Army Knowledge Online / Defense Knowledge Online

New User Instruction Guide

Table of Contents

1 Creating an AKO/DKO Account

The following steps with guide you through the process of creating an unsponsored AKO / DKO account.

Step 1. Open Internet Explorer and navigate to the AKO/DKO portal by typing https://www.us.army.mil into your Internet Explorer address bar.
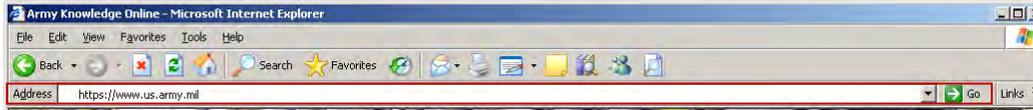
Step 2. You will see the AKO/DKO log-in screen. Click the **Register for DKO** link located as the second option under the **New User?** heading.
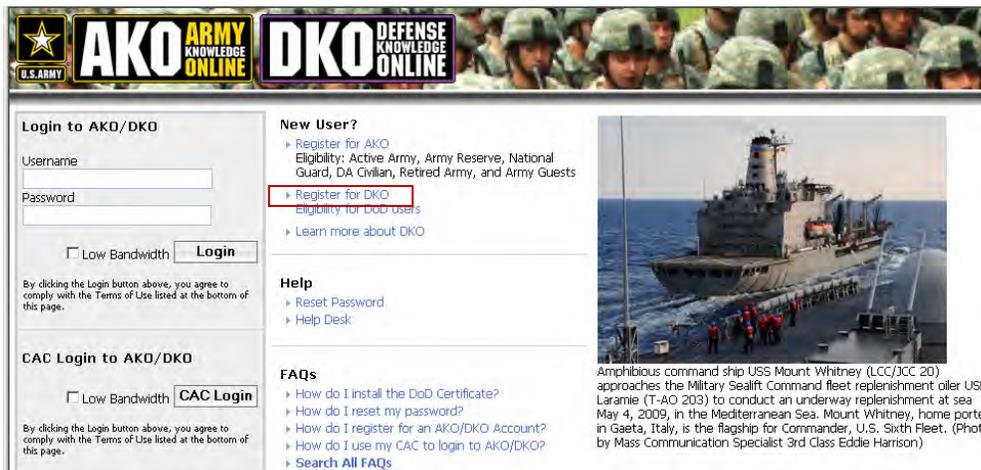
Step 3. A new window will appear listing the various options for creating a new account. Click the second option entitled **Create Joint Account**.
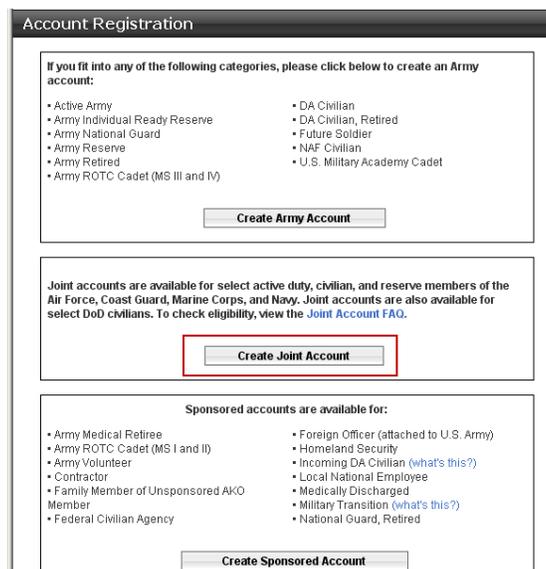
Step 4. The first screen on the account registration process provides you the privacy statement and additional registration information. Click the **Next** button at the bottom of the page once you have reviewed this information.

Step 5. Enter your social security number and date of birth in the appropriate fields and click the **Next** button. Proceed to fill out all required fields on the next registration screen and press the **Next** button to submit your information.

Note: If you receive an error message indicating "We could not find your information in our personnel system, which means you are not eligible for an unsponsored account," either click on the **Contact Help Desk** link or click the **Next** button **if you have a sponsor**.

Step 6. Upon completion of the registration process, you will see a registration confirmation screen. At this point, you will be asked to create a new password. Your registration process is **complete**.

Note: In order for your CAC to be associated with your AKO/DKO account, you must go through the process of **registering your CAC**. Instructions for this process are detailed in section 2 of this document – **CAC Registration with AKO/DKO**.

2   CAC Registration with AKO/DKO

** Even though you have created an **AKO/DKO account**, you are still required to **register your CAC** in order to link your CAC to your DKO account. **

To register your CAC with AKO/DKO you will need to have:
• A valid CAC.
• At a computer with a CAC reader.
• The correct middleware must be installed.
• CAC certificates will need to be registered with Internet Explorer or the browser you are using. If you have not done this yet, please contact your local network administrators. Note: If you are using a government computer, your CAC certificates are most likely automatically registered with Internet Explorer.

The following steps will guide you through registering your CAC with your AKO/DKO account. Log into AKO/DKO with your username and password. If you need to reset password for your AKO/DKO account, please view section 4 of this document - **DKO Password Reset** for instructions.

Step 1. Click on **My Account** menu which will be located on the top right of your screen, click **Login Options** and click on the **CAC / Cert Registration** link.

