



## AKO/DKO ACCOUNT PROCEDURES

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**AKO/DKO Registration:** To register for an AKO/DKO account, visit AKO/DKO at [www.us.army.mil](http://www.us.army.mil) and click on the link to "Register for AKO."

**AKO/DKO Registration FAQ:** <http://help.us.army.mil/faqs/Registration.html>.

### Overview

Five categories of AKO/DKO accounts are available to the Military Community:

1. Army accounts
2. Joint accounts
3. Sponsored accounts (verified or unverified)
4. Email-Only accounts (includes Active Directory or other "utility accounts")
5. Utility Accounts

A description of each account category, the users who are eligible for each account category and the general permissions of each account category are outlined below.

### Category 1: Army Accounts

Army accounts are available to users who have a current entry in the Army Personnel system. These entries correspond to the following account types:

#### I. Eligibility

- Active Army
- Army Retired
- Army Reserve
- Individual Ready Reserve
- National Guard
- DA Civilian
- DA Civilian Retired
- NAF Civilian
- U.S. Military Academy Cadets
- ROTC Cadets (MS III and IV)
- Future Soldier

If a user corresponds to two categories – for instance, Army Retired and DA Civilian – this user will receive dual-account status as long as both records appear in the Army Personnel database.

#### II. Account Creation

To validate their identities, new users creating Army accounts must present three pieces of information: Social Security number, date of birth, and pay entry base date (PEBD). A new user then selects a username, enters a password, and answers three security questions. Once the registration process is complete, a user may access the system within 15 minutes.

#### III. Account Renewal and Revocation

Army accounts do not need to be renewed as long as the user has a current entry in the personnel database. This includes retirees: as long as the user has a current entry in the retiree database, the AKO account will not expire.



When a user no longer has a current record in the personnel database, his/her AKO account will be revoked after 180 days. In order to maintain an AKO account, a user who is no longer in the database must be sponsored by a full account holder.

#### **IV. Changing an Army Account to a Guest Account or Reactivating an Army Account**

If your account has been deactivated, or is about to be deactivated, you can have your account changed to a guest account. To change an account from a full Army account to a guest account, please locate the AKO username of your new sponsor and contact the AKO Help Desk.

If you retired from the Army but have returned in a new position that will again allow you to have a full Army account, you can reactivate your account by locating the AKO username of your temporary sponsor and contact the AKO Help Desk. If your record appears in the Army personnel database, the AKO Help Desk will reactivate you as a full Army account. If your record has not yet been processed, the AKO Help Desk will reactivate you as a guest account and will enter your SSN in your account profile. Once your record appears in the Army personnel database, your account will automatically change back to a full Army account.

#### **VI. Permissions**

Army account holders have access to all AKO services: email, IM, chat, collaborative tools, forums, and pages. Full account holders have 100 MB email storage (see the AKO Email Account Procedure for more information: <https://www.us.army.mil/suite/doc/1828294>) and 50 MB document storage. Army account holders may sponsor guest accounts, such as family members, contractors, or other Army guests. Please review the next section for additional information.

#### **VII. Guidance for Army Accounts who Sponsor Guest Accounts**

At the present time, full Army account holders may sponsor an unlimited number of guest accounts; however, each sponsored account must be related to Army or DKO business except when such a sponsored account is held by a DEERS listed family member. Sponsors may access their sponsored accounts by clicking on "My Account" in the upper right-hand corner of AKO, and then clicking the "Sponsor Management" button.

Sponsors will need to renew unverified contractor and unverified family member accounts every 150 days. Verified contractor and verified family member account renewal is 365 days. All other guest accounts must also be renewed every 365 days. Please see the description below for more information on verified and unverified accounts.

All users must behave in a professional manner on AKO. Full Army account holders are responsible for the online behavior of the accounts they sponsor. Inappropriate behavior may result in sanctions.

Retirees, although having sponsorship privileges, may not sponsor contractors or Foreign Officers.

#### **Information for Sponsors: What is Account Verification?**

**Question:** What is account verification?

**Answer:** In order to provide the highest possible level of security, AKO invites eligible sponsored accounts to upgrade to verified sponsored accounts. The verification process may be completed when the user registers for an account, or it may be completed at a later date. To verify an account, the user must enter his or her SSN (social security number) and DoB (date of birth), which are checked against an official DoD personnel system. If a match is found, the user is considered to be verified.



