Army Knowledge Online (AKO) 2.0
Frequently Asked Questions

(Updated as of 17 January 2020)
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Authentication

1. I have to enter my password multiple times when getting into AKO 2.0. Why isn't my access trusted on my first logon?
   a. AKO 2.0 does not require username and password to log in. Please ensure that you are logging into the AKO 2.0 site by using the following link, https://www.us.army.mil/

2. I am having trouble accessing other EAMS sites after login to AKO 2.0. What should I do?
   a. Please enter a service ticket with the AESD for authentication issues at https://army-esd.army.mil/ or by calling 1-866-335-ARMY.

Communities

Log on to AKO 2.0 and click the 'Request a Community' link button located at the top center of the homepage to establish your community.

1. What is a community?
   a. A community is an AKO site created to support an organization or knowledge community. When developing a site, a community site may include various functions such as the following:
      i. About - Page describing the purpose of the community
      ii. Activity Stream - Lists community member activities
      iii. Blog - Ability to create blog articles in a journaling format
      iv. Calendar - Provides community event information in a calendar format
      v. Featured Content - An area for site admins/moderators to highlight content (blogs, forums, Q&A, etc.)
      vi. Files - Provides ability for community members to create folders and upload and download files
      vii. Forum - A page where community members can tag, follow, and vote on content
      viii. Groups - Enables community members to create sub-communities
      ix. Ideation - A page where community members can discuss ideas; comparable to a “suggestion box” forum.
2. Is there a comparison of capabilities of Classic AKO to AKO 2.0?
   a. They are two very different products, therefore it is not feasible to directly map capabilities.

3. Do you have a user's manual?

4. Are there instructions on how to create/edit/use features within AKO 2.0?
   a. Yes, please see the User’s manual and Community Administrators Manual as well as other training material located in the files library in the AKO Training Community at https://www.us.army.mil/content/armyako/en/mycommunities/Home/groups/AKO Training.html
   b. Users can also reference Adobe Communities documentation to assist in the development of their Community Site via this link https://helpx.adobe.com/experience-manager/6-4/communities/using/functions.html

5. What type of metrics can community owners pull, like the number of site visits, number of downloads, etc.?  
   a. Metrics monitoring will be controlled centrally at AKO. We are planning how to share relevant info with site owners.

6. Will we be able to custom code/design our own pages?  
   a. Site admins will be able to make design changes using a graphic interface. No coding is required.

7. What coding languages are supported for building pages?  
   a. Site owners will be able to use Adobe Experience Manager (AEM) to update pages.

8. What is the ability to search across the top level site down to the subsites?  
   a. The search functionality can scan horizontally and vertically. It will scan across all open AKO Content (i.e. content not actively closed by owners).

9. Will we be able to stream content?  
   a. No, AKO does not replace DCS or other live stream services. You can upload videos and host a video library.

10. Will we be able to have a wrapper or template that we can cascade to all sites to ensure navigation remains constant on all top level and subsites?  
    a. Yes, this is part of the "Armywide" styling that is inherited from the top down.
11. Will my AKO 2.0 site be similar to my Classic AKO site?
   
a. AKO 2.0 operates on a different software platform, providing new and updated capabilities to the Army. You can configure your site as you wish, using the functionalities and components available. Visit the AKO Training Community at [https://www.us.army.mil/content/armyako/en/mycommunities/Home/groups/AKOTraining.html](https://www.us.army.mil/content/armyako/en/mycommunities/Home/groups/AKOTraining.html) for training resources such as the User’s manual.

12. Will AKO 2.0 have the survey function?
   
a. AKO 2.0 has a voting component that can be used as a survey.

13. What is a community page and how do I establish one?
   
a. A community is an AKO site created to support a specific unit, organization or knowledge center. A community site can be requested by logging into AKO 2.0 ([https://www.us.army.mil/](https://www.us.army.mil/)) and clicking the “Community Request” button located at the top center of the page.

   
a. When you need to make structural changes to your community that require admin access, such as editing the about page or enabling a feature, go to the authoring environment at [https://cms.us.army.mil](https://cms.us.army.mil). When you are using the site as a normal end user, go to [https://www.us.army.mil/](https://www.us.army.mil/)

15. How will I determine my URL once my site is set up for public users?
   
a. After setting up authoring URL from [https://cms.us.army.mil](https://cms.us.army.mil). The authoring URL will be replaced with [https://www.us.army.mil/](https://www.us.army.mil/) to determine the public URL.

16. How do I change an Open Community to a Closed Community?
   
a. The software does not allow for changing an Open Community to a Closed Community. If you need further assistance please contact AESD help desk, phone number at 1-866-335-ARMY or by submitting a ticket online at [https://army-esd.army.mil/](https://army-esd.army.mil/)

17. What will the extent of collaborative services be offered? i.e. chat type environment Adobe DCS session or a blog type.
   
a. At the moment, AKO 2.0 offers collaborative functions within the Community sites such as blogs, forums and ideation. For more information about Community functions and other training material, please visit the AKO Training Community at [https://www.us.army.mil/content/armyako/en/mycommunities/Home/groups/AKOTraining.html](https://www.us.army.mil/content/armyako/en/mycommunities/Home/groups/AKOTraining.html)
18. What are the Admin rights of the Community? Why do we not have read, write, and edit restrictions for users/members similar to the current setup? Am I correct that any member has full Read/Write/Edit privilege?

   a. Administrators can create community sites, manage sites, manage members, and add moderators and moderate content. A member to a community is able to read and write (upload) files, folders and UGC (user generated content) to a community. A member is not able to delete/edit the files/folders of others.

