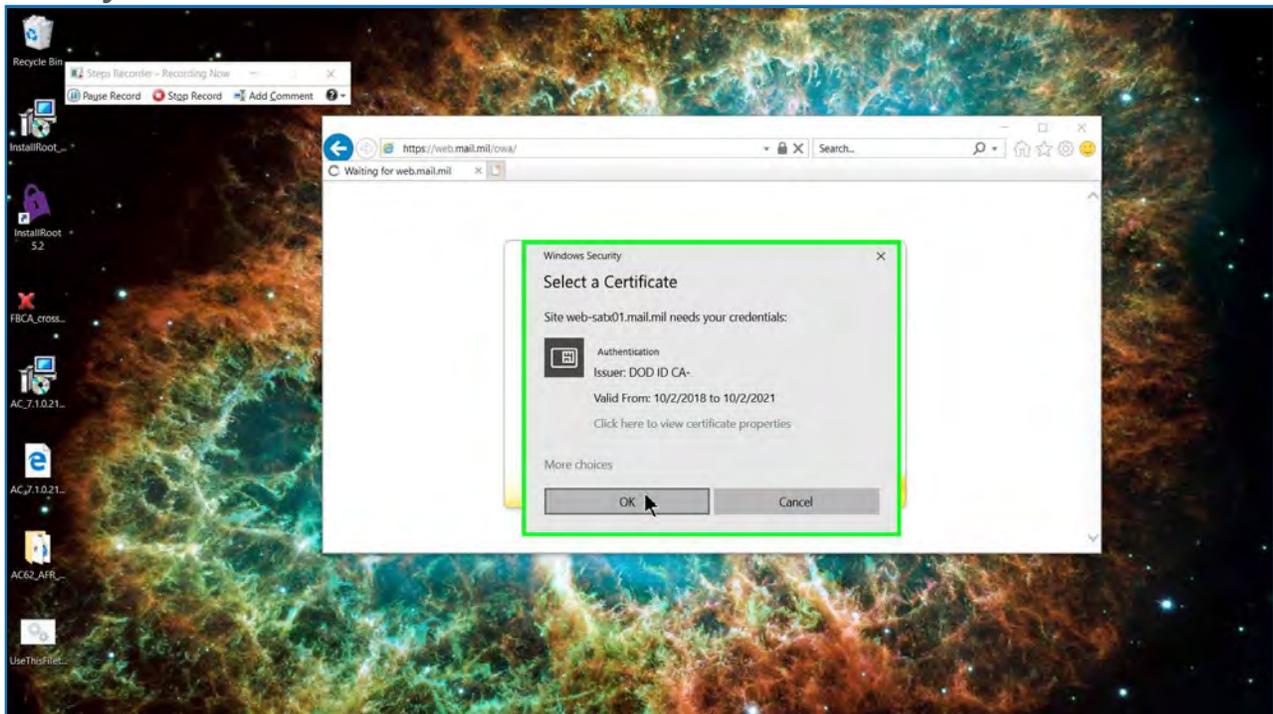


Click on the link to direct you to your email server

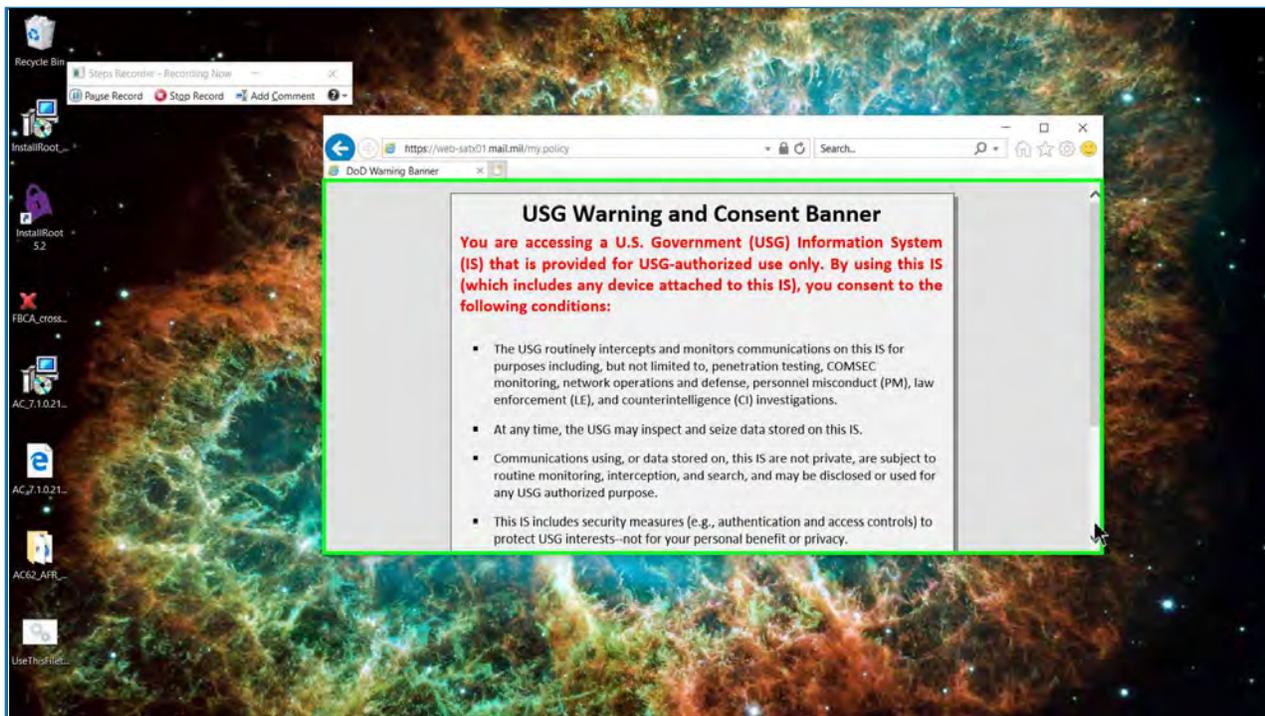