**Question:** Which accounts are eligible for account verification?

**Answer:** All DoD contractors with a CAC, family members in DEERS, other service members (Coast Guard, Marines, and Navy), DoD Civilians, Local Nationals, and Foreign Officers may upgrade to verified accounts.

**Question:** When eligible users (as outlined above) register for **new** AKO/DKO accounts, should they enter their SSNs and dates of birth? Also, what should I tell **existing** family members, contractors, or other service members (or their contractors) who are asked to upgrade to verified accounts?

**Answer:** When an account holder enters his or her SSN and DOB, either upon registration or later from the user's "My Account" option, AKO/DKO will attempt to verify that the user is registered in DEERS (for family members), has a valid CAC (Common Access Card – for contractors), or is listed in a valid DoD personnel system (for other service members). If the user is verified, he or she will be marked as a verified account. For sponsored accounts, the sponsor will only need to renew verified accounts once a year. However, unverified sponsored accounts will need to be renewed by their sponsors every 150 days.

In the future, AKO/DKO may also restrict the number of non-verified accounts that each Army account holder may sponsor. However, verified accounts will not count against the limit of non-verified sponsored accounts. You should therefore instruct all eligible account holders who are registering for a new account to enter their SSN and date of birth, which will allow them to be upgraded upon registration. You should also instruct existing eligible account holders to upgrade now.

## Category 2: Joint Accounts

Joint accounts are available for the active duty, civilian, reserve, retiree, and contractor members of the Marine Corps and Navy. Joint accounts are also available for DoD civilians and DoD contractors.

### I. Eligibility

- Active Air Force
- Air Force Retired
- Air National Guard
- Air Guard Retired
- Air Force Reserve
- Air Force Reserve Retired
- Air Force Civilian
- Air Force Contractor
- Active Navy
- Navy Retired
- Navy Reserve
- Navy Reserve Retired
- Navy Civilian
- Navy Contractor
- Active Marine Corps
- Marine Corps Retired
- Marine Corps Reserve
- Marine Corps Reserve Retired
- Marine Corps Civilian
- Marine Corps Contractor
- DoD Civilian
- DoD Contractor
- Active Coast Guard
- Coast Guard Reserve
- Coast Guard Retired
- Coast Guard Civilian
- Coast Guard Contractor



Joint un-sponsored accounts are currently available to specific members of DOL, DISA Edge, and JFCOM. Other members of the joint community may still access AKO/DKO by registering for a joint account but will be prompted to include a sponsor as part of the registration.

For the initial phase of DKO, the Air Force is requiring their members who would like access to AKO/DKO to have official Army business on AKO/DKO and to obtain an Army sponsor such that they may register for a sponsored account. The ability for new Air Force users to utilize joint un-sponsored accounts will be announced at a future date.

## **II. Account Creation**

To validate their identities, new users in other services creating joint un-sponsored accounts must present two pieces of information: Social Security Number and date of birth. Other members of the joint community may still access AKO by registering for a sponsored joint account.

For sponsored accounts, the use of SSNs is highly recommended as the SSN is used to verify the user's identity against a DoD personnel database. A new user then selects a username, enters a password, and answers three security questions. The system will propagate a user name to all portal servers once the account name has been approved by its sponsor (if required) and has passed named account review.

## **III. Account Renewal and Revocation**

Joint un-sponsored accounts do not need to be renewed as long as the user has a current entry in the personnel database.

When a joint un-sponsored user no longer has a current record in the personnel database, the account will be revoked after one hundred eighty (180) days. In order to maintain an AKO/DKO account, a user who is no longer in the database must be sponsored by a full Army account holder.

## **IV. Changing a Joint Un-sponsored Account to a Joint Sponsored Account or Reactivating an Un-sponsored Account**

If your account has been deactivated, or is about to be deactivated, you can have your account changed to a sponsored account. To change an account from an un-sponsored joint account to a sponsored account, please locate the AKO username of your new sponsor and contact the AKO Help Desk.

For example, if you separated from the service or left a civilian position but have returned in a new position that will again allow you to have an account, you can reactivate your account by using your previous AKO username and then contacting the AKO Help Desk. If your record appears in the personnel database, the AKO Help Desk will reactivate you as an un-sponsored account. If your record has not yet been processed, the AKO Help Desk will reactivate you as a sponsored account and will enter your SSN in your account profile. In this instance you must be able to provide the AKO user ID of a valid sponsor. If your account is reactivated as a sponsored account and at a later time your record appears in the personnel database, your account will be prompted to change to an un-sponsored account.