19. Where can I find my Community Administrator?

   a. Community Administrator should list their contact information on the ‘About page’ of their Community Site. That is the only way an end user can contact the Administrator of the Site.

20. Does the functionality of workflow exist in AKO 2.0?

   a. Workflow is not a functionality that currently exists within the new AKO platform.

21. Why am I unable to access and add members to my Restricted Community Groups?

   a. Administrators of the AKO 2.0 communities have reported the inability to access and add members to their restricted community groups. This issue occurs when the community has NOT been published in advance of performing any membership changes. There is a new ‘Quick Link’ found within your Community Card that allows you to manage its membership.

   b. The workaround for this issue is documented in the “AKO 2.0 Known Issues List” which is located in the file library of the AKO Training Community at https://www.us.army.mil/content/armyako/en/mycommunities/Home/groups/AKOTraining.html

Please contact the AESD help desk phone number at 1-866-335-ARMY or by submitting a ticket online at https://army-esd.army.mil/ and include a description of your problem if the above workaround does not resolve the issue.

Files & Folders

The need for files capability independent of communities, and for granular access control including creating groups and assigning folder access to groups, has been noted for future development.

1. How much file storage will we get?

   a. There are 500 MBs of personal files storage available for Military and Civilian personnel. For communities, there is currently no files storage limit.
2. Do files have expiration dates in AKO 2.0?
   a. Files in AKO Classic in AKO 2.0 files do not have expiration dates.

3. Are there any limits on file size or types?
   a. There are no file size limits for organizational/community files at this time. The storage limit for personal files is 500 MB however expect to run into network time-out issues with files above 250 MBs.

4. Why are the File Name URLs so long in AKO 2.0? Can we shorten the URLs?
   a. This is because of the way Communities or Groups are structured in the AKO 2.0 system. The software requires the Communities file names links to contain the path to these Communities/Groups in order to properly direct the end user to these files. No, at this time we do not have the capability to shorten the URLs.

5. How do I access and save ‘Favorites’ to my user profile in AKO 2.0?
   a. To access ‘Favorites’ locate the Users Profile Dashboard by clicking the ‘Profile’ button that appears at the top navigation of the AKO 2.0 homepage. A sliding mega menu bar will appear which highlights ‘Favorites’. The function of ‘Favorites’ is to quick link a personal file for ease of access. The full list of Favorites can also be accessed by clicking the ‘View Full Dashboard Page’ at the bottom of the sliding mega menu bar.

   To save a ‘Favorite’:
   1. Click the ‘File Folder’ button that appears at the top of the AKO 2.0 homepage
   2. The Personal Files roll out mega menu will then appear, click ‘View All Files’
   3. Locate the file that you wish to mark as a Favorite and click the ‘Star’ button located in the Favorite Column.

6. Is there any version control of files?
   a. There is no version controlling mechanism, but community members can ‘follow’ a file to see updates made to it.

7. Will the Legacy Files always be available?
   a. Legacy Files will be available until the sunset date on 1 March 2020.

8. What will happen to my files and folders after the Sunset of Legacy Files?
   a. On 1 March 2020, all Classic (Legacy) AKO NIPR personal and organizational files will no longer be searchable and downloadable thru the AKO 2.0 Portal. Users are should download and archive any files not previously downloaded in order to avoid data loss.
9. Is there any way to remove AKO legacy files that are not in use anymore?
   a. It is not possible to remove the AKO legacy files that are searchable on AKO 2.0.

10. In the old AKO site, you can go to a directory/organizational drop-down menu to locate files. Where is this in the new AKO site?
   a. On the new AKO site, files to include legacy files can be found using the AKO 2.0 Legacy Search Function (https://www.us.army.mil/content/armyako/en/search.html).

11. Can admins create groups and grant folder access to certain groups and/or individual users?
   a. At this time there is no ability to grant access to certain groups and/or individuals. Organizations or teams that need to collaborate can request a community with a Files area. The access to the files area and all of the folders and subfolders created there will be for the members of the community.

12. Are there plans to include file size in the file list?
   a. At this time, the platform does not support a file size count functionality.

13. Is there a way to download an entire folder, including subfolders?
   a. Currently, personal files to include folders and subfolders can be multi-selected to download all files. This functionality does not currently exist for Community files where each file can only be downloaded one at a time.

14. Why am I not seeing the personal file in my folder icon?
   a. At this time, Personal Files storage is strictly for Military and Civilian personnel only.

15. Is it intentional to require double-clicking to open folders? Single-clicking doesn't open folder, but single-clicking does navigate back up the bread crumb links.
   a. If you click on the hyperlink itself it will open the file or folder with a single click. It is only when you click the empty space in the row that you have to double click.

16. Is there a way to monitor progress when uploading large files such as 250 MB or larger?
   a. For community files, currently there is no progress bar. When you upload the file, it will appear in the folder.

