



AKO Mail Auto-Forwarding

Last Updated: 31 October 2013

Overview

Automatically forwarding email messages (auto-forwarding) allows users to read AKO email through the inbox of a different email account.

The practice of auto-forwarding official email to unofficial/commercial email accounts is prohibited by [Army Regulation 25-1 \(AR 25-1\)](#), ch. 4-1, para. f, (3), *Use of official Government email service*, which reads:

Only Government-provided email services are authorized for use as primary simple mail transfer protocol addresses and for use on CACs. Email services provided by a commercial service provider are prohibited for Army business communications. Automatically forwarding from an official Government account to an unofficial (commercial service) is prohibited. "Auto-forward" default settings on email will restrict individuals from automatically forwarding their email messages to commercial (private) addresses. There is no prohibition for manually forwarding email messages, one at a time, after opening and reading the content to ensure that the information is not sensitive or classified. (AR-25-2 dated 25 June 2013)

As such, AKO only allows auto-forwarding to the following domains:

- .mil
- .gov
- .ndu.edu
- .usma.edu
- .nato.int
- .marshallcenter.org
- .apcss.org
- .pims.org

Exceptions

On 12 September 2013, [the Army issued a waiver](#) allowing Army family members and retirees to forward their AKO email to an unofficial/commercial email address. The waiver, [Temporary Waiver for Family Members and Retirees to Auto-Forward AKO Email to Commercial Account](#), applies only to AKO family member and retiree accounts; it expires 31 December 2014. According to [the waiver](#), the "target date for deactivation of [family/retiree accounts] is 30 March 2014."

Process

To auto-forward email messages:

1. Click *My Account*, then *Mail Options*.
2. Under the "Select Delivery Option" section, click the radio button next to "Forward Email (Non-AKO Account or Sponsor's Email)."
3. In the "Forwarding Email Address" field, enter a permitted email address.
4. In the "Confirm Forwarding Email Address" field, enter the permitted email address again.
5. Click *Submit*.

For questions about auto-forwarding, email ako.content@us.army.mil.