



TTP: Email Migration

DEE (mail.mil) to A365 EX0 (army.mil)

This how-to guide covers email migration from DEE to A365 EX0 for those who are self-migration eligible or assisted migration eligible. Email Migration should be executed while connected directly to an unclassified Army network.



Click the logo above to suggest corrections or changes.

Before You Start...

Please read through this how-to guide completely ***before*** starting your migration activity.

The migration of your email data may appear intimidating, but the following processes have been evaluated and used successfully by many Army 365 Early Adopters.

Many users can complete self-migration within an hour.

If at any point you are unsure of the instruction given or a screenshot/description doesn't match what you're seeing please stop and consult an Army 365 Champion or your IT support provider for assistance.

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Identifying Your Migration Eligibility [1]

1. The first step is to identify which one of two migration methods you need to pursue. To do this, open a web browser (Edge or Chrome recommended) and navigate to *EXO Webmail* at <https://webmail.apps.mil>
2. Enter your A365 account into the sign-in prompt as shown and click next. Your A365 address is the same as your Enterprise Email except the domain at the end is @army.mil. The next step will take you to the DoD Global Directory sign-in page.
3. Select **Sign in with CAC/PIV** and choose your **Authentication** certificate.
4. If prompted to 'stay signed in' choose **Yes**

The screenshots show the following steps:

- Microsoft Sign in:** A user enters an email address ending in '@army.mil' and clicks the 'Next' button.
- GLOBAL DIRECTORY:** The user is prompted to sign in with their '@army.mil' account. The 'Sign in with CAC/PIV' option is highlighted.
- Select a certificate for authentication:** A dialog box prompts the user to select a certificate. The 'Authentication - 2/5/2019' certificate is highlighted.
- Microsoft Stay signed in?:** A dialog box asks if the user wants to stay signed in. The 'Yes' button is highlighted.

Identifying Your Migration Eligibility [2]

If you are presented with the Exchange Online (EXO) webmail interface similar to the image in *Figure A* then you are:

Self-Migration Eligible

Click the link above to view instructions for Self-Migration.

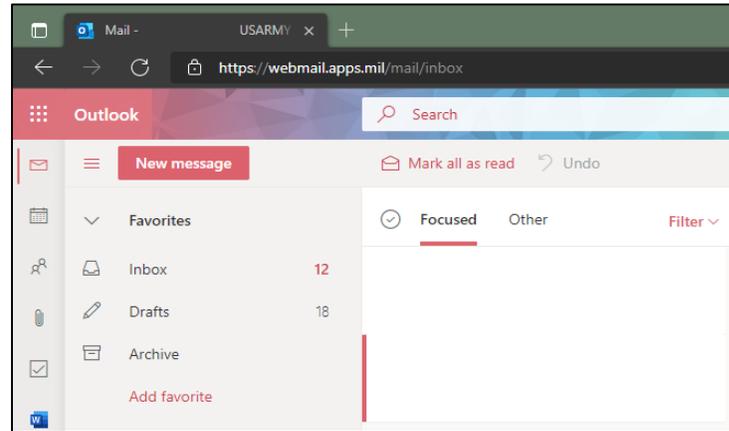


FIGURE A:
You are **Self-Migration Eligible**

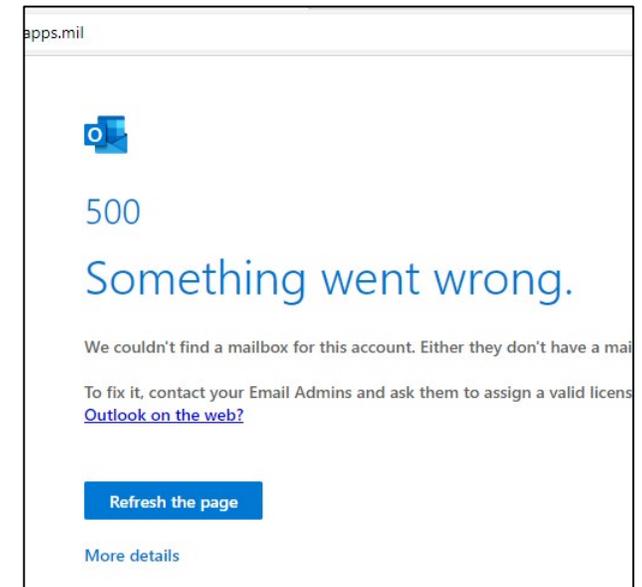


If you are presented with “*Error 500: Something went wrong. We couldn’t find a mailbox for this account...*” as shown in *Figure B* then you are:

Assisted Migration Eligible

Click the link above to view instructions for Assisted Migration.

FIGURE B:
You are **Assisted Migration Eligible**



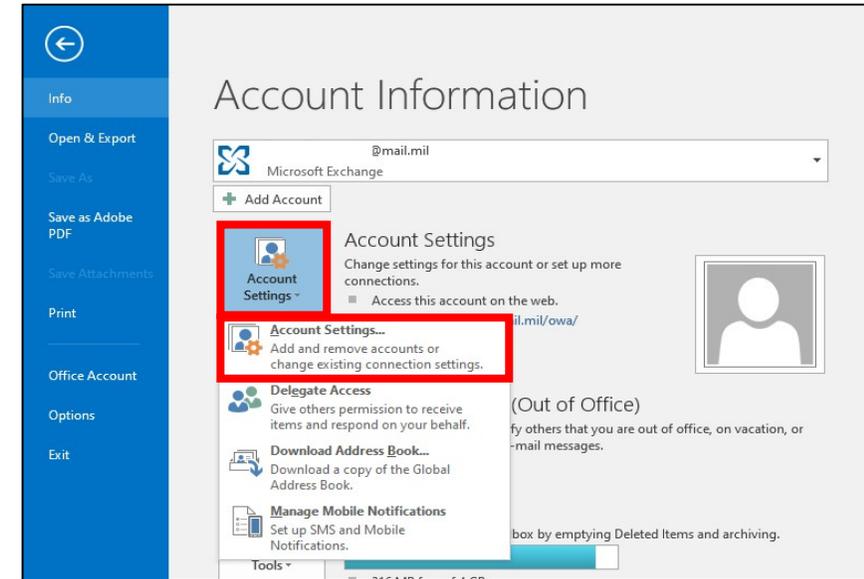
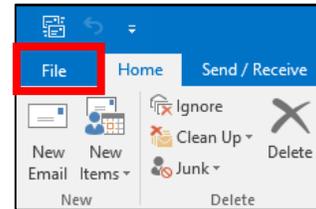
+ You don't see Figure A or B? Stop here and contact your supporting IMO or A365 Champion.

Self-Migration: Add army.mil in Outlook [1]

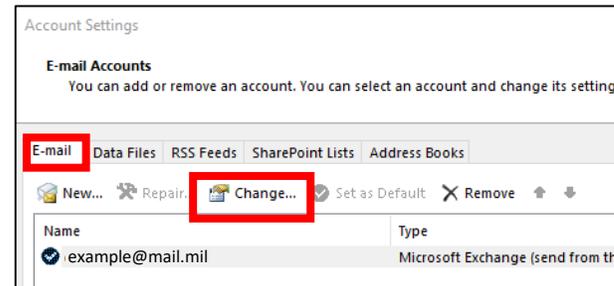
Before you get started, please review and complete the *Mailbox Cleanup* steps found in the links below. This will reduce the amount of redundant or unnecessary data that is copied to your army.mil. *You may need to hold Ctrl on your keyboard and then click the links to open in browser.*

- 1) [Attachments Cleanup](#)
- 2) [Calendar Cleanup](#)
- 3) [Redundant Threads Cleanup](#)

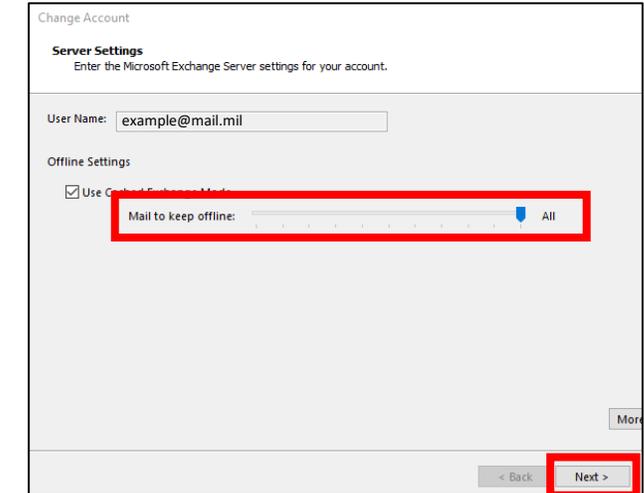
1. Launch Outlook 2016. Click **File** at the top-left corner of the screen, then click on **Account Settings** and **Accounts Settings** again as shown to the right.



2. In the **Account Settings** window with **E-mail** Tab selected, ensure your mail.mil account is highlighted and click **Change...**

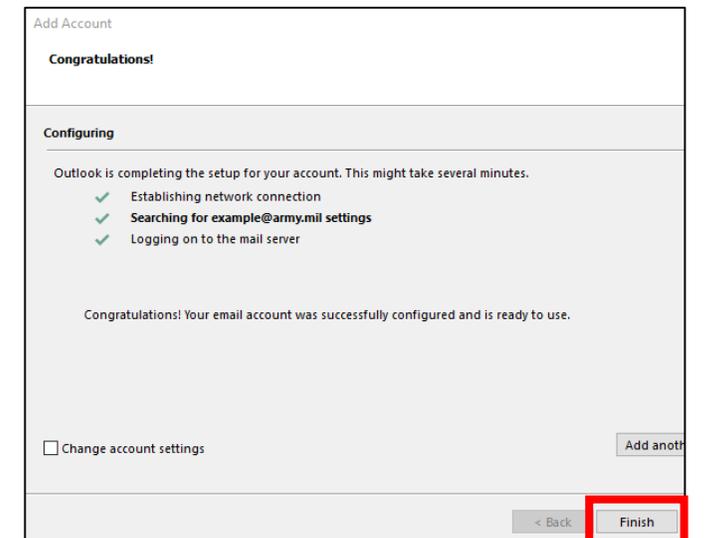
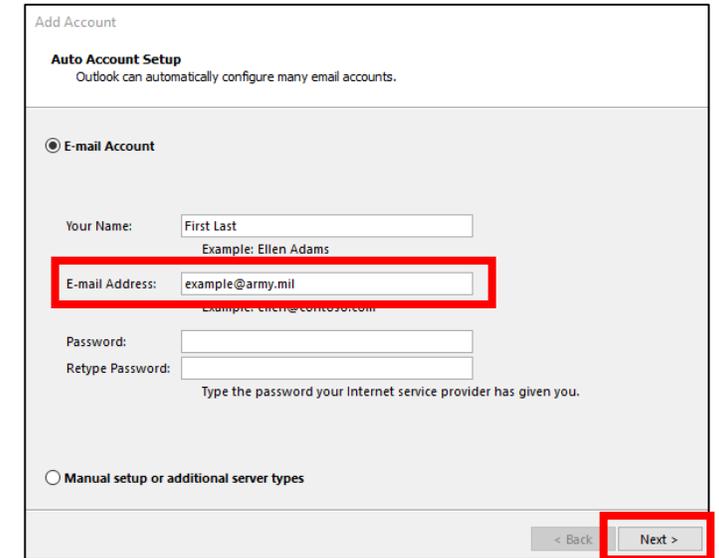
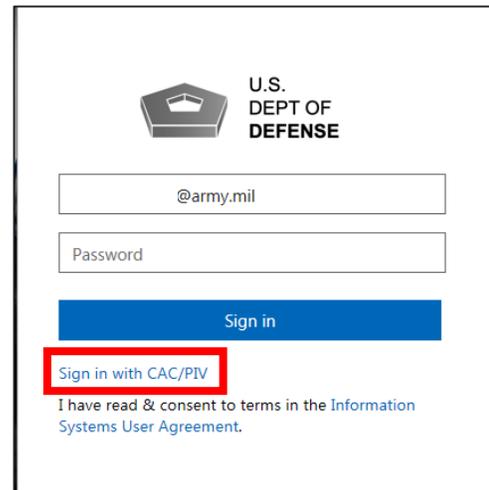
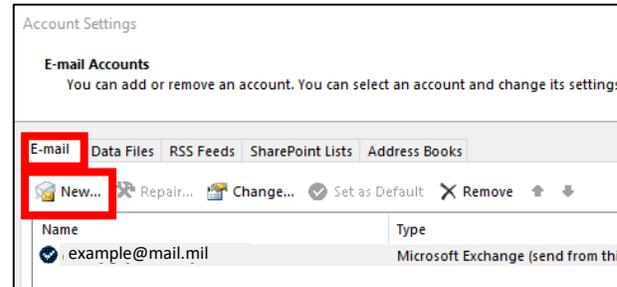