Step 2. Click on the **Register** button.

Step 3. Select your digital certificate. You will need to choose the certificate that is associated with your CAC. If you have multiple certificates, you would need to choose the certificate that matches your current CAC.

Step 4. Enter your **CAC pin** when the box comes up prompting for it.

Step 5. Enter your **AKO/DKO password** when the box comes up prompting for it.

Step 6. Upon completion you will receive an on-screen confirmation that your CAC was successfully registered.

3   Forwarding Email

These instructions guide you through setting up your DKO account to forward any email sent to it to your local email account. Once you do this, you need only give people your DKO email address (e.g., *firstname.lastname@us.army.mil*) even when you PCS or go on a deployment where a local email account is assigned. To Turn Forwarding ON:

Step 1. Open Internet Explorer and navigate to the AKO/DKO portal by typing https://www.us.army.mil into your Internet Explorer address bar. Log in using your **username** and **password**.

Step 2. Click on the **My Account** tab, which is by the AKO/DKO logo in the upper left area of the screen. Then click on the "Mail Preferences" link in the **My Account** toolbar. Select the "Mail Options" link.

Step 3. In the **Update Your Email Information** section of the screen, select the **Forward Email (Non-DKO Account)** button.
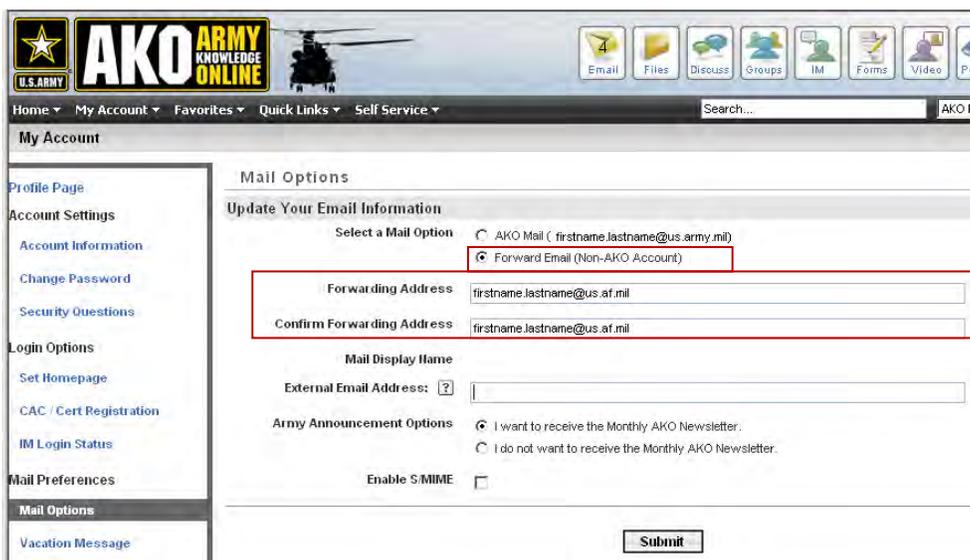
Step 4. Enter your local email account (e.g. *firstname.lastname@airforce.mil)* in the "**Forwarding Address**" and the "**Confirm Forwarding Address**" blocks.

Step 5. Click the **Submit** button at the bottom of the screen. The forwarding email process is **complete**.

4   DKO Password Reset

Step 1. Go to the **AKO/DKO** login screen at https://www.us.army.mil/.

Step 2. Click the **Reset Password** link under the **Help** heading near the center of the page.

Step 3. A new **pop-up window** will appear. Enter you **User ID** or **registration email address** into the text box and click the **Go** button.
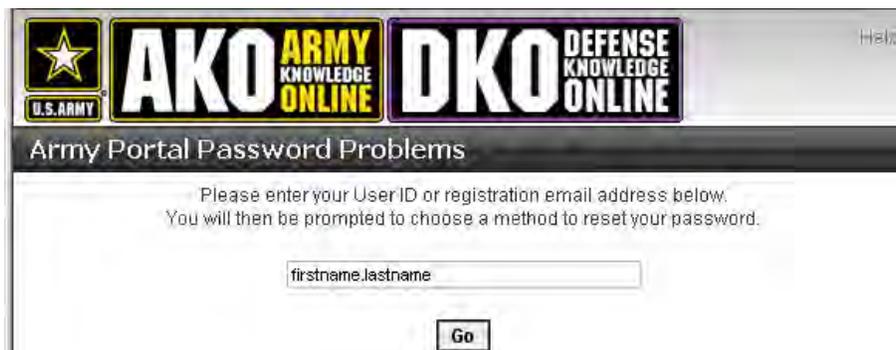
Step 4. After clicking the **Go** button, you will see three choices for resetting your password:

1.) Reset Your Password Using Your **CAC**
2.) Reset Your Password via **Email**
3.) Reset Your Password by Answering Your **Security Questions**

Select a method to reset your password by clicking the **Go** button next to the desired option.

Note: If you have not registered your CAC with your AKO/DKO account, the first option of **RESET Your Password Using Your CAC** will not be available for you to select.

Step 5. After following the onscreen instructions or, if you selected to reset your password via email, email instructions, you will be able to enter in **a new password**. The password reset process is **complete**.