

Deleting or Deactivating my AKO account

NO. The portal does not allow for user requests to delete or deactivate accounts. Deactivation occurs automatically for the following reasons:

ARMY UNSPONSORED Accounts: Occurs when a user has not been in the authoritative AKO database for 180 days

ARMY SPONSORED Accounts: Occurs when the sponsor rejects or does not reapprove the account

DKO UNSPONSORED Accounts: Occurs when a user has not been in the authoritative AKO database for 180 days. Also, when the password has been expired for longer than 30 days and no **CAC** certificates are registered to the account

DKO SPONSORED Accounts: Occurs when the sponsor rejects or does not reapprove the account. Also, when the password has been expired for longer than 30 days and no **CAC** certificates are registered to the account.

COMPROMISED Accounts: Occurs when an account has been locked from use due to a security violation determined to be a threat to the user's account or the AKO/DKO portal.

If you cannot get into your account and you've tried unsuccessfully to reset your password, please contact the Help Desk for assistance.