Previous Next

Select your certificate from the menu

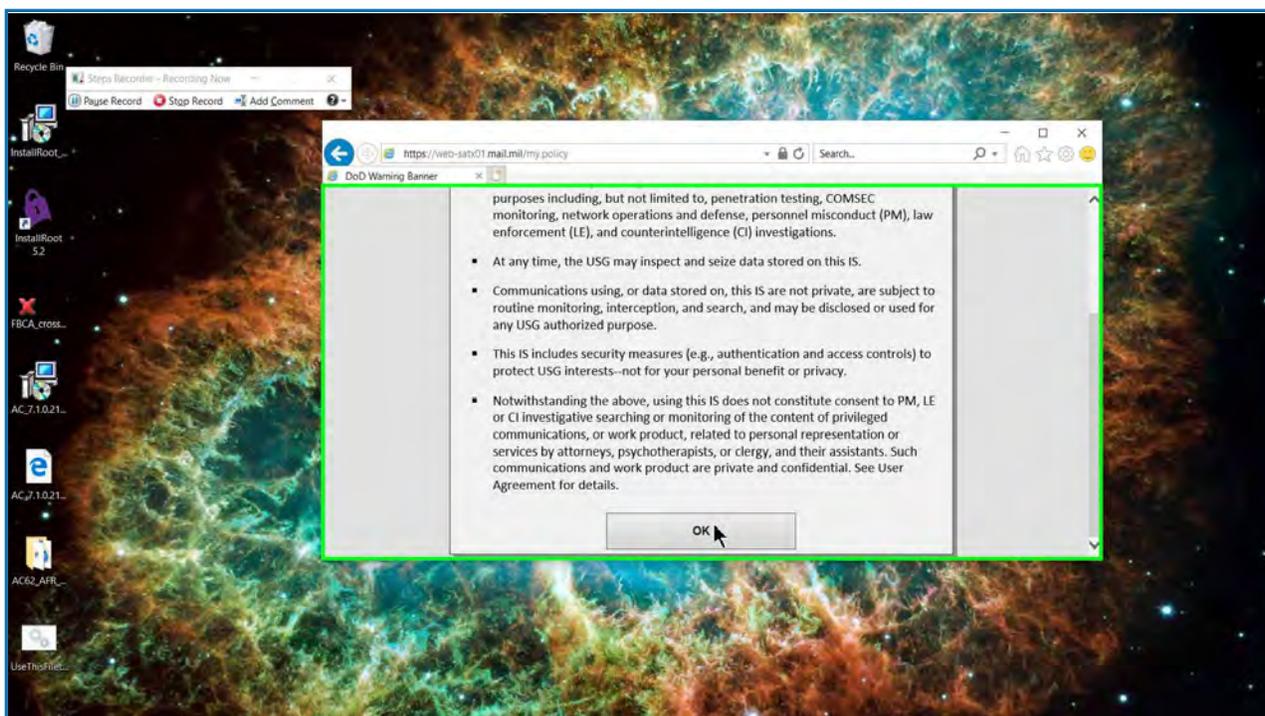


DoD Warning Banner