17. Can I give Open access permissions to my Personal Files so I can share them? Can I create sub-communities inside my Personal Files area?
   a. You must build a community to share files with other users. To request a community, access the AKO 2.0 homepage (https://www.us.army.mil/) and click the Community Request button located at the top center of the page.
18. Are personal file folders enabled for my personal file library?
   a. This feature is currently available for a user’s personal files. If you are experiencing issues, we ask that you reach out to the AESD help desk phone number at 1-866-335-ARMY or by submitting a ticket online at https://army-esd.army.mil/

19. Is there any capability that will let an Admin delete other user’s files?
   a. To delete files posted by other users in a community file library, the user must be a community moderator. We recommend adding all community administrators to the moderators group.

20. Can each folder and file within a folder have an individual hyperlink?
   a. Yes, each folder and file has an individual hyperlink. If a file and folder is stored within a restricted community, the recipient must be a member of that restricted community to view or download the file.
   b. For instructions on generating the link to individual files and folders please visit the AKO Training Community File Library at https://www.us.army.mil/content/armyako/en/mycommunities/Home/groups/AKOTraining.html (see Sharing a Community File Hyperlink via E-mail.pdf).

21. What are the file types that can be uploaded to AKO 2.0? Examples: .exe, .msp, .msu etc.
   a. The following file types are not currently allowed to be uploaded to AKO 2: .asdf, .asef.
   b. If you are unable to upload a file, please contact the AESD help desk phone number at 1-866-335-ARMY or by submitting a ticket online at https://army-esd.army.mil/

22. Currently, any user can make changes to the file library on my AKO 2.0 Community site. Are there plans to make changes to the functionality of AKO 2.0 file libraries so that I can restrict which personnel can make changes to my AKO 2.0 Community file library?
   a. This functionality exists if sub-communities are added to your community which then allows the creation of a sub-groups which can be formatted to be closed or open. This function allows the administrator to assign certain individuals who can add, create and edit for the closed group. Anything built in the sub-communities inherit the permissions of the parent community.

23. Why can’t I just drag and drop the files to where I need them on the AKO 2.0 site?
   a. The AKO 2.0 platform does not currently have the drag and drop functionality. Users can move files between folders by deleting and reposting as needed in the correct location.
Identity Management

1. Will the IDM Portal always be available?
   a. The IDM Portal will be available until the sunset of AKO LDAP in May of 2020. The ICAM Portal will be available in December 2019 and remain available to support account management for AMID.

2. The identity information used within AKO Classic is managed by the LDAP server that contains all this identity data. Will AKO 2.0 use the LDAP server?
   a. Yes, AKO 2.0 is using the same LDAP system for data. Eventually, AKO 2.0 will migrate to the new persona-based LDAP system, also known as the 'Army Master Identity Directory' or 'AMID', which will be seamless to the user since the data sources will be the same.

3. Will the AKO username remain an attribute of EAMS-A when you move to AKO 2.0?
   a. Yes. Usernames (which are no longer “AKO” portal usernames) in AMID will still be created even if the user never uses it. A user can effectively use a CAC for all their work and never need a username. However, if a username is required, then the username will be stored in the same attribute in the directory as it is today. Please note that usernames will now be in a PUN format (Persona User Name) such as John.A.Doe.MIL (vs. John.A.Doe). Therefore, legacy usernames (formerly from AKO) will be stored in the AMID attribute called “AkoID.”

4. AKO2 cannot distinguish between a U.S. soldiers and a FMS student, this creates security and policy issues with restricted data distribution with impact to national security.
   a. Any DoD CAC holder will have an account created and approved. Sponsorship is not required unless the user is a Foreign Officer, Local National, or Foreign Contractor. These users would still require sponsorship as done today. Either way, the option exists to create closed communities where individuals have to request to be added to the group rather than keeping a group open to all AKO users.

5. AKO Classic Identity Management allows for the addition of personnel by their status within the DoD, e.g. Cadet, Active Duty, Foreign Officer, etc. Is there a similar function in AKO 2.0?
   a. Since AKO 2.0 Portal is CAC only, and AMID 2.0 contains all active CAC holders, then this is not necessarily an issue for AKO Portal. But remember, if the user with a DoD CAC is a Foreign Officer, Local National, or Foreign Contractor, then they would still require sponsorship in AMID 2.0.
6. What if you do not have a CAC? Can you get on AKO 2.0 and what organization will handle sponsorship? This will disenfranchise a number of users who use AKO as a portal to other systems. Will the sunset date mean the end of User name and Password for AKO Access?
   
a. AKO 2.0 is CAC only, therefore username and password will not be allowed.
   
b. Other applications that still use username and password will still be supported since AMID will have username and password support.

7. Right now CAC holders sometimes do not have an AKO email/account and must obtain one via a sponsor in order to take training on the ALMS. I am being told that they will be able to self-sponsor with AKO 2.0. Will instructions be put out for this? Where can we find more information? We currently spend a lot of time approving sponsorship applications and need to be ready once 2.0 is fully functional.
   
a. Sponsorship is a thing of the past for 95% of all CAC holders. Their account will automatically be created and approved in AMID if they have a DoD CAC. However, if the CAC based user is a Foreign Officer, Local National, or Foreign Contractor, then they still would require sponsorship as done today.

