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# HOW TO MANAGE NMCI EMAIL ACCOUNT

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## First! Have you been Flanked?

Have you been Flanked? If you are having trouble logging into Outlook Web Access or you are receiving an error that shows :( something went wrong: we could not find a mailbox for this user. You may have been flanked. Try logging into flank speed by using the following steps:

- 1) In browser type 'portal.apps.navy' or google flank speed log in
- 2) Click portal.apps.navy link on page
- 3) Enter email '[fathom@us.navy.mil](mailto:fathom@us.navy.mil)
- 4) Click CAC login and your email should be [firstname.MI.lastname.mil@us.navy.mil](mailto:firstname.MI.lastname.mil@us.navy.mil) (flank speed email)
- 5) Click Outlook App on left column

If you can get into the Outlook App, YOU HAVE BEEN FLANKED. If you cannot or it does not show the app, YOU HAVE NOT. If you are still having trouble after following these steps, please reach out to the N14 ISSO.

[CNRFC N14 ISSO@navy.mil](mailto:CNRFC_N14_ISSO@navy.mil).

PLEASE NOTE: If you have been fully Flanked, you will longer need your NMCI account. NMCI accounts are being phased out and you will only need to access your Flank Speed account through the portal and Outlook App on the left column. There is no login requirement for Flank Speed. "

To maintain your NMCI email account if you have not been Flanked, you will need too:

- 1) Reservist Email accounts will be **DISABLED/DELETED** on a **60/180** day policy
  - a. This applies to BOTH NIPR and SPIR accounts.
  - b. If you have 2 accounts, you need to sign into BOTH accounts to maintain this timer.
- 2) To ensure your account does not get disabled/deleted, you **MUST** sign in once every 60 days

**PLEASE BE ADVISED:** Some Reservist NMCI Email accounts may still follow the Unlock/Delete Rule of 30/45 days respectively. The Rule your account follows will depend on how your account was originally built-out. If you are unsure which rule your account follows, please try to troubleshoot the issue by not logging in for 30 days. If you find that your account still works on day 31, your account follows 60/180 and no further troubleshooting is required. If you find your account has been locked on day 31, send an email to ([CNRFC N14 ISSO@navy.mil](mailto:CNRFC_N14_ISSO@navy.mil)) so we can unlock your account and have the rule changed.

**Request to ISSO:** For your unlock request, indicate your navy email address and that your email has been Locked. State that you have verified this with the NMCI Help Desk on Date **\*\*/\*\*/\*\*\*\***. (No SAAR-N form or annual trainings are needed. These are only required to rebuild deleted accounts)

- 3) **Timer resets** when:
  - a. NIPR:
    - i. Login on NMCI computer
    - ii. Login on NON-Flank Speed Outlook Web Access (OWA), on gov or personal computer
    - iii. Login on NON-Flank Speed email with R2S device

**NOTE: Logging into Flank Speed DOES NOT reset the time for your account!!**
  - b. SIPR:

- i. Login on SIPRnet computer connected to NMCI
  - ii. Login on NON-Flank Speed OWA with secret device capability
- NOTE: Logging into Flank Speed DOES NOT reset the time for your account!!**

4) **DORMANT STATUS** Policy

- a. If you are going to sea or on leave for an extended period of time, REQUEST your email be put into a Dormant Status!
- b. Dormant status request will go through N14 ISSO: Email distro is on N14 SharePoint page (Command ISSO: [CNRFC\\_N14\\_ISSO@navy.mil](mailto:CNRFC_N14_ISSO@navy.mil))
  - i. ISSO is your POC for any NMCI questions
  - ii. ISSO will activate dormant status upon request. Account will remain dormant until requested to make active upon return. (As long as it is not dormant for over 180 days. See below!!)
  - iii. \*\*\*You will need to request your email gets taken out of dormant status in order to access in upon return\*\*\*
- c. Emails CANNOT be dormant over 180 days. If an account is dormant over 180 days, the account will become ACTIVE and restart the timer for 60 days before disablement and follow-on deletion at 180 days.

**REQUESTS Emailed to ISSO should Include:**

- i. Name
- ii. Navy Email address(es) = NIPR, SIPR, or BOTH. You need to make a request for both emails since the address is often different for a NIPR and SIPR account.
- iii. Personal email for email correspondence
- iv. Vessel Boarding
- v. Expected timeframe you will be away
- vi. Justification for request