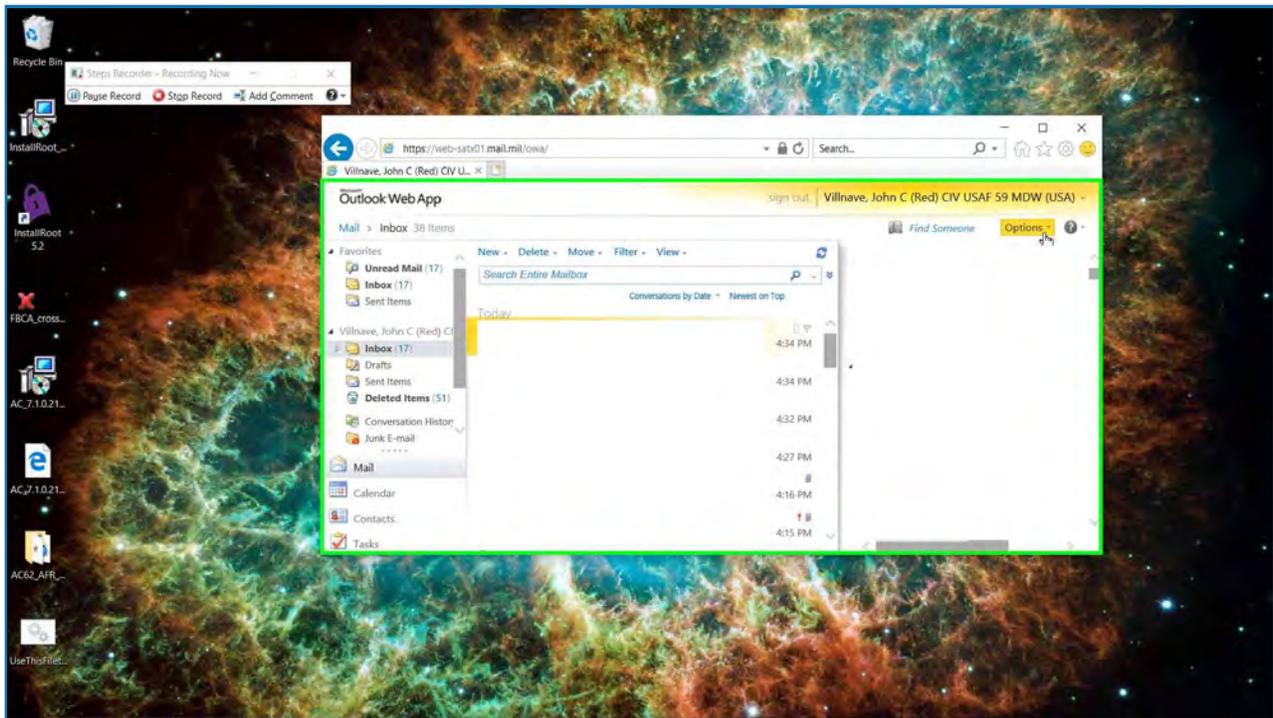


Previous Next

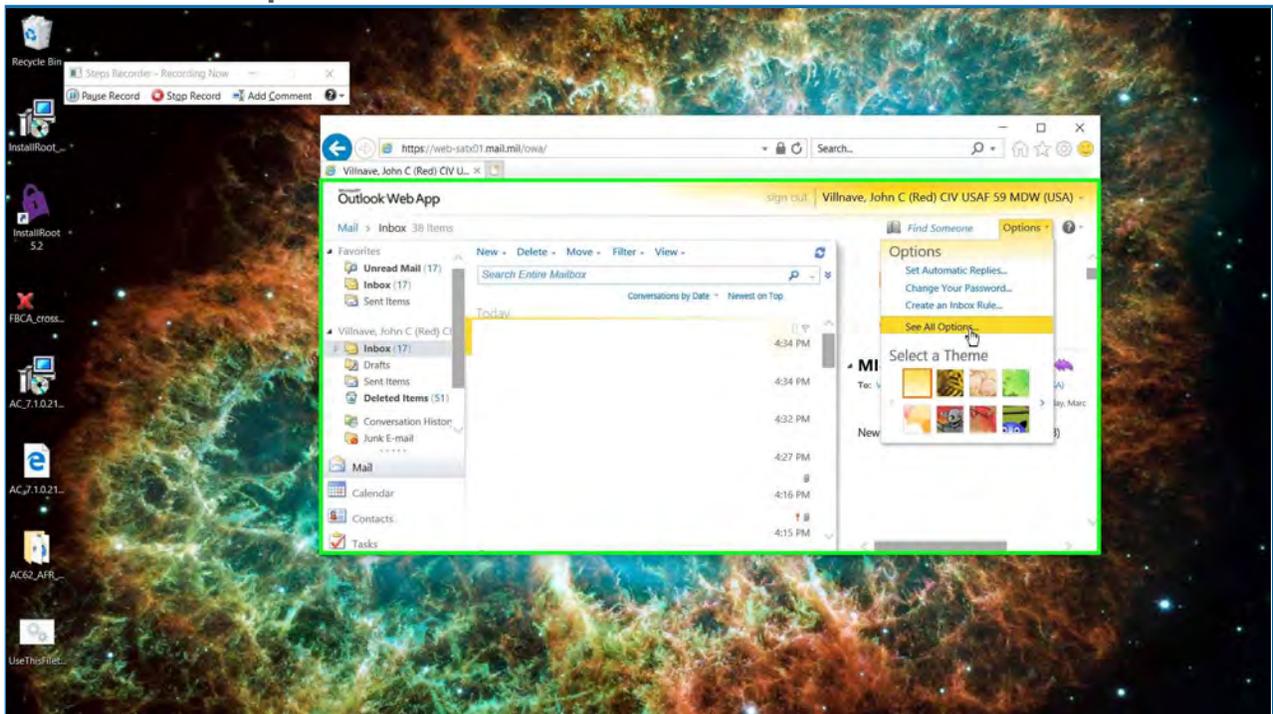
Click on the "OK" button