3. In the **Change Account** window move the *Mail to keep offline*: slider to the end to enable **All**. This ensures that all email data is able to be transferred. Click **Next**.
If prompted to restart Outlook for changes to take effect please click **OK** and restart.



Self-Migration: Add army.mil in Outlook [2]

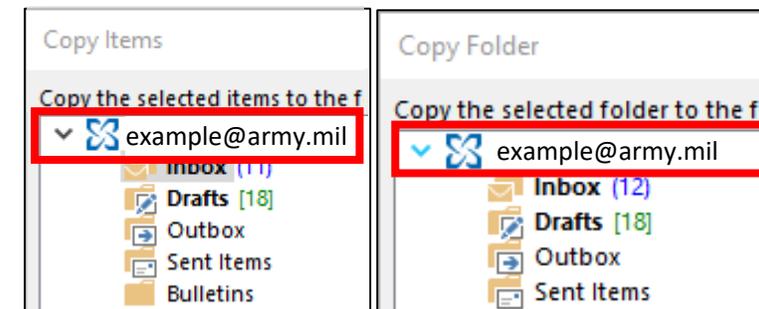
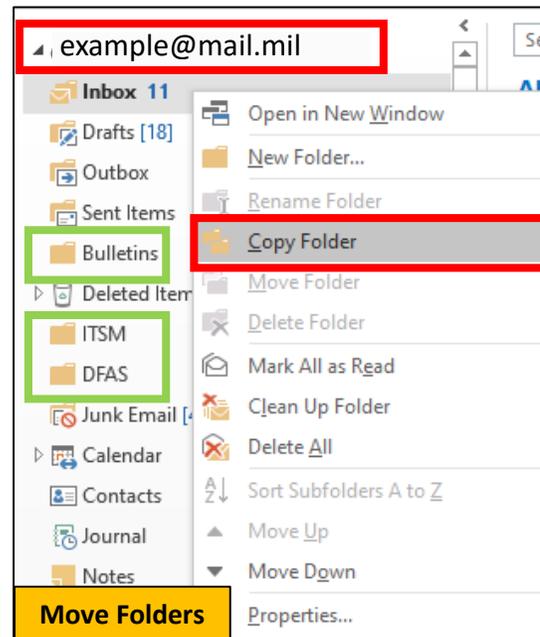
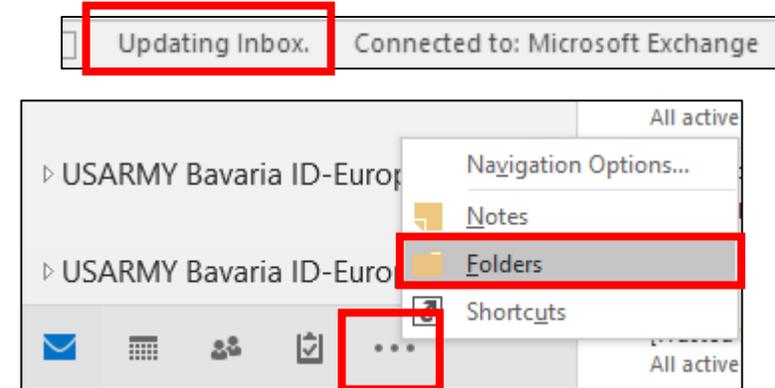
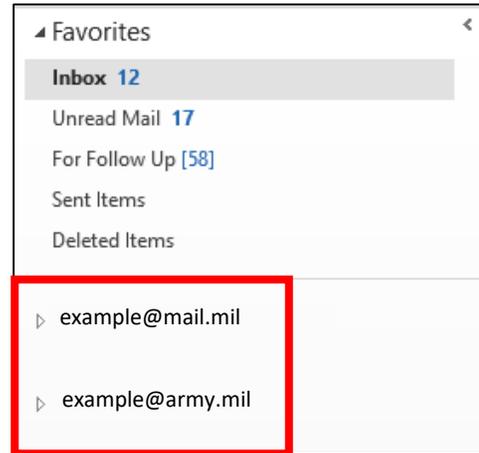
4. Back at the **Account Settings** window, click **New...** to add your army.mil mailbox.
5. In the **Add Account** window use the Auto Account Setup by inputting your army.mil address. This is the same as your mail.mil address but the domain name changes from “mail.mil” to “army.mil”. Click **Next**.
6. When prompted, select **Sign in with CAC/PIV** and choose your **Authentication** certificate. Input your CAC PIN if required.
7. If successful you’ll receive the *Congratulations* window shown at right. Click **Finish** to continue. If prompted to restart Outlook please do so.



+ If you receive an error at Step 7 please contact your IMO or A365 Champion for support.

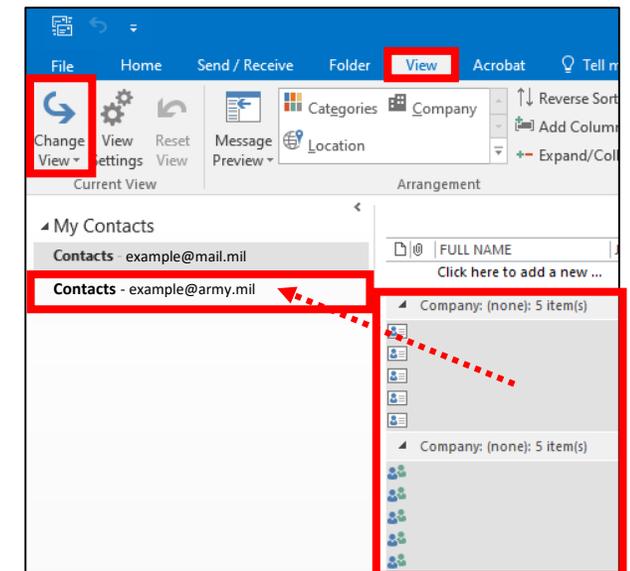
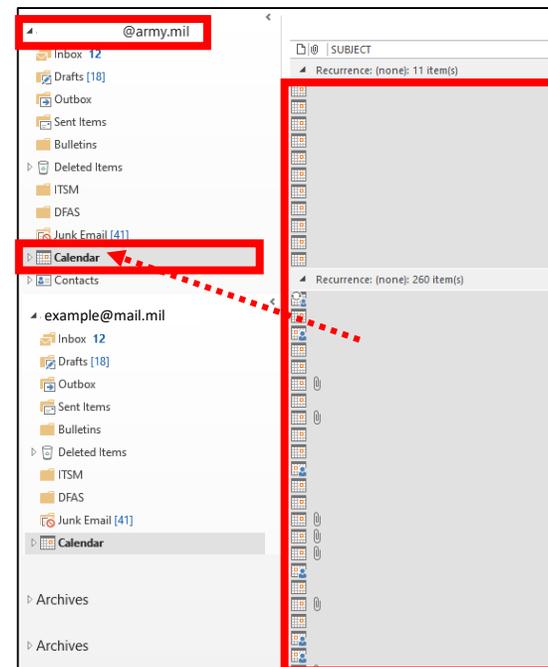
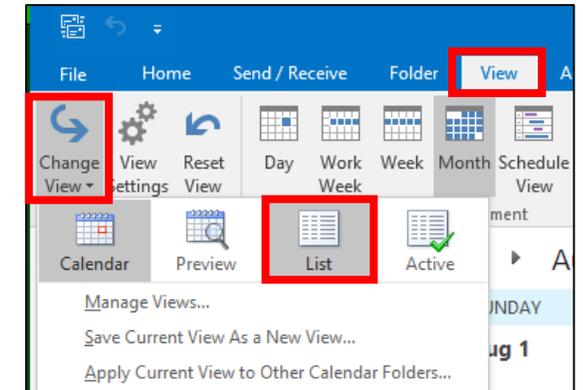
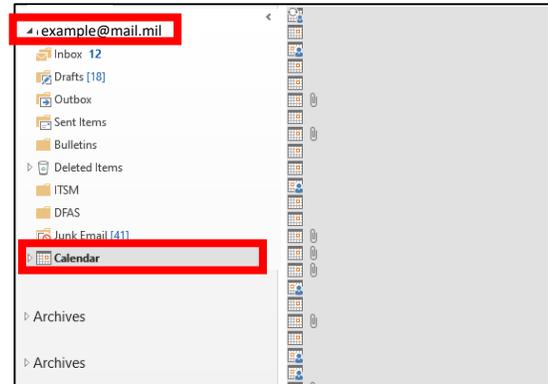
Self-Migration: Transferring your data [1]

8. In Outlook you should now see both mailboxes (*note: you may need to collapse other PST files or group mailboxes to find the new army.mil mailbox*). **Check the bottom-right corner of the Outlook window; if it shows *Updating Inbox*, *Updating Folder*, or *Updating youraccount@mail.mil* then please wait for the syncing to complete before you continue. This may take a while!**
9. At the bottom-left corner in Outlook, click on the ellipsis (three dots) button and then select **Folders**. This will present your mailbox data as folders for simple transfer.
10. Click to select the **Inbox**. Hold **Ctrl** and press **A** on the keyboard to select all email data in the folder. Right-click on any highlighted email and select **Move**, then **Copy to Folder**. In the **Copy Items** prompt expand your army.mil mailbox and select the **Inbox**. Repeat this process for *Drafts*, *Sent Items*, and *Tasks*.
11. Easily transfer **custom folders** (created and named by the user) by right-clicking the folder name and selecting **Copy Folder**. In the **Copy Folder** prompt select the army.mil mailbox and click **OK**. ***Calendar and Contacts transfer is covered on the next page.***



Self-Migration: Transferring your data [2]

12. Select the **Calendar** folder in your mail.mil mailbox.
13. Click the **View** tab at the top menu bar, click **Change View**, then select **List**.
14. Hold the **Ctrl** key, then press **A** to select *All Calendar Items* in **List View** – the items should be highlighted.
15. Hold the **Ctrl** key, then click on the list and drag the list of calendar items to the **Calendar** folder under your army.mil calendar on the left toolbar. Depending on the amount of calendar data it may take some time to transfer – *be patient*.
16. Select the **Contacts** folder in your mail.mil mailbox. Repeat steps 13-16 to drag & drop-copy your mail.mil contacts and contact groups to your army.mil mailbox.