8. How will the transition from AKO Classic to AKO 2.0 impact users who do not have Common Access Cards?
   
a. A user can authenticate to AKO Classic with Username and Password as well as CAC. In the AKO 2.0 portal, users will only be able to authenticate using a CAC. For non-AKO sites that support username and password, users will need to register for an account in the Army Master Identity Directory (AMID). That registration site will be announced soon.

9. Will CAC holders of other Services be able to access AKO 2.0?
   
a. Any DoD CAC holder will have an account created and approved. Sponsorship is not required unless the user is a Foreign Officer, Local National, or Foreign Contractor. These users would still require sponsorship as done today.

Interactive Links

1. I attempted to go to the AESD Help desk option and I was told that I did not have sufficient privileges. Why is that?
   
a. If you do not yet have an account on the AESD ticketing system, you will get this error. Call the AESD at 1-866-335-ARMY to create a ticket and get an account on the ticketing system.

2. In my profile information, why my Medical readiness information is states “unknown” or “no information is available”.
   
a. The web service AKO calls, for the medical data, is sometimes unavailable.
3. AKO 2.0 continues to indicate that my Army Fit Assessment is due, however I am up to date. How can this be updated?
   a. Please submit an AESD ticket for us to investigate why your AKO Fit does not reflect the correct status in the Army Fit system.

4. Where are the following?
   a. **My Training**: In the concierge cards, select Training Resources. There is a card for My Training tab, ATCTS and other training sites. These sites are also available on the Site Map, in alphabetical order by site name.
   b. **My Account**: Account-related functions is part of the new system called AKO IDM Portal, which is separate from AKO 2.0 development. The link to the AKO IDM Portal is [https://amid.us.army.mil](https://amid.us.army.mil)
   c. **Management Console Page** (Where admins can look up users with their EDIPI, Name, Last Four, etc.): Account-related functions is part of the new system called AKO IDM Portal, which is separate from AKO 2.0 development. The link to the AKO IDM Portal is [https://amid.us.army.mil](https://amid.us.army.mil)
   d. **Medical Readiness**: My Medical Readiness is a default homepage card for Active Army users. My Medical Readiness is also accessible via the user profile: Click the person icon in the header > Click View Full Dashboard > Medical readiness appears there.
   e. **iPerms**: This is available under Human Resources on the Home Page. Also available on the Site Map.
   f. **My Dental**: The MyMedPros site, available under Health Resources on the homepage, and on the site map, provides dental readiness class information.
   g. **My Library**: AKO 2.0 does not yet have content to replace My Library.
   h. **Slick Deals**: AKO 2.0 does not yet have content to replace Slick Deals.
   i. **DTS**: The Defense Travel System is available on the homepage under DoD Resources, and is also available on the Site Map.

5. How do I save a link to the ‘My Links’ within my profile dashboard?
   a. Please follow these steps:
      i. Click on Profile ('Figure head' icon in top right hand corner)
      ii. Click 'View Full Dashboard Page'
      iii. Click the 'gear' icon in top right-hand corner of the 'My Links' tile
      iv. Delete or Add New link and their respective names to your profile
      v. Save Changes.
6. My GAT has expired, where will I be able to find it on AKO 2.0?
   a. ArmyFit Assessment is a default homepage tile card for Active Army users. My Medical Readiness is also accessible via the user profile.
      i. Click the 'Figure head' icon in the header
      ii. Click ‘View Full Dashboard Page’
      iii. ArmyFit Assessment appears on the page

7. Are there any plans to access AKO community sites via a direct URL link (as opposed to having to use the search function to locate the site for ease of access)?
   a. Users may go directly to the community site via URL link. For ease of access, users should add a link to their “My Link” section located on their profile within the full dashboard page. There is also My Communities page that shows you which communities you are part of as a member, moderator or an admin of.

8. Does WEBDAV work in AKO 2.0?
   a. The current AKO 2.0 platform does not support WEBDAV; however, the AKO 2.0 team will be considering WEBDAV for future development.

Login

1. What is the link to AKO 2.0 and how do I login?
   a. Go to [https://www.us.army.mil/](https://www.us.army.mil/), click "I Accept" and go through the CAC/Certificate login on the EAMS-A page.

2. Where can I find my AKO username?
   a. On AKO 2.0, perform a people search. The USERNAME is located right next to the name associated with the account in parentheses. This USERNAME may be used to login to systems that allow username/password login.

Password Resets

1. How can I change my password?
   a. Account-related functions such as password change is a part of the new system called AKO IDM Portal. To change your password go to ‘My Account’ tab located in the AKO IDM Portal [https://amid.us.army.mil](https://amid.us.army.mil)
   b. If you forgot your password and need further assistance (i.e., password reset) please contact the AESD help desk phone number at 1-866-335-ARMY or submit a ticket online at [https://army-esd.army.mil](https://army-esd.army.mil)
2. I have forgotten my username and password and Skillport won't let me login until I have that. What happens to existing sites or training courses that will require a login when Classic AKO goes away?
   a. Account-related functions is part of the new system called AKO IDM Portal, which is separate from AKO 2.0 development. The link to the AKO IDM Portal is https://amid.us.army.mil

**Performance**

1. Why is the application taking way too long to load?
   a. AKO 2.0 calls content from some non-mil websites. You may need to whitelist these host names in your network firewall rules:
      i. adobetm.com
      ii. omtrdc.net

2. Who do we report bugs to?
   a. Users should contact the AESD help desk phone number at 1-866-335-ARMY or by submitting a ticket online at https://army-esd.army.mil/

3. How well does AKO 2.0 integrate with MS Office and Enterprise email?
   a. At this time, the platform does not integrate with MS Office. A quick link to Web-Enterprise email can be found as an option in the Site Menu.

