

## Appeal my assigned username

Unfortunately it is not possible to appeal usernames on AKO as the portal no longer provides several options for usernames. Rather, the system generates a username based on the definitive personnel database user information is pulled from when you request an account or a username change. There are only two reasons a username can be changed: if the username is not EUN (**Enterprise** UserName) compliant, or if it is not the user's legal name according to the data record in DEERS (Defense Enrollment Eligibility System).

For more information on usernames, you can follow this link:

Account: [Username Guidance](#)(32).

The AKO/DKO Username Policy can be found with the AKO Policies page, and you can click on the following link to bring up the policy: <https://www.us.army.mil/suite/doc/13359518>

AKO/DKO pulls its username guidance from Army Regulations.