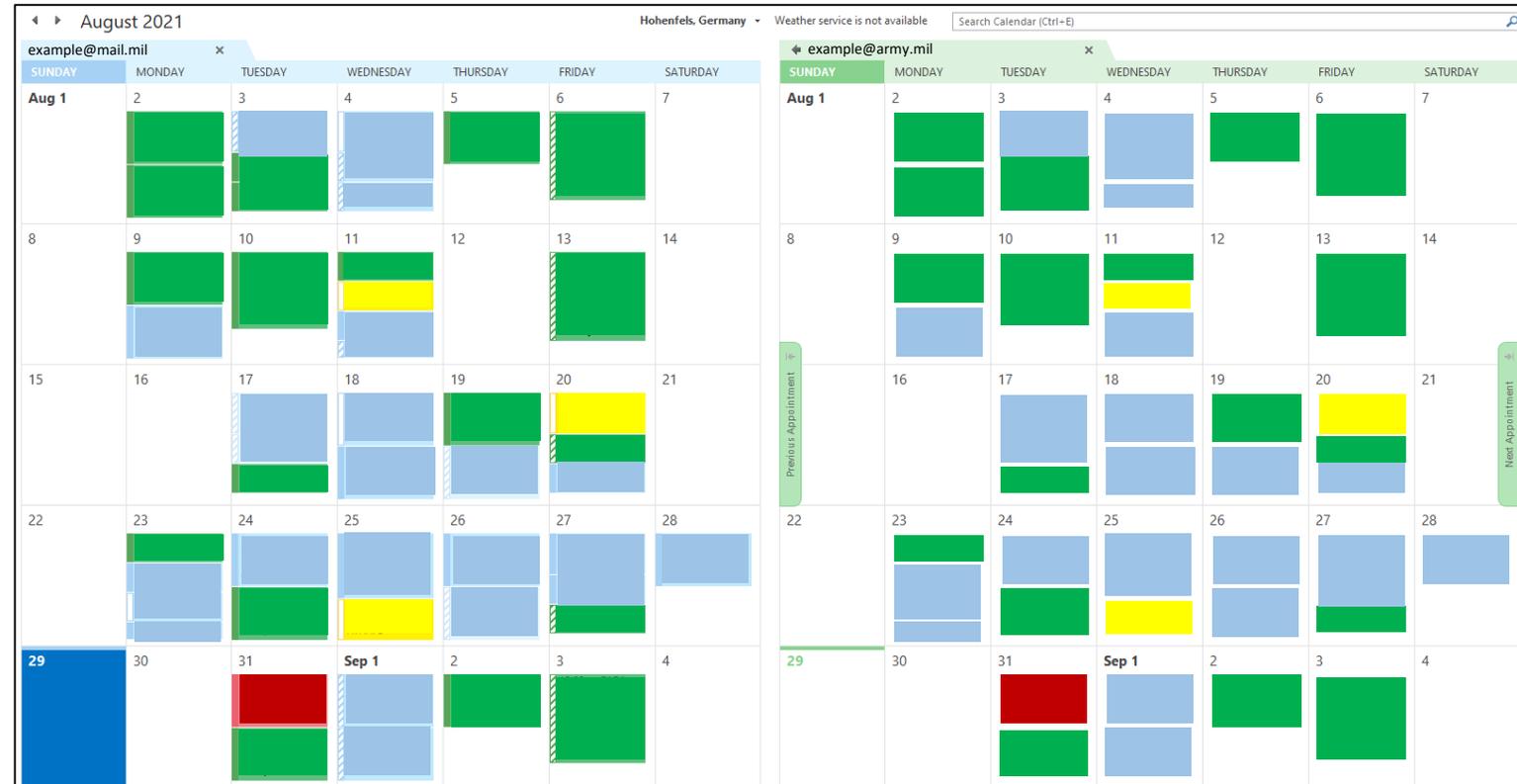


Self-Migration: Transferring your data [3]

17. Once you're finished copying data between mailboxes, compare the data now in your army.mil folders with the data in your mail.mil folders to ensure all needed data has been copied over. Meetings that are present on your mail.mil calendar should be present on your army.mil calendar as well, and your Contacts should be identical across both mailboxes.

*Note: Due to A365 Teams notifications routing to your army.mil account the Inbox/Unread quantity may be higher than in your mail.mil; the quantity should **not** be lower!*

If there are discrepancies such as items missing in army.mil folders please repeat the copy steps from the previous pages. It may also help to restart Outlook or sometimes you just need to wait for the data to sync with Exchange servers. *Be patient!*



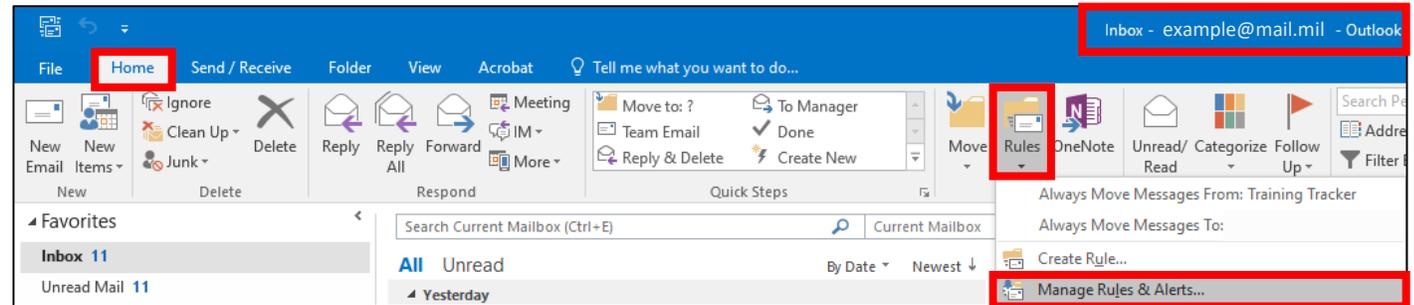
example@mail.mil	
Inbox	12
Drafts	[18]
Outbox	
Sent Items	



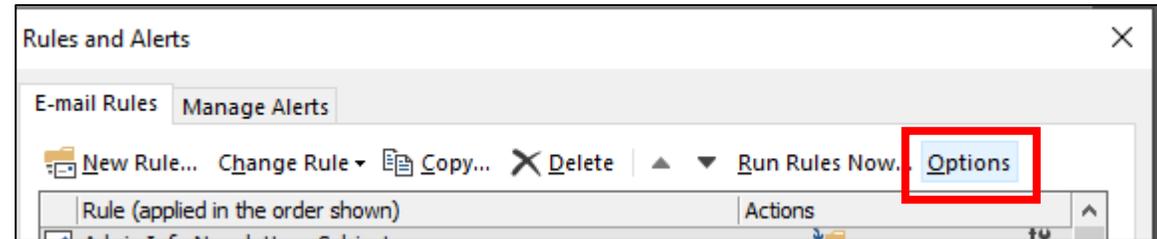
example@army.mil	
Inbox	12
Drafts	[18]
Outbox	
Sent Items	

Self-Migration: Export E-Mail Rules

18. With the **Home** tab selected and *while viewing your mail.mil mailbox*, click the **Rules** button and select **Manage Rules & Alerts...**



19. If you have any **E-mail Rules** configured here you can export them. Click **Options**.

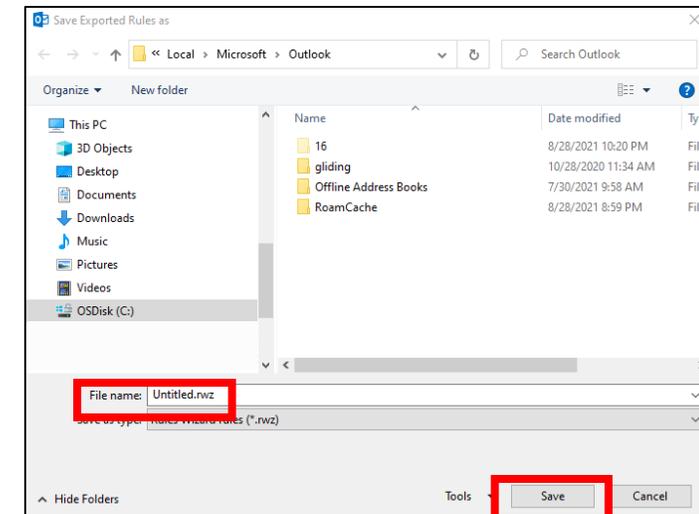


20. From the **Options** window click **Export Rules...**

21. Give your backup file a name and save it in the default location by clicking **Save**.

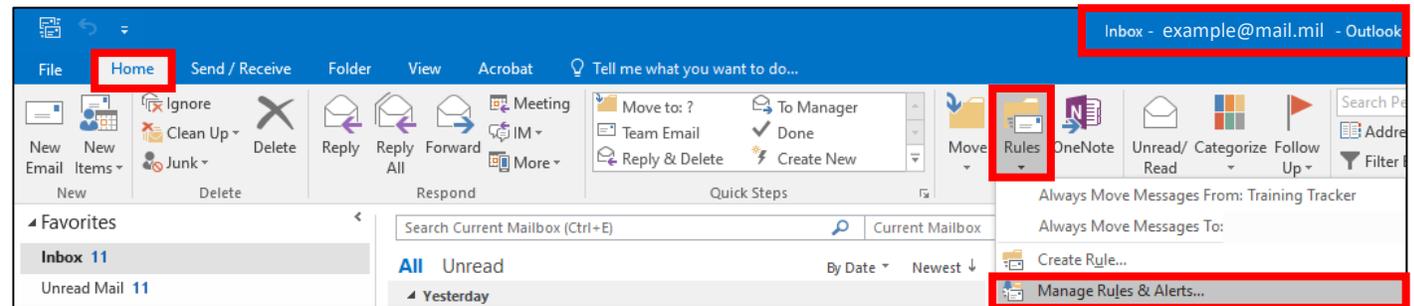


22. Click on the **Inbox** under your army.mil account and repeat steps 18-19. This time, select **Import Rules...** and double-click the backup file you created.