4. I can’t see my bread crumbs and my navigation bar looks abnormally enlarged. How can I fix this issue?
   a. There have been reports of users experiencing the same abnormalities due to the wrong Community site theme being selected or no site theme selected in the design settings when the Community site was originally created. Users experiencing issues with the look and feel, lost bread crumb trails, enlarged navigation bar should verify that their Community Site theme is set to one of only three available options; AKO RWB Theme, AKO Theme, or the AKO Dark Theme. Selecting from the three available themes is mandatory.
   b. The workaround for this issue is documented in the “AKO 2.0 Known Issues List” which is located in the file library of the AKO Training Community at https://www.us.army.mil/content/armyako/en/mycommunities/Home/groups/AKOTraining.html
5. Why doesn't AKO 2.0 render correctly if army.mil is in Compatibility View in Internet Explorer (IE)?
   a. The new site uses the latest HTML 5 capabilities available in modern browsers. Compatibility View makes the browser behave like IE 7 instead of IE 11. The new site needs the full capabilities that IE 11 provides. The new site will also work in recent versions of Google Chrome and Firefox.

To change your IE settings to enable the new AKO to render correctly:
   i. Click on the Gear icon (Tools) in the upper right
   ii. Select Compatibility View settings
   iii. Select army.mil in the Compatibility View list and click Remove
   iv. Click Close The page should refresh and render as intended.

**Persona**

1. I have tried using my different CACs/Certificates to log in to AKO 2.0, but it still has me listed as only one persona.
   a. The system cannot identify your current persona based on the CAC presented. This will require changes both in the EAMS-A service and AKO 2.0. In the meantime, we have a high-priority requirement to enable dual-persona users to select their preferred persona. See question: "Can I choose between different personas?"

2. Can I choose between different personas?
   a. Unfortunately, at this time we do not offer the ability to choose from different personas, but we have a high-priority requirement in development to enable dual-persona users to select their preferred persona within AKO 2.0.

3. Is there a difference between a DA Civilian and a DoD Civilian within AKO?
   a. As long as you have a CAC you can log into AKO regardless of being DA or DoD Civilian. Both should be recognized as the civilian persona.

**POCs & Permissions**

1. Does a community POC need to be a government employee or can a POC be a contractor?
   a. AKO requires one POC to be government personnel. Additional POCs can be contractors.
2. Will we be able to control admin rights down to the subsites?
   a. Yes, you will be able to set moderators down through your subgroups as you create them. Moderators must be selected for each group, there are no inherited moderators.

3. Can users have admin rights strictly to their sites?
   a. Yes, access for Administrators has been firewalled to only what they have permissions to alter.

4. I'm the admin and I need to give people access but I only want to give read. What permissions do I give for read only?
   a. At this time, the platform does not support read-only access permissions. Once a user requests membership to join a community, they have the ability to upload files and post content.

5. Will there be a way to know who administers a group?
   a. To verify who is listed as an admin to a group, an administrator can reach out to the AESD help desk phone number at 1-866-335-ARMY or by submitting a ticket online at https://army-esd.army.mil/

6. What are the Admin rights of the Community? Why do we not have read, write, and edit restrictions for users/members?
   a. Admins can create community sites, manage sites, manage members, and add moderators and moderate content. Read, write and edit restrictions for users/members is currently not a feature available on this platform.

7. What is the purpose of Community Moderators?
   a. Moderators serve as a supplement to administrators. A community site moderator can edit, flag, and delete User Generated Content (UGC) either in bulk, using the moderation console, or in-context, on the page where the content is posted. They CANNOT control the membership or the structure of a community.

8. Will soldiers have the ability to request access for closed groups?
   a. At moment, users can only be added to closed community groups by providing their full name and EDIPI number to the group/community administrator of the group or by contacting the AESD help desk phone number at 1-866-335-ARMY or by submitting a ticket online at https://army-esd.army.mil/

9. Will we be able to add users by name instead of DODID?
   a. At moment, users can only be added to closed community groups by providing their full name and EDIPI number to the administrator of the community/group or by contacting the AESD help desk phone number at 1-866-335-ARMY or by submitting a ticket online at https://army-esd.army.mil/
10. When are we going to be able to add members to private communities?
   
a. This capability currently exists however you are required to contact the AESD help desk phone number at 1-866-335-ARMY or by submitting a ticket online at https://army-esd.army.mil/ for further detailed instructions.

11. Does AKO 2.0 intend to provide a permission/role level that equates to the AKO Classic Author permissions?
   
a. Currently, a Restricted Membership community provides the ability to allow invited users access to files/folders, which would not be available to all users. The AKO 2.0 team is investigating additional options for file/folder permission capabilities.