## **VI. Permissions**

Joint account holders have access to all AKO services: email, IM, chat, collaborative tools, forums, and pages. Full account holders have 100 MB email storage (see the AKO Email Policy for more information: <https://www.us.army.mil/suite/doc/1828294>) and 50 MB document storage. Joint account holders are not eligible to sponsor other account holders. Please review the next section for additional information.



## Category 3: Sponsored Accounts (standard)

There are two types of sponsored accounts: standard and Email-Only. The standard sponsored account is described here; the Email-Only account is described in Category 4. Sponsored accounts are available to family members of full account holders and other users who have legitimate business with the US Army. These users correspond to the following account types:

### I. Eligibility

- Administrative Contractor
- Air Force Guest
- Army Contractor
- Army Volunteer
- Coast Guard Guest
- DoD Civilian Guest
- Family Member of Army full account holder
- Federal Civilian Agencies
- Foreign Officer (attached to U.S. Army)\*
- Homeland Security
- Incoming DA Civilian
- Initial Entry Soldier
- Local National Employee
- Marine Corps Guest
- Medical Discharge
- Medical Retired
- Military Transition
- National Guard Retired
- Navy Guest
- ROTC Cadets (MS I and II)

\*If the organization where a foreign official is certified determines there is a need for the foreign official to have access to a standard AKO account beyond e-mail access, submit an exception to policy through the DAA to the RCIO AIPM, to be forwarded to the HQDA CIO/G-6". For more information on this process see "Foreign Officer (Attached to U.S. Army) - (for access beyond e-mail only accounts, AR 25-2, paragraph 4-15).

### II. New Guest Account Registration

A guest must enter the AKO ID of his or her sponsor, his or her first name, and his or her last name to request an AKO account. The following account types also require or encourage a Social Security Number:

- *Family Member of full AKO Member* (**encouraged** - SSN is used to verify the family member's identity)
- *Contractor* (**encouraged** – SSN is used to verify the contractor's identity with the official DoD database of contractors).



- *Incoming DA Civilian (required - SSN is used to identify and prompt the DA Civilian to upgrade to a full DA Civilian account as soon as the new employee is listed in the Army Personnel database)*

#### Information for Guests: What is Account Verification?

**Question:** What is account verification?

**Answer:** In order to provide the highest possible level of security, AKO invites eligible sponsored accounts to upgrade to verified sponsored accounts. The verification process may be completed when the user registers for an account, or it may be completed at a later date. To verify an account, the user must enter his or her SSN (social security number) and DoB (date of birth), which are checked against an official DoD personnel system. If a match is found, the user is considered to be verified.

**Question:** Which accounts are eligible for account verification?

**Answer:** All DoD contractors with a CAC, family members in DEERS, other service members (Air Force, Coast Guard, Marines, and Navy), DoD Civilians, Local Nationals, and Foreign Officers may upgrade to verified accounts.

**Question:** If I am an eligible account holder and I am signing up for a **new AKO account**, should I enter my social security number and date of birth?

**Answer:** If you are an eligible account holder, please enter your social security number and your date of birth when you register for a new account. AKO will then attempt to verify that you are listed in an official DoD personnel system.

**Question:** If I am an eligible account holder and **I already have an AKO account**, how do I upgrade to a verified account?

**Answer:** If you already have an AKO account and are an eligible account holder, please follow these instructions to upgrade: login to AKO, click "My Account" in the upper left-hand corner of the screen, click the "Verify Account" button, and follow the instructions.

**Question:** What is the difference between verified and unverified accounts?

**Answer:** The main difference between verified and unverified accounts is that sponsors will only need to renew verified accounts once a year, but unverified accounts will need to be renewed by their sponsors every 150 days.

### III. Changing an Un-sponsored Account to a Sponsored Account or Reactivating a Deactivated Account

If you have an AKO account that has been or is about to be deactivated, you can have your account changed to a sponsored account. To change an account from an un-sponsored account to a sponsored account, please obtain the AKO user ID of your new sponsor and contact the AKO Help Desk.

Please note that if you have had an un-sponsored account and it has been deactivated, you will not be able to register for a different sponsored account. The best way to get back on AKO is to reactivate the existing account by following the procedure above.

### IV. Account Approval

After the sponsor approves the user for a standard sponsored account, the approval process then passes through the AKO Help Desk. The AKO Help Desk verifies that the username of the guest is appropriate (see the AKO/DKO Account Naming Procedure for more information: <https://www.us.army.mil/suite/doc/1732866>) and if so, approves the account.