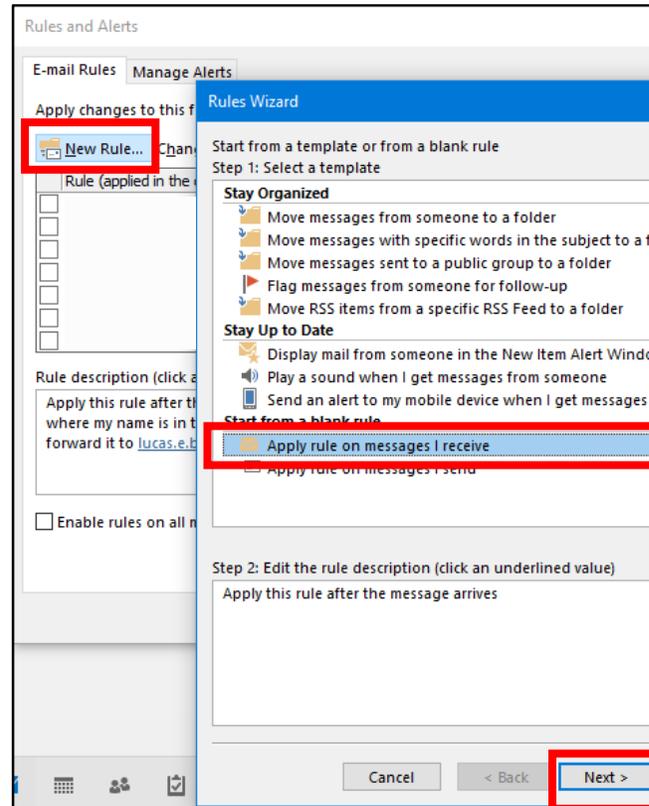


Self-Migration: Enable redirect to army.mil [1]

23. With the **Home** tab selected and *while viewing your mail.mil mailbox*, click the **Rules** button and select **Manage Rules & Alerts...**

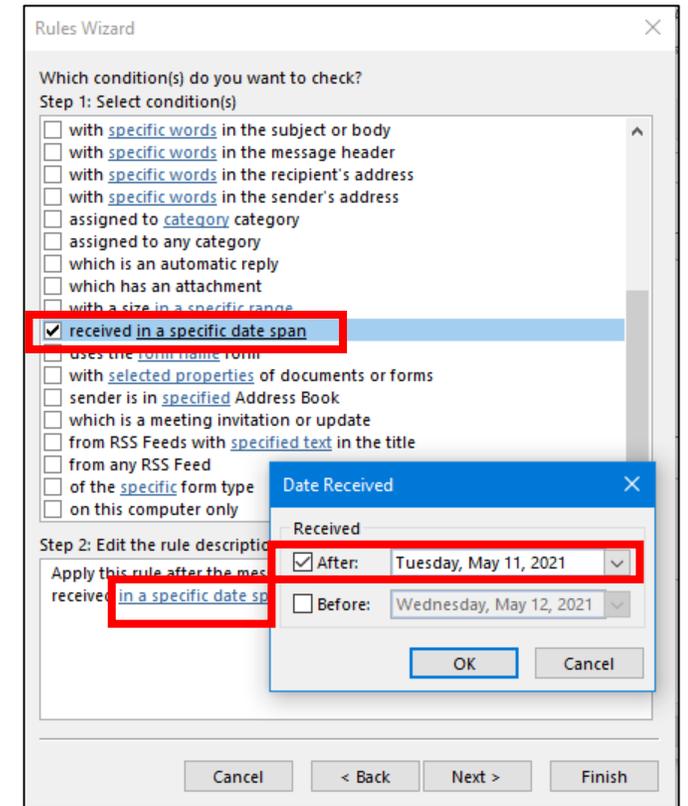


24. Click on **New Rule...** to open the Rules Wizard



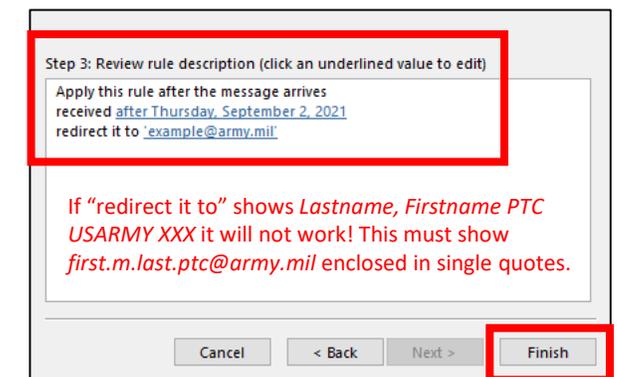
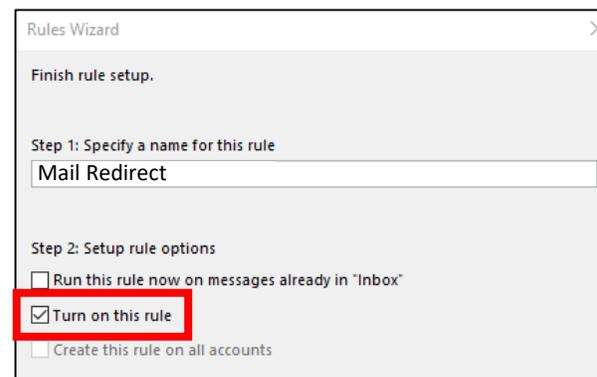
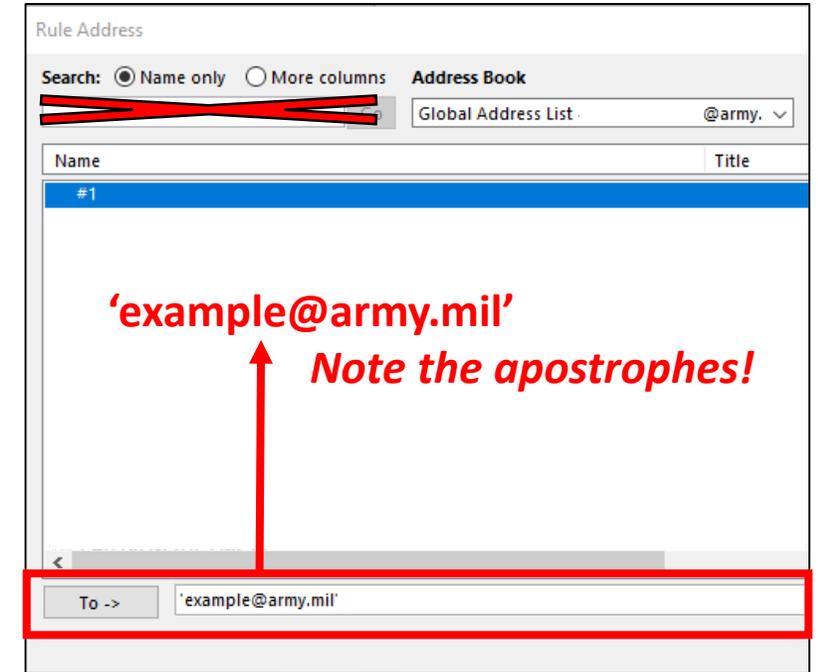
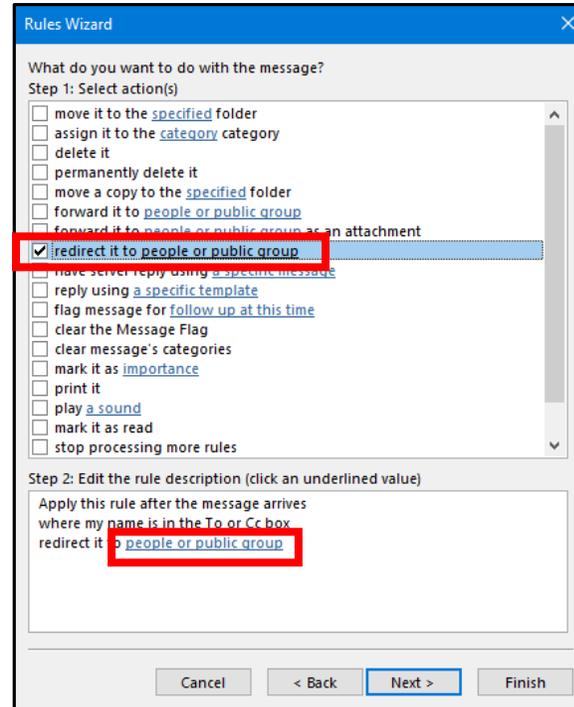
25. Click **Apply rule on messages I receive**, then **Next**

26. Select **received in a specific date span**. Click on the blue, underlined condition in the “Step 2” area, then check the box for **After** and set the date to *yesterday*. Click **OK**, then **Next**.



Self-Migration: Enable redirect to army.mil [2]

27. Select **redirect it to people or public group**. Click on the blue, underlined condition in the “Step 2” area to input your army.mil address.
28. From the **Rule Address** window, click in the **To** line and input your army.mil address using one single quote (apostrophe) at the start and one at the end, e.g. **'example@army.mil'**
!!! It will not work without the single quotes !!!
29. When prompted to enter **Exception Triggers** click **Next** to skip.
30. You can name the rule if you'd like, then make sure the **Turn on this rule** box is checked before clicking **Finish** to *enable redirection of all emails addressed to your mail.mil to go to your army.mil address*.
31. To verify the redirect is working, send an email to yourself or ask a coworker to send one to you. Sometimes Outlook has a delay, so the best way to check is using <https://webmail.apps.mil> to confirm that the redirected test email arrives.



Self-Migration: Remove DEE From Outlook / Add EXO [1]

When you are certain you have all of your data transferred and the email rule to redirect is working then you are ready to remove your mail.mil account from Outlook and start using army.mil exclusively. Please proceed with steps below.

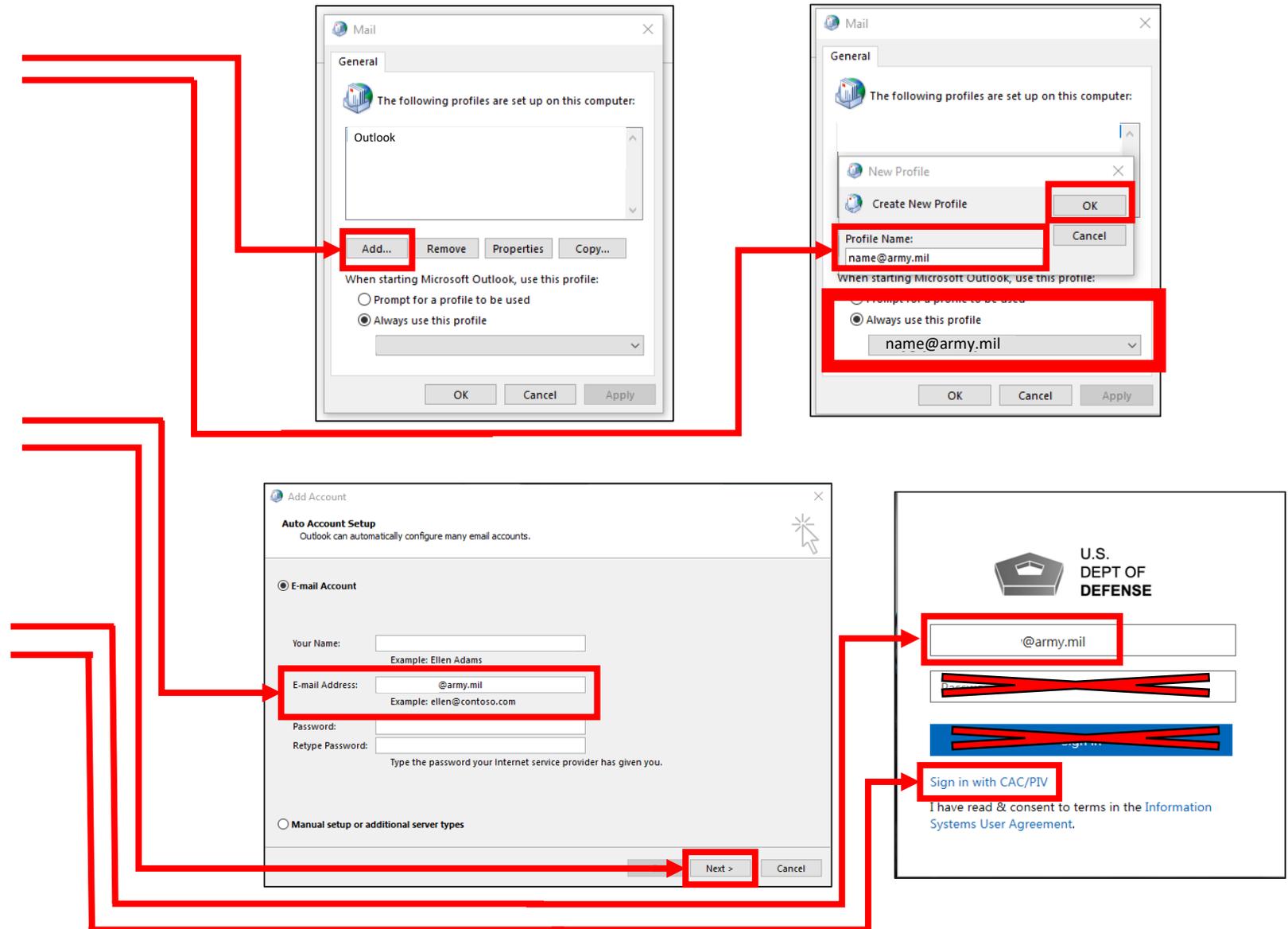
32. Close Outlook if it's running. In the **Windows Search Bar** next to the Windows Start Menu, type **Control Panel** and hit **Enter** to open the app that appears
33. In the **Windows Search** at upper-right corner of the **Control Panel** window type in "**mail**" and hit **Enter**
34. From the results, click on **Mail (32-bit)**
35. From the **Mail Settings** window, click on **Show Profiles**