12. If there is a sub-community where I maintain maps and other training documents as an open page for anyone to view/download files, can it be secured where those files cannot be deleted by others?
   
a. Required Membership. If selected, the community group is an open group. Community site members may view the contents of the group, but must join the group before being able to post content. Members join by selecting the Join button in the publish environment. Default is not selected.

13. For restricted communities will there be a way to invite users via a link?
   
a. Currently, the administrator must grant access to a user then provide the user with a link. The user might also contact the administrator directly to request access to the restricted community.

14. Does AKO 2.0 intend to deploy any tools or reports for managing folder access permissions? Other than the organization manually tracking the individual permissions granted to users within individual folders, are there any Enterprise level tools that will assist us in managing AKO 2.0 folder permissions?
   
a. For AKO 2.0 the permissions are held at the group level and not at each folder. At the moment there is no tool or report to manage the permissions for each community.

15. Are community pages able to be open to all AKO account users’ not just members of the organization?
   
a. Open groups are available to all users (public). The ‘Required’ group allows users to see the content but requires the user to join the group prior to being able to post in all the different functional areas. The restricted or closed group requires that the administrator of the site add you to their group before you can see the group, add content or read pages.
16. Will our communities have the ability limit rights to users? IE a user can read and download but not be able to add or change.
   a. At the moment, the only way to limit rights to users is by creating sub-communities with sub-groups that are closed or restricted where permission is granted only to certain individuals. The requirement to enhance the current functionality of roles and permissions is being reviewed by leadership for future development and implementation.

17. If we create a closed community, is it searchable by US soldiers? We need a secure community in inaccessible to Foreign military.
   a. The closed community is not searchable. The restricted or closed group requires that the administrator of the site add you to their group before you can see the group, add content or read pages.

18. How should a sub-community (page) be set up where content can be seen by others but they can't add, delete, or change the content?
   a. If sub-communities are added to your community, which then allows the creation of sub-groups, then they can be formatted to be closed or open. This function allows the administrator to assign certain individuals who can add, create and edit for the closed group. Anything built in the sub-communities inherit the permissions of the parent community.

19. I keep trying to add members to my community group but nothing seems to populate. What can I do to add a member to my group?
   a. Verify that you are only entering the users’ first name; or last name; or 10 digit EDIPI (DoDID) in the field. The ability to locate a user within AKO depends on the users being synchronized with the new platform. In order for all users to synchronize with the platform they must update any editable fields found in their profile. Also verify that all members of your group have logged into AKO 2.0 and completed the action of updating their profile.

20. How can someone know (where to look) to find their role in a community? i.e. Manager with license, Moderator, Privileged Member or Community Member?
   a. From the AKO 2.0 homepage, click on the "Site Menu" button which appears at the top navigation as a star with three horizontal lines. From the roll out menu, click on "Communities". The page will load a summary of permissions for the users account and the community listed within each category as it pertains to the permissions.

21. Can community permissions be associated with Active Directory groups?
   a. At the moment, community permissions are not associated with any Active Directory Groups.
Profile

1. Where can I edit the Basic Information section of my profile page on AKO 2.0?
   a. The basic profile information displayed in your profile is read-only on AKO 2.0 and is automatically populated for the user. Account-related functions is part of the new system called AKO IDM Portal, which is separate from AKO 2.0 development. The link to the AKO IDM Portal is https://amid.us.army.mil

2. How do I change my name in my profile?
   a. To change your name on your account, you must first ensure your name change has been made in Defense Manpower Data Center (DMDC) and call the AESD help desk phone number at 1-866-335-ARMY or by submitting a ticket online at https://army-esd.army.mil/

3. AKO 2.0 is listing me at the wrong rank, how do I correct this?
   a. Call the AESD help desk phone number at 1-866-335-ARMY or by submitting a ticket online at https://army-esd.army.mil/

4. Why do I have to update AKO 2.0 if I have already updated milConnect?
   a. AKO 2.0 utilizes the IDM portal to update directory and profile information. Other EAMS-A systems use milConnect as a data source however AKO does not.

5. How can I update my ORB information on AKO 2.0?
   a. My ORB is available under Human Resources on the home page, and also is available on the Site Map. To update your ORB information, use the Army Human Resources command ORB site functions.

6. How can I change my name heading to reflect the name I go by? Ex: My first name is "Timothy", however I go by my middle name of, "Todd".
   a. The system uses DMDC and/or Army ITAPDB data for your name. There is no nickname field in the directory

Search

1. Where can I find instructions on conducting a search?
   a. For more instructions on conducting a search on AKO please visit section 3.3.1 in the User’s Manual located in the File Library of the AKO Training Community at https://www.us.army.mil/content/armyako/en/mycommunities/Home/groups/AKOTraining.html
2. How can I search for links?
   a. If you're looking for links external to AKO 2.0, you will need to find them on the 'Site Map'. You can reach the 'Site Map' by clicking on the Flag Window (top right-hand corner of the screen) and clicking on 'Site Map'. Additionally, if you scroll to the bottom of the page on AKO 2.0, there are three sections: Army Links | Help & Resources | Sites. Under 'Sites', click 'Site Map'.