## V. Account Renewal, Revocation, and Verification

**Account Renewal and Revocation.** Sponsored accounts must be renewed by the sponsor on a regular basis; please see the Account Verification section (below) for more details. If the user's sponsor is no longer available, the user may request a new sponsor by clicking on "My Account" in the upper left-hand corner of AKO, and then clicking on the "Change Sponsor" button. Sponsored accounts may be revoked by their sponsors at any time.

**Account Verification.** Currently, most sponsored accounts need to be renewed every 365 days and an Army account holder can sponsor an unlimited number of accounts. However, AKO is beginning the process of distinguishing between verified and unverified accounts, which means that these procedures are in the process of changing.

The account verification process asks all eligible account holders to verify their information when they log in. If they do not verify their information, they are marked as unverified accounts, and their accounts will need to be renewed every 150 days. Unverified accounts, then, must be renewed every 150 days, while verified accounts must be renewed every 365 days.

For frequently asked questions and answers on account verification, please see the "**What is Account Verification?**" section on the previous page.

## VI. Permissions

Standard sponsored accounts have access to all AKO services: email, IM, chat, collaborative tools, forums, and pages. Sponsored account holders have 100 MB email storage (see the AKO Email Account Procedure for more information: <https://www.us.army.mil/suite/doc/1828294>) and 50 MB document storage. Sponsored accounts may not sponsor other accounts.

## VII. Release Notes

**Account verification** is a capability that was implemented by AKO throughout the fall of 2005 and winter of 2006.

- Family member and Army contractor account verification was released on 30 September 2005.
- Other service member (Air Force, Coast Guard, Marines, Navy) and DoD contractor account verification was released on 19 December 2005.
- DoD Civilian, Local National, and Foreign Officer account verification was released on 28 January 2006.

## Category 4: Sponsored Accounts (Email-Only)

Email-Only accounts are a specific category of sponsored account. Email-Only accounts are not explicitly requested by the sponsored user: the Email-Only status is determined by the sponsor upon approval.

Email-Only accounts are designed to provide limited access to AKO's services; more details are available below, in the section on "Permissions."

Email-Only accounts are also intended to support **Active Directory and other utility accounts** (see Category 5 below for more information on utility sponsored accounts).

Sponsored accounts – standard or Email-Only – are available to the following account types:

### I. Eligibility

- Administrative Contractor



- Air Force Guest
- Army Contractor
- Army Volunteer
- Coast Guard Guest
- DoD Civilian Guest
- Family Member of Army full account holder
- Federal Civilian Agencies
- Foreign Officer (attached to U.S. Army)\*
- Homeland Security
- Incoming DA Civilian
- Initial Entry Soldier
- Local National Employee
- Marine Corps Guest
- Medical Discharge
- Medical Retired
- Military Transition
- National Guard Retired
- Navy Guest
- ROTC Cadets (MS I and II)

\*If the organization where a foreign official is certified determines there is a need for the foreign official to have access to a standard AKO account beyond e-mail access, submit an exception to policy through the DAA to the RCIO AIPM, to be forwarded to the HQDA CIO/G-6". For more information on this process see "Foreign Officer (Attached to U.S. Army) - (for access beyond e-mail only accounts, AR 25-2, paragraph 4-15).

## **II. Permissions**

1. Email-Only accounts have access to AKO email (100 MB personal storage). See the AKO Email Account Procedure for more information: <https://www.us.army.mil/suite/doc/1828294>.
2. Email-Only accounts do not have access to any of the content in AKO.
3. Email-Only accounts do not have access to IM, Chat or Forums
4. By default, Email-Only accounts do not have access to any AKO single sign-on (SSO) protected systems. However, system administrators may request that a specific SSO-enabled system is accessible to Email-Only accounts by sending an email to [ako.authentication@us.army.mil](mailto:ako.authentication@us.army.mil). These requests will be handled on a case-by-case basis. An email only account will validate as an AKO/DKO account through an SSO enabled system. Note that this validation does not act as authorization but only substantiates the presence of the credentials within the AKO/DKO system.

## **III. Account Creation**

1. All sponsored account users will complete the standard registration process.
2. At the time of approval, the sponsor will select whether the sponsored account is "standard" or "Email-Only." "Standard" means that the user will have access to AKO/DKO, AKO Email, AKO IM, and all AKO SSO-enabled systems.
3. Email-Only accounts can be upgraded to standard accounts at any time by the user's sponsor.
4. The sponsor may revoke sponsorship at any time.