The screenshots show the following sequence of actions:

- Windows Search bar with "control panel" entered.
- Control Panel window with "control panel" in the search bar.
- Control Panel window with "mail" in the search bar.
- Mail Setup - collin.j.guy.civ@army.mil window with "Show Profiles..." button highlighted.

Self-Migration: Remove DEE From Outlook / Add EXO [2]

36. Click **Add**, then type a name for your profile. It can be anything you want, but it is recommended to identify it as “Army 365” somehow. **Make sure this profile is in the dropdown for Always use this profile.**
37. The **Add Account** wizard appears. It should automatically populate your name and email based on your Active Directory user account attributes. Edit your email address to `@army.mil` and leave password fields blank. **Click Next.** Note: You must be on the DoDIN to connect a mailbox; it will usually fail over VPN. Once the mailbox is initially setup then future access is possible over VPN.
38. You’ll be presented with a sign-in window. Make sure the address is your `@army.mil`, then click **Sign in with CAC/PIV**. Select your **Authentication** certificate. If you do not see “U.S. Dept of Defense” window shown to the right your system may not be configured to support Army 365 authentication with Outlook. Please restart your computer and try again, then contact your IT support provider if problem persists.

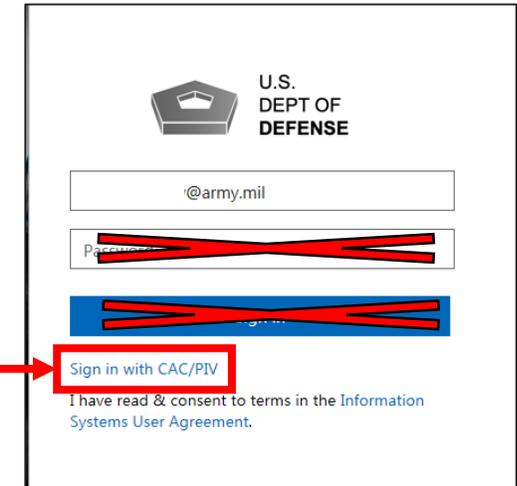
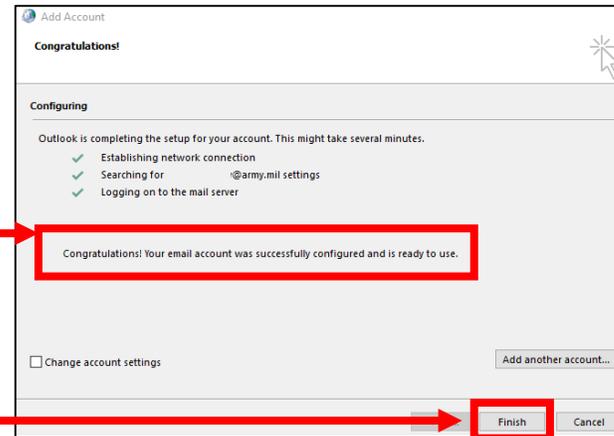


The diagram illustrates the steps for adding a new Outlook profile and configuring it for Army 365 authentication. Red lines and boxes highlight the specific actions and fields mentioned in the instructions.

- Step 36:** In the Outlook 'Mail' window, the 'Add...' button is highlighted.
- Step 37:** The 'New Profile' dialog box is shown. The 'Profile Name' field is highlighted, and the 'Always use this profile' radio button and its dropdown menu (containing 'name@army.mil') are highlighted.
- Step 38:** The 'Add Account' wizard is shown. The 'E-mail Address' field (containing '@army.mil') and the 'Next >' button are highlighted.
- Sign-in Window:** The sign-in window for the U.S. Dept of Defense is shown. The '@army.mil' field and the 'Sign in with CAC/PIV' button are highlighted.

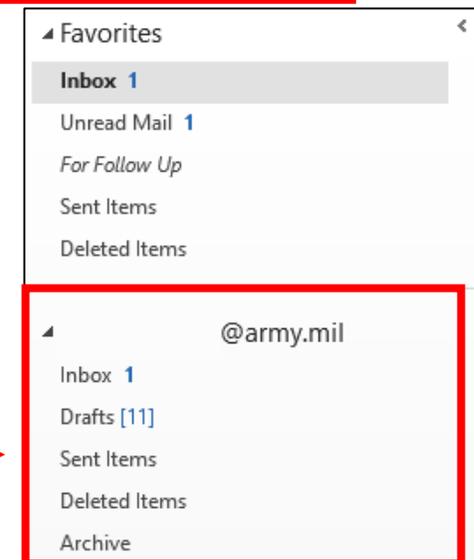
Self-Migration: Remove DEE From Outlook / Add EXO [3]

39. If you receive the **“Congratulations!”** message to the right you have successfully connected your Army 365 Mailbox to Outlook 2016. Click **Finish** to continue. If this step fails please restart your computer and try again, then contact your IT service provider if problems persist.



40. Launch Outlook 2016. You will be presented with another authentication prompt. Select **Sign in with CAC/PIV** and choose your **Authentication** certificate.

41. You may need to wait several minutes while it connects and downloads mailbox contents, but then you should ONLY see your A365 EXO mailbox listed in the folder view to the left in Outlook 2016.



Self-Migration: Configure Settings for A365 EXO Email [1]

42. To enable decryption and digital signing of emails, you'll need to configure your email security settings. Click **File** in the top-left corner of Outlook.

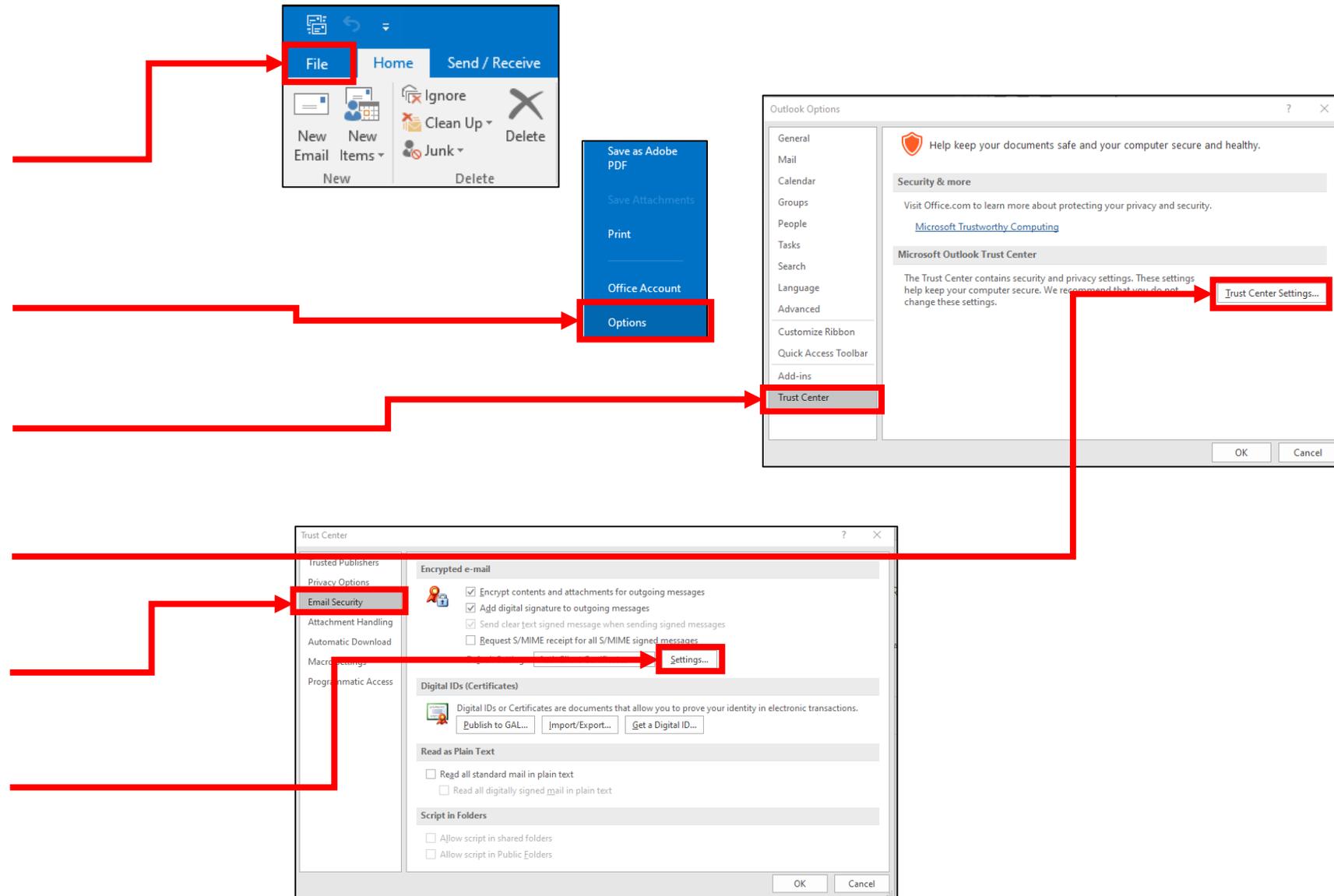
43. Select **Options**.