2. How can I search for people?
   a. If you're looking for individuals in People Search, search one of the following in the search function:
      i. Last Name
      ii. First Name Last Name
      iii. First Name Hyphen Last Name
      iv. Last Name Comma First Name
      v. EDIPI Number

3. What is the difference between Community search and Site search?
   a. Community search shows user-generated content results within AKO Communities while site search surfaces result from the AKO site itself.

4. I have some folders that I need access to on AKO 2.0. Is there a way to locate them in AKO 2.0?
   a. Utilize the Community Search functionality located at the top of the AKO 2.0 (https://www.us.army.mil/) homepage. Select Communities from the drop-down of available search options and then enter key words to locate the Community. (Please note: the search result will only return communities that are open/unrestricted)

   b. For more information regarding AKO 2.0 please reference The User’s Manual and the Community Administrators Manual that is located in the File Library of the AKO Training Community at https://www.us.army.mil/content/armyako/en/mycommunities/Home/groups/AKOTraining.html

Security

1. Is PII authorized? If so, is it limited to closed sites/communities vs. open?
   a. PII is authorized for closed communities, not open. All FOUO information should be protected and restricted. DoDM 5200.01, Volume 4, paragraph 2.d.(1) still applies: "No person may have access to information designated as FOUO unless that person has been determined to have a valid need for such access in connection with the accomplishment of a lawful and authorized Government purpose."
2. You already mentioned a little about PII, Can we get a copy of the PIA - Privacy Impact Assessment? Is there content monitoring on AKO 2.0?
   a. Content monitoring is handled by AWRAC and AKO is working on updated solutions for them. The PIA can be provided to organizations by submitting a request to the Communities inbox at usarmy.belvoir.peo-eis.mbx.ako-communities@mail.mil

3. Does AKO allow FOUO /LES? If not, what is the highest Classification allowed?
   a. AKO-N Communities are authorized for FOUO, including Privacy Act information. AKO-S communities can store up to and including SECRET.

**SIPR**

1. What is SIPR?
   a. Secret Internet Protocol Router (SIPR) is a CLASSIFIED Network that requires a secure environment for access.

2. What is the URL for AKO-S?
   a. The URL for AKO-S is www.ako2.us.army.smil.mil. Please note that users need to be in a secured environment in order to access AKO-S.

3. Will AKO-S Classic always be available?
   b. AKO-S Classic will be available until the sunset date in 30 April 2020. Users should download and archive any AKO-S Classic files not previously downloaded to the AKO 2.0 SIPR Portal in order to avoid data loss. We also encourage users to start building out their communities on the AKO 2.0 SIPR portal.

4. What does sunset for AKO-S mean?
   a. Sunset means permanent retirement, all functionality for files, folders, links and content will no longer be available in AKO 2.0.

5. What is the timeline before we have to be migrated?
   a. On 31 March 2020 AKO-S will go into READ-ONLY mode, users will still be able to download personal and organizational files; however no file uploads or edits will be permitted.

6. Why do I have to transition and create a new user profile? Why can't AKO-S Classic migrate all existing accounts?
   a. The new system will not carry forward the profile information that exists from AKO-S Classic. The data in AKO-S Classic, such as experience and education, are stored in a type of database that is not part of the new system's architecture requiring a manual migration effort.
Sponsorship

1. Who requires sponsorship?
   a. Existing users who have a sponsored account type will continue to require an Army sponsor. Effective 25 October 2018, U.S. citizens who do not have accounts and are issued a CAC will be automatically provisioned an account in the directory that EAMS-A uses to authenticate users. These users do not need an Army sponsor.

2. Can foreign students access communities and files?
   a. Foreign students who have a CAC will be able to access AKO 2.0 communities.

3. Where can I find the Sponsorship Management Console in AKO 2.0?
   a. Account-related functions is part of the new system called AKO IDM Portal which is separate from AKO 2.0 development. In order to locate the Sponsor management Console, please visit the AKO IDM Portal link at: https://amid.us.army.mil

4. Will AKO Sponsorship continue to be a requirement for foreign national employees to receive computer accounts?
   a. Sponsorship will still be required for these accounts. Identity management interfaces (registration, sponsor console, password reset, and my account information) will not be part of AKO 2.0 and the new system to provide these interfaces will not be managed by AKO personnel.

5. How do I sponsor accounts on AKO?
   a. In order to sponsor accounts on AKO, please visit the AKO IDM-Portal at https://amid.us.army.mil

6. My sponsor has left the military. How can I have my sponsorship assigned to another Service Member?
   a. If your account has been deactivated, contact the AESD and they will change your sponsor.

7. As a contractor I need a sponsor on AKO Classic in order to get approved for AKO access/administer our Org's sites. Am I correct in assuming that with AKO2 this is no longer necessary since access only requires a CAC or will contractors still need to be sponsored by a Gov't rep (GS and/or MIL)?
   a. Any DoD CAC holder will be able to authenticate thru EAMS-A to any site including AKO 2.0. AKO 2.0 will only be CAC only and therefore any user, whether civilian, contractor, or military, will be able to login to AKO 2.0.
8. Will you automatically move the sponsors associated with the account?
   a. Yes and no. Sponsorship is no longer required in the Army Master Identity Directory (AMID) except for 4 specific account types. The four types that require sponsorship are: 1) Foreign Officer 2) Local National 3) Foreign Contractor 4) Guest (user account with no CAC).