## **V. Account Renewal and Revocation**

Sponsored accounts must be renewed by the sponsor on a regular basis. If your sponsor is no longer available, you may request a new sponsor by clicking on the "Change Sponsor" button in the toolbar of the Email-Only homepage on AKO.





## VI. Guidance for Sponsors

Sponsors may downgrade a standard sponsored account to an Email-Only account. The sponsor may also revoke sponsorship at any time.

All users are expected to behave in a professional manner on AKO. Account sponsors are responsible for the online behavior of the accounts they sponsor. Inappropriate behavior on AKO/DKO may result in sanctions. Please refer to the AKO/DKO Terms of Use / Terms of Service, available as a link on the AKO/DKO portal splash page.

## VII. Guidance for SSO System Administrators

By default, Email-Only accounts do not have access to any AKO/DKO single sign-on (SSO) protected systems. However, system administrators may request that a specific SSO-enabled system is accessible to Email-Only accounts. These requests will be handled on a case-by-case basis. If you are a system administrator of an SSO-enabled application and would like to ensure that Email-Only account holders can access your system, please email [ako.authentication@us.army.mil](mailto:ako.authentication@us.army.mil).

## VII. Release Notes

Email-Only accounts were developed by the AKO Team in the spring of 2005.

- Email-Only accounts were released to a select audience on 26 MAR 2005.
- Email-Only accounts were released to the entire AKO user community on 30 APR 2005.
- The ability to downgrade standard sponsored accounts to Email-Only accounts was released on 25 JUN 2005.

## Category 5: Utility Accounts

Utility accounts are a special category of sponsored account. A utility account may be requested by certain types of Army account holders. Utility accounts may be email only at the request of the sponsor or imposed by AKO/DKO because of the account's intended use.

Utility accounts establish an AKO/DKO identity for a unit or group providing a mechanism by which others can communicate to a common reception point. Utility accounts are not intended to be named for individuals or to replace the functionality of an individual full or sponsored account.

Utility accounts may be used as a cross-service branch account, for example, for use by a Marine unit supporting a unit of the Army. Certain organizations outside of Army do not permit the use of utility accounts and therefore it is up to the requestor to obtain the proper authorization to create a utility account prior to making the application for one.

### I. Eligibility

Utility accounts may be sponsored by the following full account holder types:

Active Army  
Army Reserves (not retired)  
Individual Ready Reserve  
National Guard (not retired)  
DA Civilian (not retired)  
NAF Civilian

### II. Account Creation

Army account holders wishing to create a utility account should use the "Register for AKO" link located on the portal splash page followed by selecting "Create Utility Account." Cross-service



applications should send an email to [account.name.appeal@us.army.mil](mailto:account.name.appeal@us.army.mil) and ask for an appellate form.

Utility accounts may contain digits in the name. The use of an underscore “\_” or hyphen “-” is not supported. Please refer to the document “AKO/DKO Account Naming Procedure” for a complete description of naming conventions for utility accounts.

All utility account requests are reviewed by AKO/DKO for applicability and sponsor qualification. Accounts that are denied will have an explanatory email sent to the sponsor. The application period for utility accounts is between seven (7) and ten (10) days.

### **III. Account Renewal and Revocation**

Utility accounts are reviewed every 365 days. To maintain a utility account, the account must have a qualified sponsor. Utility accounts not having a valid sponsor may be closed immediately and in addition, AKO/DKO reserves the right to close a utility account in its own discretion.

Utility accounts cannot be converted to regular sponsored or full accounts. A utility account may not be substituted to grant an access privilege higher than what would be obtained by granting an Army, Joint, or Sponsored account.

### **IV. Permissions**

Utility accounts have access to all AKO/DKO services: email, IM, chat, collaborative tools, forums, and pages. Utility accounts have 100 MB email storage (see the AKO Email Account Procedure for more information: <https://www.us.army.mil/suite/doc/1828294>) and 50 MB document storage; however, utility accounts cannot be used to sponsor other accounts.

A group utility account may be created for those situations where multiple people must access the account. After applying for the account, please contact the PM Office at [ako.accounts@us.army.mil](mailto:ako.accounts@us.army.mil) for complete details and restrictions regarding this special application.

As with other AKO/DKO accounts, utility accounts cannot have mail forwarded outside of the .MIL domain.