44. Select **Trust Center**.

45. Select **Trust Center Settings**.

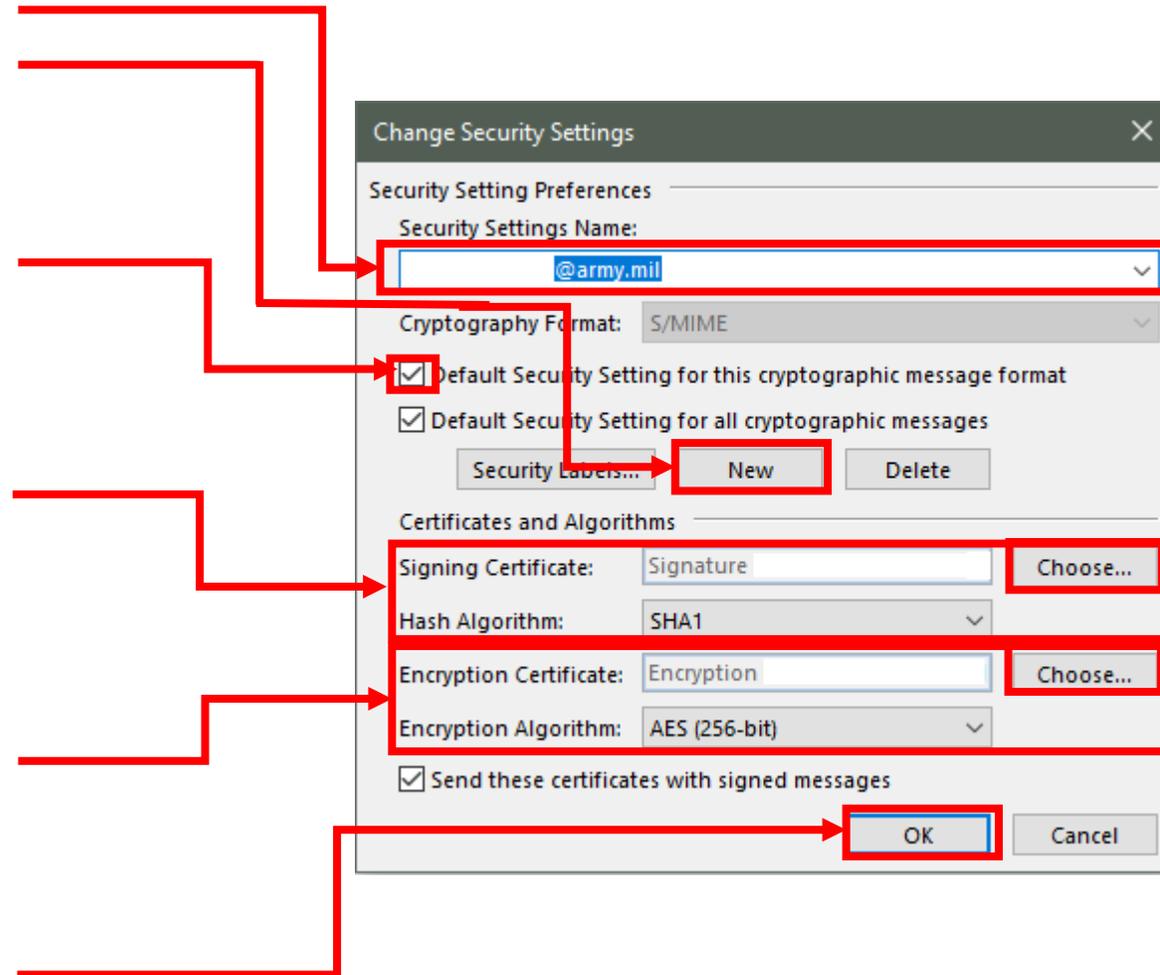
46. Select **Email Security**.

47. Select **Settings...**



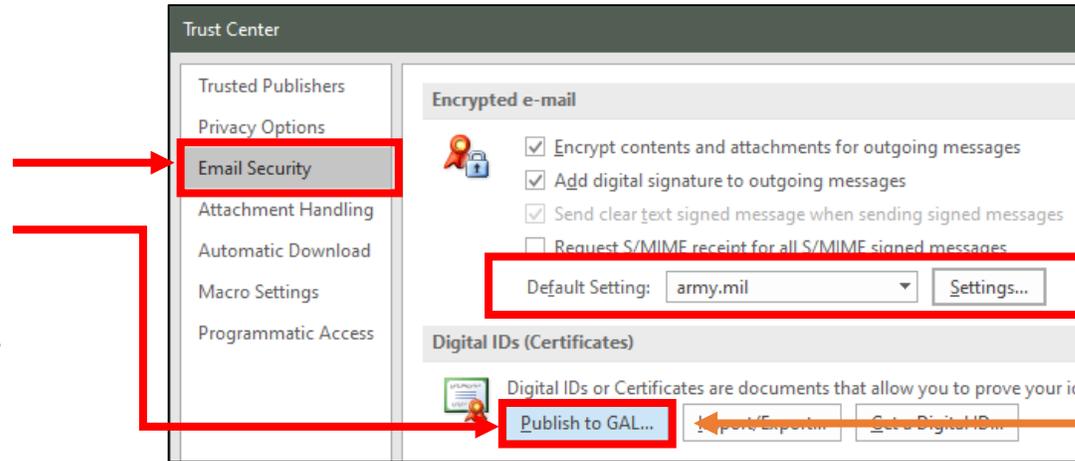
Self-Migration: Configure Settings for A365 EXO Email [2]

48. Select **New**, and name the configuration. It can be anything you want, but it is recommended to identify it as “Army 365” somehow.
49. Check the box for “**Default Security Setting for this cryptographic message format**”.
50. Under Certificates and Algorithms, click **Choose...** next to the **Signing Certificate** and select your **Signature** certificate. Choose **SHA1**.
51. Under Certificates and Algorithms, click **Choose...** next to the **Encryption Certificate** and select your **Encryption** certificate. Choose **AES (256-bit)**.
52. Click **OK** when finished. You should now be able to open encrypted emails received in your EXO mailbox.



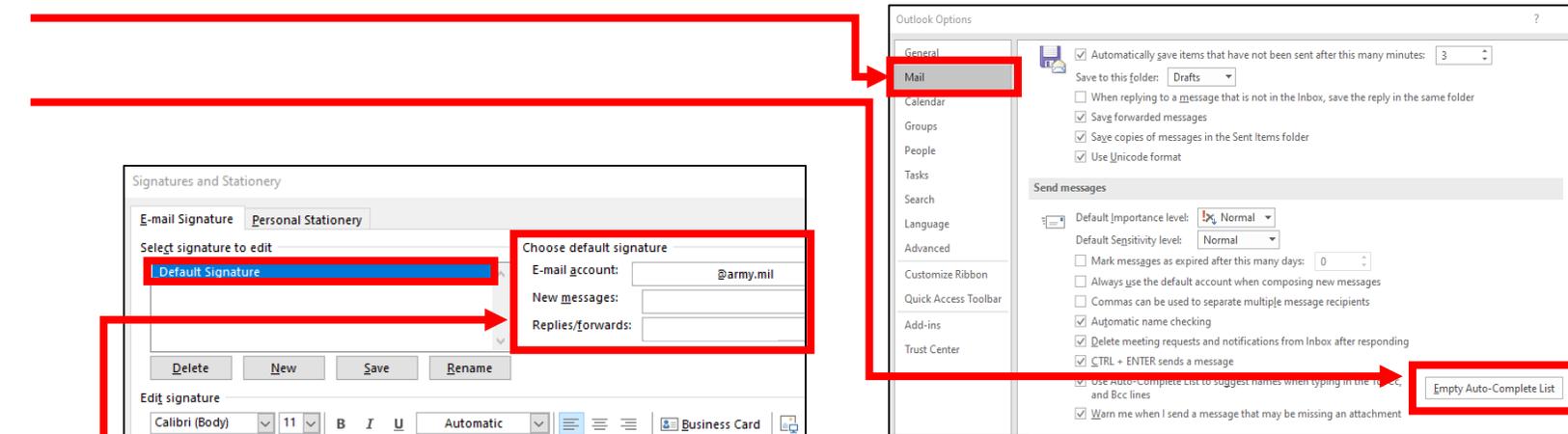
Self-Migration: Configure Settings for A365 EXO Email [3]

53. At the Trust Center Email Security window, verify that your army.mil configuration is set as **Default Setting**, then select **Publish to GAL...** Click **OK** to confirm and input your PIN if prompted. Click **OK** at the final confirmation window.

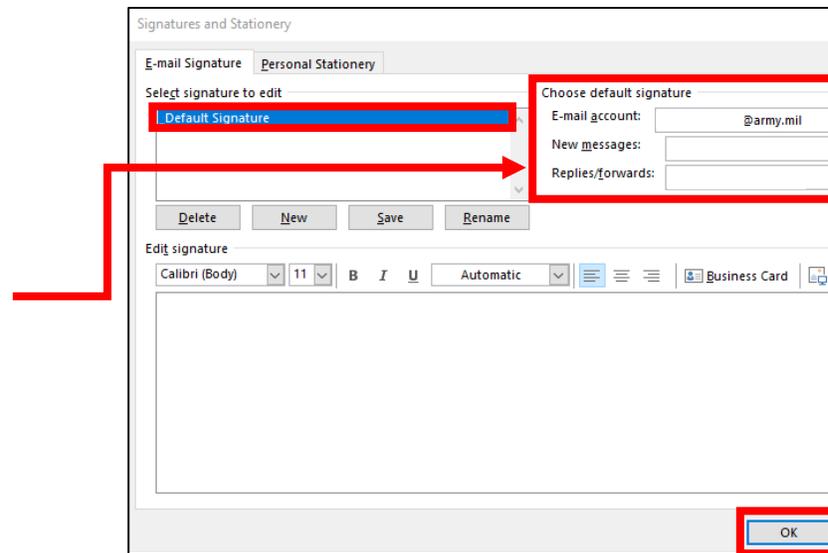


If you don't see the **Publish to GAL...** button please go back to [Page 15, Step 36](#) and ensure you are accessing a profile that contains *ONLY* the army.mil account.

54. Close the Trust Center and return to the **Mail** tab. Scroll down to the Send Messages section and click on **Empty Auto-Complete List...** to remove cached entries for mail.mil recipients. This will prevent sending of emails to undeliverable cached addresses.



