

Your AKO Email's Friendly/Display Name

Why does my full name show in my emails now?

In accordance with DA PAM 25-1-1 Section 3-4, paragraph (h)(2)(a), AKO/DKO implemented the use of the "friendly name" format of a displayed email address and user ID. This fulfills the national requirement that all persons have displayed, their relationship to the Department of the Army. The general format of the friendly name is (from left to right):

- [last name]
- [first name]
- [middle initial]
- [Rank/Salutation]
- [Personnel Type]
- [DoD Component]
- [DoD Sub-component]

[middle initial] and [DoD Sub-component] may or may not appear as circumstances warrant.

The values of the above named fields are supplied by the authorizing databases from which AKO/DKO pulls their data. This may include DMDC and DISA among others.

At this time, only the salutation for civilian individuals may be changed by the account holder using the 'My Account' feature of the portal. Any other changes must be made by the user contacting HRC, DEERS or the appropriate personnel agency for agencies outside of Army. Please note that this means that AKO/DKO does not have the ability to make any change in the display of the friendly name.

Dual Account Holders

Do you have two account types? If so, you can select which friendly name is displayed within your AKO/DKO webmail. To do this:

1. Log into your AKO/DKO account.
2. Click on the 'My Account' tab.
3. Under 'Mail Preferences', Click on 'Mail Options'.
4. Put a check in the box labeled "Reset display name to: [your display name here]."
5. Click on 'Submit'
6. Select your display name.
7. Click on 'Submit'.

Note: Only users with dual AKO/DKO accounts can choose which friendly name is displayed.