APAN MAIL TIPS

TOP 5 COMMON ISSUES

1 I DON'T HAVE AN APAN MAIL ACCOUNT

Even if you already have an APAN account, you will need to send a request to the USSOUTHCOM APAN Support Team (southcom.miami.scj6.mbx.omb-sc-apan@mail.mil) to use the APAN Mail service. Please specify the following in your request:

1) Type of account needed (individual, shared, both)

2) Purpose and/or event name, if applicable

3) Specific dates (e.g., needed by, use, deletion)

2 I CAN'T FIND WHERE TO LOG INTO MY APAN MAIL ACCOUNT

1) Visit the APAN Mail (https://mail.apan.org) page.

2) Enter your APAN Mail username and password.

3) Click the LOGIN button.

3 I FORGOT MY APAN MAIL USERNAME / I FORGOT MY APAN MAIL PASSWORD

For individual accounts:

1) Use these links to retrieve your information:

https://passport.apan.org/apan/home/forgotusername

https://passport.apan.org/apan/home/forgotpassword

2) Visit the APAN Mail (https://mail.apan.org) page.

3) Enter your username and password.

For shared accounts, contact the USSOUTHCOM APAN Support Team (southcom.miami.scj6.mbx.omb-sc-apan@mail.mil).

4 I NEED TO DELETE MY APAN MAIL ACCOUNT(S)

Contact the USSOUTHCOM APAN Support Team via email (southcom.miami.scj6.mbx.omb-sc-apan@mail.mil) with your APAN Mail username(s) and/or email account(s) you wish to delete. If you do not have this information, simply let us know and we will gladly work with you to find your account(s).

5 WHERE DO I GO FOR APAN MAIL HELP?

Contact the USSOUTHCOM APAN Support Team via phone at (305) 437-2491 or email at southcom.miami.scj6.mbx.omb-sc-apan@mail.mil.

USING APAN MAIL

❖ **SOCIALIZE YOUR EMAIL** Ensure you provide your complete email address (including the @apan.org) when socializing your APAN email address with others (e.g., username@apan.org).

❖ **SEND EMAILS** From your Inbox, use the NEW button on the toolbar to compose a new message. Once the message is complete, click the SEND button above the From section of the message.

❖ **ADD CONTACTS** Open any email in your Inbox, hover over the email address you wish to add to your Contacts, and click the 👤 icon. You can also click the NEW button on the Contacts tab and manually enter the email address.

❖ **ATTACH FILES** When composing a new message, click the ATTACHMENTS button above the From section of the message. Click the BROWSE and ATTACH buttons to add the file to the message. Once complete, click the CONTINUE button on the bottom of the screen to return to your message.

HELPFUL TIPS

❖ **TRANSLATION** You can use the translation drop-down on the APAN Mail login page to specify the language settings for the menu options within this service. This setting does not automatically translate the content of the emails received.
NOTE: If you are already logged into your account, you will need to log off, apply the change to this language option, and log in again.

❖ **PASSWORD ERROR** If you forget your APAN Mail password, ensure you use the password instructions (#3 on left) to reset it. Do NOT use the *Forgotten your password?* link on the APAN Mail login page.

❖ **EMAIL ERROR** If you are unable to send or reply to an email, click the OPTIONS tab located on the toolbar across the top of the page. From the left side of the screen, click the MAIL > COMPOSE options. Select the PLAIN TEXT option to the right of the "Compose my messages in the following format" text or contact the USSOUTHCOM APAN Support Team for assistance.