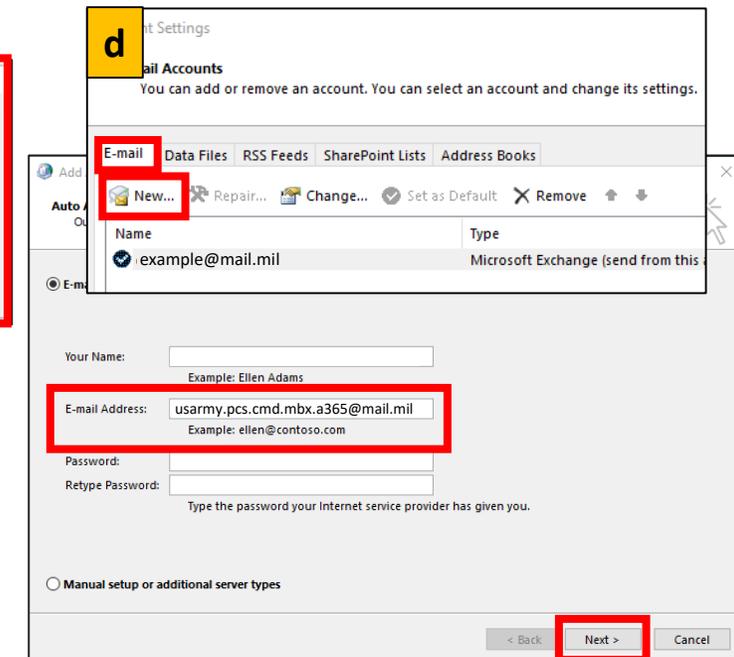
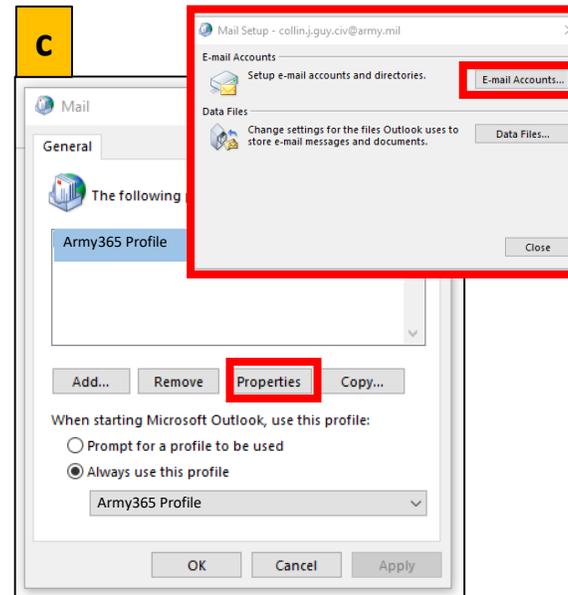
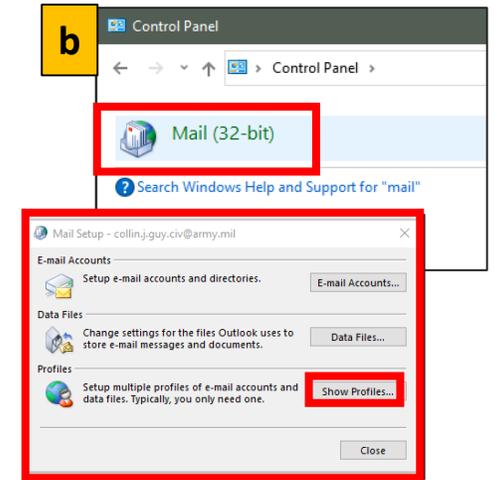
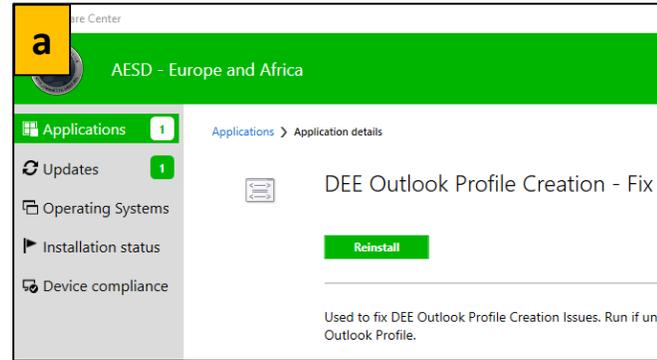
55. Back at the main Outlook window click **New Email**, then the **Insert** tab. Select **Signature**, then **Signatures...** to enable your default email signature(s).



Add DEE Mailboxes Post-Migration

After migration to A365 EXO Email you may still connect to and use most DEE (mail.mil) *Non-person Entities* (NPEs) such as Organizational Mailboxes and Group Calendars. **As soon as all owners and members of an NPE have migrated the NPE should be migrated to army.mil by submitting on the [EXO Portal](#).**

- Temporarily enable “legacy authentication” by opening the **Software Center** and look for an application similar to the one to the right. Names will vary based on your IT service provider, but should reference something like “DEE Outlook Fix”. Install/reinstall this application and wait a moment for it to finish. You must complete the next steps within 60 minutes or you will likely need to run the DEE Outlook Fix again.
- Open **Control Panel**, search **Mail**, click on **Mail (32-bit)**, then click **Show Profiles...**
- With your A365 profile highlighted click on **Properties** then click **E-mail Accounts...**
- On the **E-mail** tab select **New...**, then at the **Auto Account Setup** screen input the NPE address that you want to add, such as *usarmy.pcs.cmd.mbx.a365@mail.mil*, then click **Next**. At the certificate selection prompt choose the **Authentication** certificate and enter PIN if prompted. *Once all mailboxes are added please restart your computer.*



Using A365 EXO Email During Transition

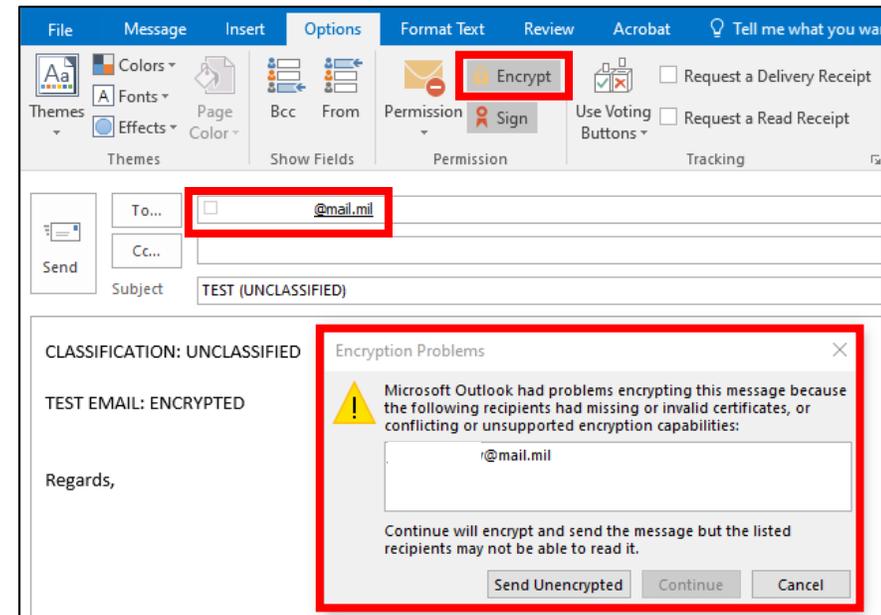
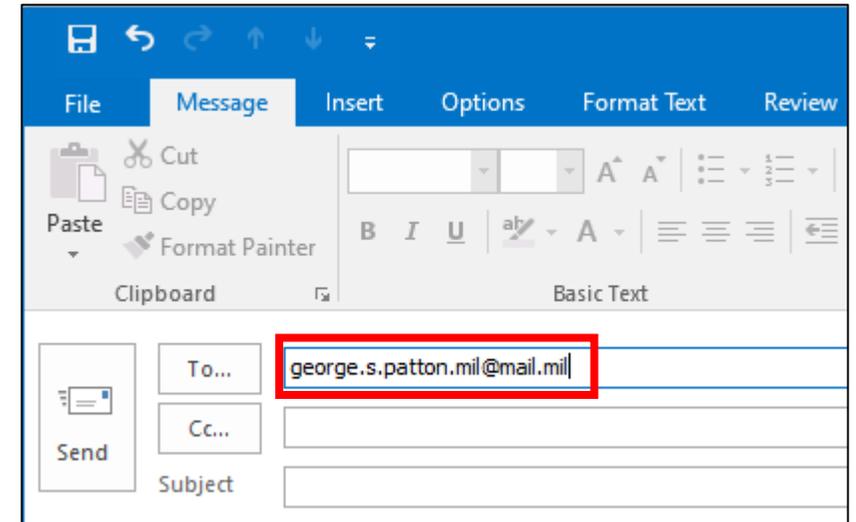
GLOBAL ADDRESS LIST

To send from your army.mil to other mail.mil addresses you must type the recipient's mail.mil address in the first time you send to them post-migration. The Global Address List in A365 only lists army.mil addresses and picking recipients from the list will only send to their army.mil accounts. Once you've sent to a mail.mil recipient one time they will be available from the autocomplete picklist for convenience. You can use the A365 GAL to look up a user, then use Properties and reference the *Alias* attribute; simply append mail.mil at the end.

ENCRYPTED EMAIL

You cannot send encrypted from army.mil to mail.mil without the recipients' public key. Send without encryption unless it is needed to protect confidentiality of sensitive information. If you must send encrypted, ask the mail.mil user to send you a digitally signed/encrypted email first, then you can reply to them with an encrypted email and will be able to compose new encrypted emails to them again in the future. If necessary you can also download and install a recipients' key individually from [DISA GDS](#) (DOD 411) then add them to your Contacts list. For assistance please contact your IT support provider. *It is possible to send encrypted from army.mil to army.mil.*

How do we overcome these challenges? ALL Army users migrate to Army 365 Exchange Online (EXO) Email.



Self-Migration: Delete DEE Mailbox (Completion!)

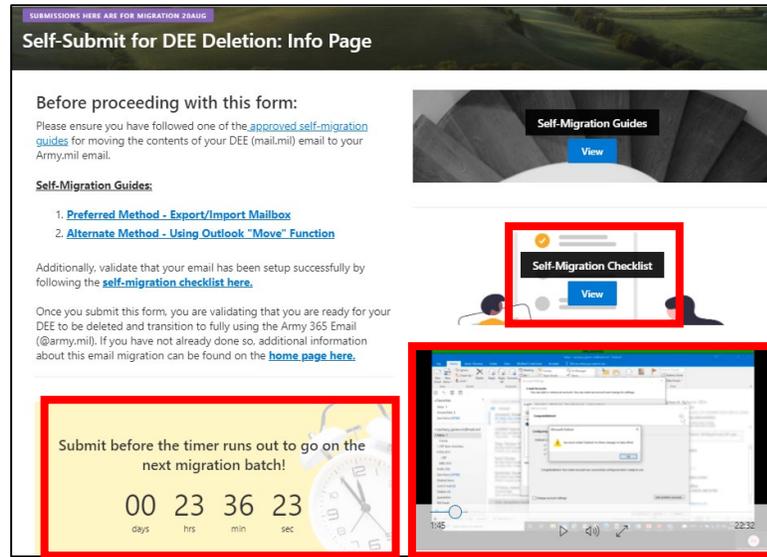
Final Steps:

- Verify that the **email redirect** from mail.mil to army.mil is functional.
- Verify that all **historical data (emails, calendars, contacts, rules) has been imported** to your army.mil mailbox
- Connect mail.mil mailboxes and calendars** that have not migrated to army.mil yet and re-add PST files in Outlook

Now you are ready to finalize migration by deleting your DEE mailbox. *If you are a DMUC iPhone user this step will also trigger the transition in the Email+ app.*

If you cannot verify or complete any of the three steps above please consult your IT service provider or an Army 365 Champion for assistance.

To begin, navigate to the [EXO Migration Portal's Self-Submission for DEE Deletion Page](#). Scroll to the bottom of the page and click the **Big Green Button** to submit for deletion. Input your *DEE Address*, your *MACOM*, your *Customer Code*, and *certify the submission*, then click **Save**. See schedule to the right to determine when your DEE / mail.mil will be deleted.



Self-Submit for DEE Deletion: Info Page

Before proceeding with this form:
Please ensure you have followed one of the [approved self-migration guides](#) for moving the contents of your DEE (mail.mil) email to your Army.mil email.

Self-Migration Guides:

- [Preferred Method - Export/Import Mailbox](#)
- [Alternate Method - Using Outlook "Move" Function](#)

Additionally, validate that your email has been setup successfully by following the [self-migration checklist here](#).

