

## AKO Streamlining CAC Registration

Most users will no longer be required to register a new CAC with AKO/DKO. When logging in with a new card, clicking "CAC Login" will automatically register the CAC while simultaneously logging the user into the portal. This includes SSO sites.

The change means users assigned two CACs can switch between the two without re-registering their cards. It does not replace the need to register CAC certificates with Internet browsers. For step-by-step instructions on completing that, [read this FAQ](#).

Users with two CACs (e.g., National Guard members who are also DA civilians) will now be able to alternate between the two cards without having to clear and re-register every time they switch.

This feature **will not work** if:

- The EDIPI on the CAC does not match the information on the account, auto-registration will not be possible. This is expected to be a rare occurrence.
- The SSN registered in AKO does not match the SSN stored in DMDC, auto-registration will not be possible. This is expected to be a rare occurrence.
- The same SSN and EDIPI are referenced by multiple, active AKO accounts. In this case, the redundant account should be deleted. If this occurs, the account holder should send an email to [help@us.army.mil](mailto:help@us.army.mil).
- Data associated with the CAC is corrupted. In these cases, users should be able to register the card manually through the My Account menu.