U.S. Army Knowledge Online and Defense Knowledge Online Registration FAQ

Army Knowledge Online (AKO) provides web-based enterprise information services to US Army and to other US DoD customers through its closely related Defense Knowledge Online (DKO). Enterprise services include portal, e-mail, directory, discovery, and single sign-on functionality and can be extended to US Army Civilian and other DoD Civilian customers, as well as family members through sponsored accounts.

Qualified users that do not have a CAC card may register for AKO/DKO accounts utilizing IdenTrust DoD ECA Certificates. Information regarding qualification requirements for AKO or DKO accounts may be found on the AKO help desk web page.

The following AKO or DKO account registration procedure assumes you have already obtained an IdenTrust ECA credential.

1) Go to https://www.us.army.mil/

2) Click on the 'I Accept' button after reading the agreement
3) Ensure you have your ECA USB token or smart card inserted

4) Click on Register using your CAC/PIV

The AKO application will look for and find your ECA Certificate.

5) Select your ECA Certificate to continue and hit OK
6) When prompted, enter your token or smartcard passcode to access your Certificate

When you reach the following screen, your ECA Certificate has been accepted for further registration. Complete the registration process by providing all required information.
Note: If you reach the following screen after entering your Social Security number, you were not found as a qualified applicant in DoD databases. It is not a problem with your ECA Certificate. Please visit the AKO help desk web page for information regarding qualification requirements.
Account Registration

SSN Not Found

We could not find your information in our personnel system, which means that you are not eligible for an unapproved account.

- You may go back and re-enter your information if you may have entered incorrectly.
- If you believe this is a mistake, please call 1-877-223-8222.
- If you have a username, you can register for an approved account by selecting an account type and clicking the 'Next' button below.

*Account Type

- Contractor
- Family Member
- Army Civilian
- Military Spouse
- Deferred Senior
- National Guard Reservist
- Federal Civilian Agencies
- Non-Federal Civilian Agencies
- Foreign Officer
- Retired Officer

Concerned with Cybersecurity?

Understanding Cybersecurity is a must. This is the Cybersecurity Information Sharing and Analysis Center (CISA) which contains information and tools available to the public.

Incurring Future Benefits

Local Volunteer

Medical Discharged

Medical Retired

Military Transition

A Military Transition account is for active members of the U.S. Armed Forces who have not yet been made available to AKO by the personnel system. Please be sure to enter your Social Security Number when registering for a Military Transition account, and we will notify you if your account is made available to you.

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