Once you submit this form, you are validating that you are ready for your DEE to be deleted and transition to fully using the Army 365 Email (@army.mil). If you have not already done so, additional information about this email migration can be found on the [home page here](#).

Submit before the timer runs out to go on the next migration batch!

00 23 36 23
days hrs min sec

The DEE Deletion Schedule:

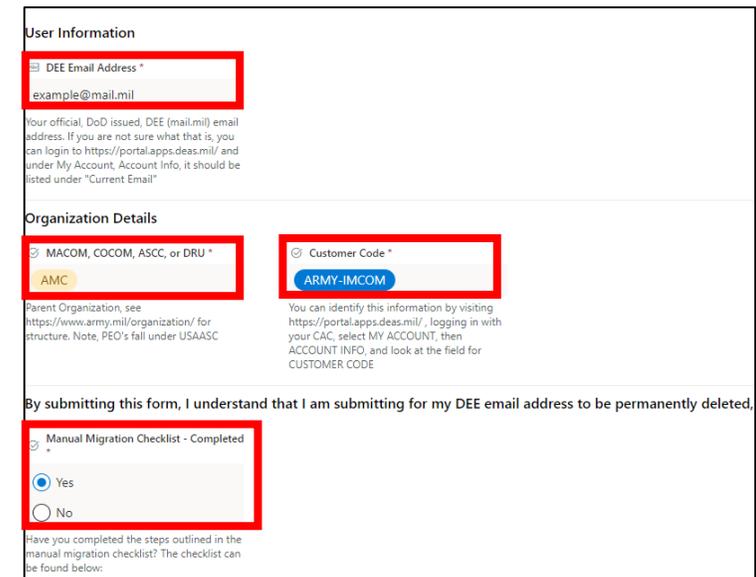
Submissions **before 1700 EST every Monday** are added to the queue for **DEE deletion** to occur **2 days later on Wednesday, between 0730 EST and 1700 EST.**

Submissions **after 0900 EST every Monday** are queued for the **following Wednesday (9 days later).**

Direct Link: <https://armyeitaas.sharepoint-mil.us/teams/EXOMigration/SitePages/Self-Submit-for-DEE-Deletion--Info-Page.aspx>

You can double-check preparedness using the Self-Migration Checklist or watch the video walkthrough to review the major steps.

The timer indicates the cut-off for the next weekly migration window.



User Information

DEE Email Address *
example@mail.mil

Your official, DoD issued, DEE (mail.mil) email address. If you are not sure what that is, you can login to <https://portal.apps.deas.mil/> and under My Account, Account Info, it should be listed under "Current Email"

Organization Details

MACOM, COCOM, ASCC, or DRU *
AMC

Customer Code *
ARMY-IMCOM

Parent Organization, see <https://www.army.mil/organization/> for structure. Note, PEO's fall under USAASC

You can identify this information by visiting <https://portal.apps.deas.mil/>, logging in with your CAC, select MY ACCOUNT, then ACCOUNT INFO, and look at the field for CUSTOMER CODE

By submitting this form, I understand that I am submitting for my DEE email address to be permanently deleted.

Manual Migration Checklist - Completed *

Yes
 No

Have you completed the steps outlined in the manual migration checklist? The checklist can be found below:

Assisted Migration: Automated Transfer of DEE to EXO

SKIP THIS PAGE IF YOU ARE SELF-MIGRATING

If you are presented with “*Error 500: Something went wrong. We couldn’t find a mailbox for this account...*” when attempting to access <https://webmail.apps.mil> then you are unable to **Self-Migrate** and will need to submit for **Assisted Migration**. This process involves an automatic transfer of existing DEE mailbox data to a new A365 EXO mailbox. To best prepare yourself for success you should review and complete the *Mailbox Cleanup* steps in the links below.

[Attachments Cleanup](#)

[Calendar Cleanup](#)

[Redundant Threads Cleanup](#)

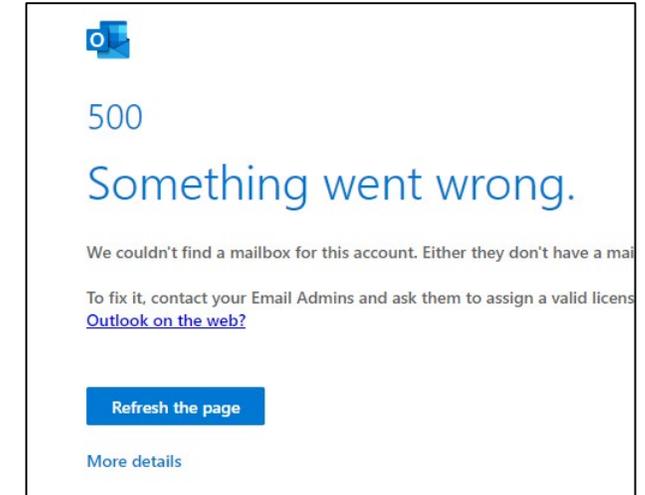
Once your DEE mailbox has been cleaned you can submit for **Assisted Migration** on the [EXO Migration Portal’s Assisted Migration Submission Page](#). Input your *DEE Address*, your *MACOM*, your *Customer Code*, and *certify the submission*, then click **Save**. See schedule below to determine when your DEE / mail.mil will be deleted.

Note: When **Assisted Migration** occurs you may experience interruption in email access for 1-3 hours. Once Outlook indicates the mailbox has been removed please follow steps in the [DEE to EXO TTP](#) in order to add your new A365 mailbox in Outlook.

The Assisted Migration Submission Schedule:

Submissions **before 1700 EST every Monday** are added to the queue for Assisted Migration to occur *three days later* on **Thursday, between 0730 EST and 1200 EST**.

Submissions **after 0900 EST every Monday** are queued for the following Thursday (10 days later).



Self-Submission for Assisted Email Migration

User Information

DEE Email Address *
example@mail.mil

Your official, DOD-issued, DEE (mail.mil) email address. If you are not sure what that is, you can login to <https://portal.apps.deas.mil/> and under My Account, Account Info, it should be listed under "Current Email"

Organization Details

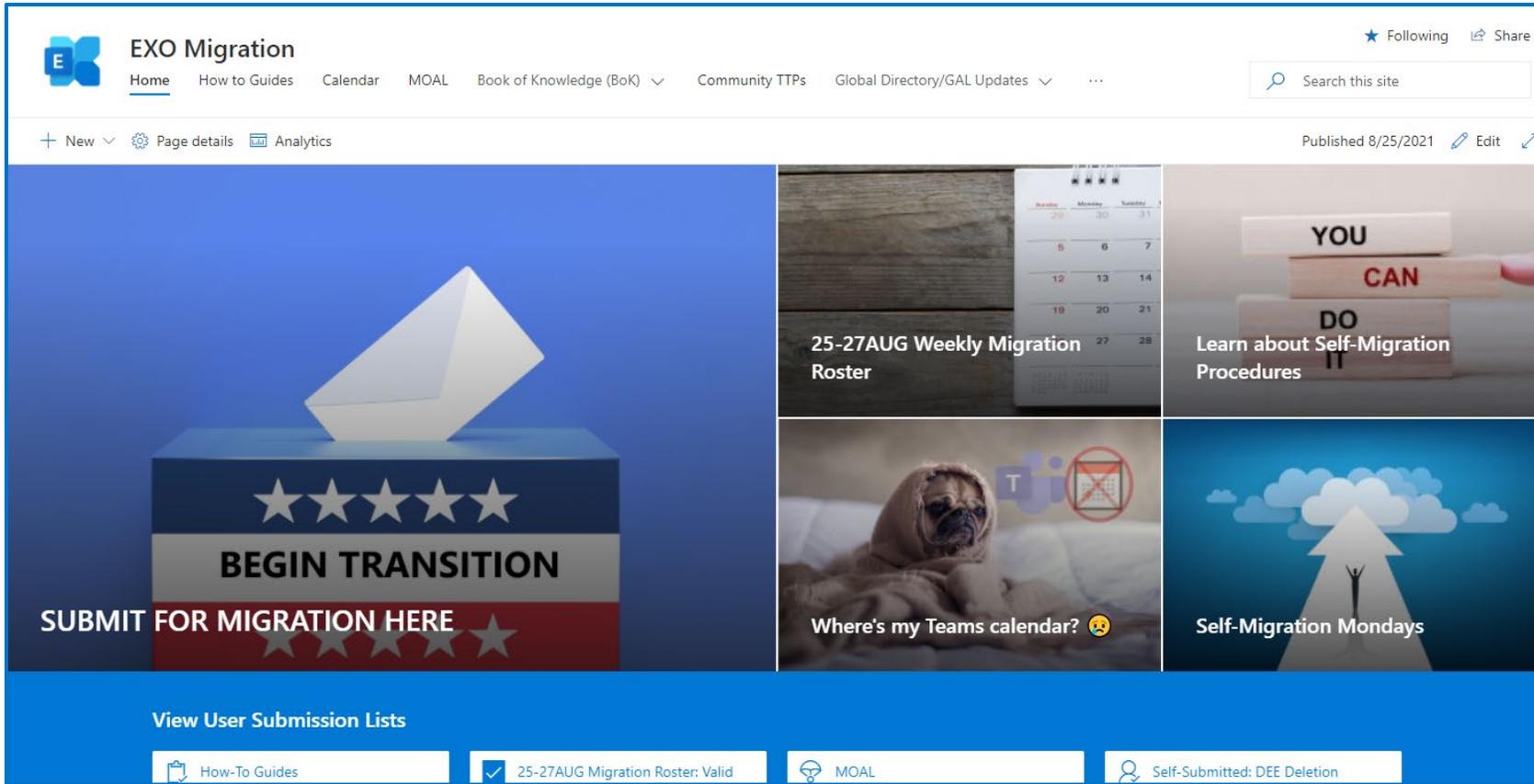
MACOM, COCOM, ASCC, or DRU *
AMC

Customer Code *
ARMY-IMCOM

Parent Organization, see <https://www.army.mil/organization/> for structure. Note, PEO's fall under USAASC

You can identify this information by visiting <https://portal.apps.deas.mil/>, logging in with your CAC, select MY ACCOUNT, then ACCOUNT INFO, and look at the field for CUSTOMER CODE

The EXO Migration Portal



The screenshot displays the EXO Migration SharePoint Portal. The top navigation bar includes the EXO Migration logo, a search bar, and links for Home, How to Guides, Calendar, MOAL, Book of Knowledge (BoK), Community TTPs, and Global Directory/GAL Updates. A secondary navigation bar offers options for New, Page details, and Analytics. The main content area features a large blue banner with a ballot box icon and the text "BEGIN TRANSITION" and "SUBMIT FOR MIGRATION HERE". To the right, there are four smaller tiles: "25-27AUG Weekly Migration Roster" with a calendar, "Learn about Self-Migration Procedures" with stacked blocks reading "YOU CAN DO IT", "Where's my Teams calendar?" with a pug and a Teams icon, and "Self-Migration Mondays" with an upward arrow. A blue footer bar contains a "View User Submission Lists" link and four filter buttons: "How-To Guides", "25-27AUG Migration Roster: Valid", "MOAL", and "Self-Submitted: DEE Deletion".

For further info on EXO Migration, including: instructions, email migration submissions, and support, please visit the **EXO Migration SharePoint Portal:**

<https://armyeitaas.sharepoint-mil.us/teams/EXOMigration/>