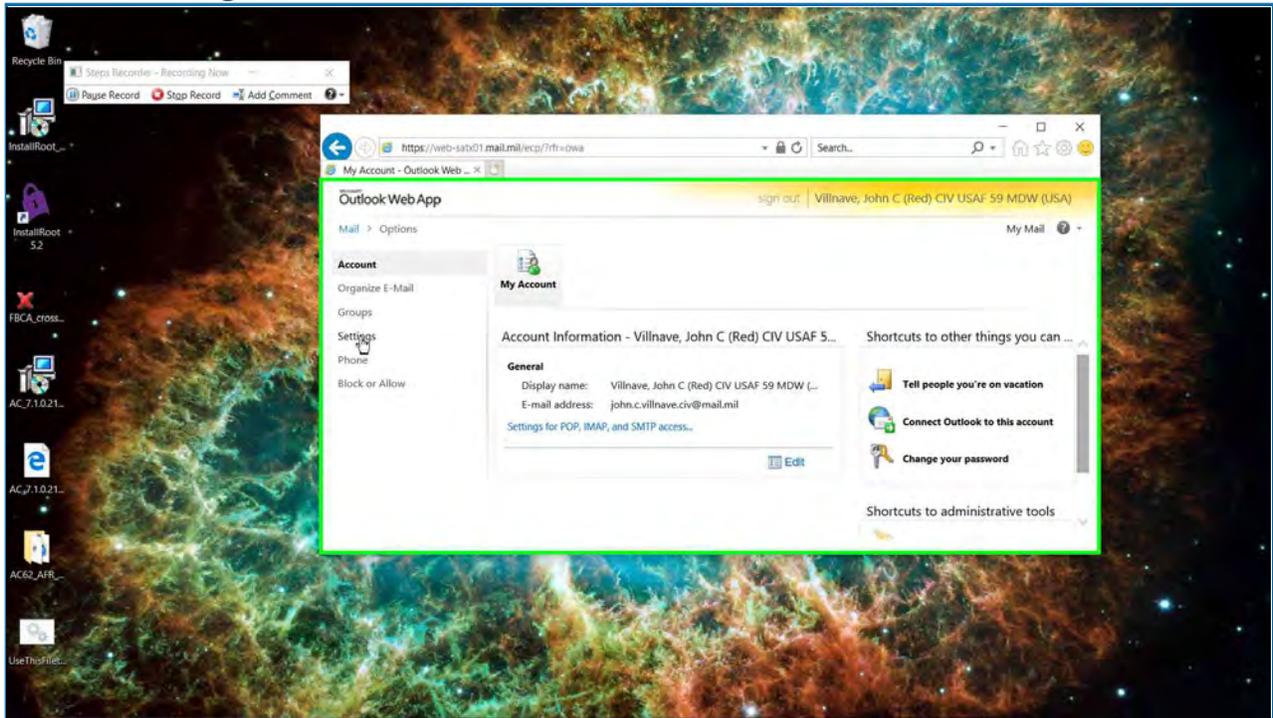
You are now able to access your emails, to configure encryption click on Options