9. Once AKO sunsets on 26 September 2019, will the new system (separate from AKO) be available to sponsor new accounts?
   a. Yes. The new AMID (Army Master Identity Directory) will have its own IDM portal to set passwords, manage sponsorship, and manage multifactor authentication tokens. This new AMID IDM Portal is located at [https://service.pdes.army.mil](https://service.pdes.army.mil) (Available by October 2019). Additionally, the current AKO LDAP functionality for name and password will be available via an IDM portal specifically for the AKO LDAP (and separate from AKO Portal) located at: [https://amid.us.army.mil](https://amid.us.army.mil)

10. Do incoming DA civilians require sponsorship? If not, what is the process and timeline to get an AKO account created for new employees?
    a. DA Civilians do not require sponsorship. After signing up, the civilian should get an account activated within an hour or two.

11. Will the process for contract employees to request an AKO account change from the current Classic process?
    a. Contractors with CACs will no longer require sponsorship provided they are not a Foreign Contractor (or Foreign Officer or Foreign (?) National).

## Training & Guidance

1. Where can I find the training videos for AKO 2.0?
   a. Please refer to this link for AKO Training: [https://www.us.army.mil/content/armyako/en/mycommunities/Home/groups/AKOTraining.html](https://www.us.army.mil/content/armyako/en/mycommunities/Home/groups/AKOTraining.html). Please continue checking the link for updates.

2. Do you offer Mobile Training Team for organizations, as well as train and educate personnel about AKO 2.0?
   a. We currently do not offer Mobile Training Teams for AKO 2.0. The AKO Team is happy to work with your organization so you are able to take advantage of all the features AKO 2.0 has to offer.

3. Where is the home button when I end up in other areas of the site?
   a. Clicking on the AKO logo in the top left-hand corner will take you back to the 'home' area of AKO 2.0.
4. Who is the contact to troubleshoot issues with accounts or access?
   a. Users may contact AESD help desk phone number at 1-866-335-ARMY or by submitting a ticket online at https://army-esd.army.mil/ for help with any account or access issues.

5. Why should my organization consider building a community?
   a. Intent of CIO/G-6 is for all Army units/orgs to have a presence on AKO Communities to facilitate and encourage collaboration online. The level to which leaders move their business processes to Communities is up to unit and organizational leaders.

6. I thought AKO was going away years ago? What changed?
   a. Army leadership's decision that AKO would be sunset was made without a full understanding of how crucial AKO services are to Army organizations. Even after the Army's email moved under DISA, AKO has continued providing crucial services to the Army for which there is no viable alternative.

7. Why would the Army invest in AKO when we have SharePoint?
   a. AKO will be the only online space common to the full Army, serving as the gateway for enterprise-level resources. SharePoint is a capable tool within small to medium organizations, but does not function effectively for enterprise-level collaboration.

8. I use my AKO email address for work related input and to receive emails. Will my AKO email change?
   a. The e-mail sent to your AKO @us.army.mil is delivered to your DISA Enterprise Email @mail.mil account because the DISA Enterprise account has an alias for the AKO e-mail. This function will not change.

9. Will retiree email or access benefits be reinstated?
   a. The new site requires Common Access Card (CAC) access. If policy decisions dictate single-role retirees should be issued CACs, only then will they be able to access the new system.

10. Where can I find training materials?
    a. Today: The AKO Training Community, is reachable via the AKO Training card on the AKO 2.0 front page. Coming soon: More training materials and online workshops.

11. Does AKO 2.0 have a future release schedule with approved added/new functionality? If so, is the future functionality/release schedule available along with descriptions of future AKO 2.0 functionality?
    a. At the moment, we do not have a published list of future releases. However, we do have published training material to include video tutorials of functionality that has been developed which can be found on the AKO 2.0 Community Training.
12. Do you plan on adding to AKO2 a data dashboard capabilities (data visualization, live data stream) functionality?
   a. Yes, we do plan on adding data visualization functionality to AKO 2.0 in the future.

13. Are sites/organizations not going to be nested under their ACOMs in AKO2?
   a. The structure of organizational sites within AKO 2.0 are mirrored after the Army's Force Management System (FMS) which was used as a guideline.

14. Is there a phone number for the help desk?
   a. The best available method of contact for the AKO 2.0 team is via AESD help desk phone number at 1-866-335-ARMY or by submitting a ticket online at https://army-esd.army.mil/

15. Where can I get a copy of the AKO 2.0 Outreach Event presentations?
   a. The AKO 2.0 Outreach Event presentations are located in the AKO Training Community at https://www.us.army.mil/content/armyako/en/mycommunities/Home/groups/AKOTraining.html

16. Do we need to have a community site and an organizational site?
   a. A community site is geared to be a collaborative site for your users at all organizations. You can utilize a community as a collaborative tool, whereas an organizational site is a link that solely points to an external site in the Army Directory page. To request an organizational site be added or linked to the Army Directory site, please contact the AESD help desk phone number at 1-866-335-ARMY or by submitting a ticket online at https://army-esd.army.mil/

For all other inquiries or concerns not regarding the FAQ please contact AESD help desk phone number at 1-866-335-ARMY or by submitting a ticket online at https://army-esd.army.mil/