Click on See All Options

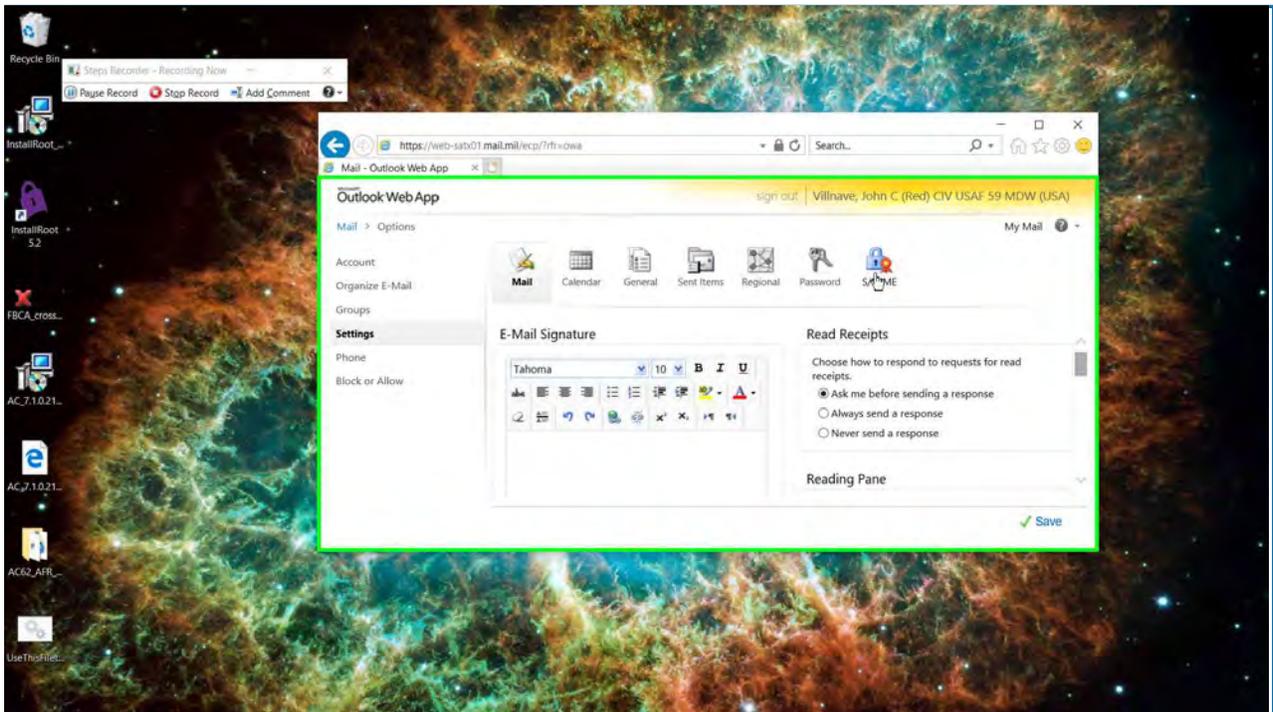


Click on Settings

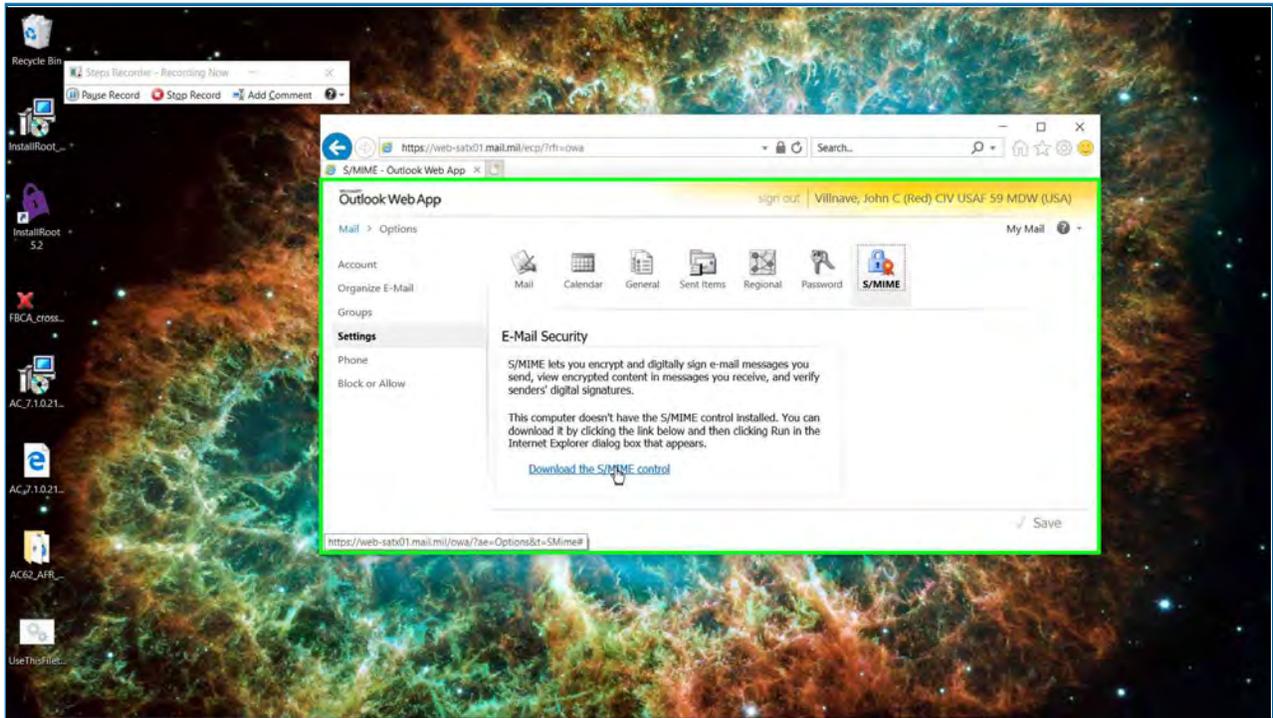


[Previous](#) [Next](#)

Click on S/MIME



Click Download the S/MIME control



Click on run and the installation should proceed automatically. Once complete, you are able to view and send encrypted emails.

