



## AKO/DKO PROCEDURE # AKO-PRC-0030

### Utility Accounts

Revised 1 October 2009

#### Overview

Utility accounts are a special category of sponsored account and are authorized by AR 25-2 Section 4-5, paragraph c(10) and DA Pam 25-1-1, Section 3-4, paragraph h(2)c-4. Although utility accounts have user access properties differing from standard accounts, they remain bound by network security rules as described by AR 25-2, Section 4-20 and DA PAM 25-1-1, Section 3-4.

A utility account may be used as a cross-service branch account, for example, for use by a Marine unit supporting a unit of the Army. Certain organizations outside of Army do not permit the use of utility accounts and therefore it is up to the requestor to obtain the proper authorization to create a utility account prior to making the application for one.

A utility account may be requested by certain types of AKO/DKO account holders and may be email only at the request of the sponsor or imposed by AKO/DKO because of the account's intended use. AKO/DKO reserves the right to deny or cancel a utility account for any reason at any time.

This procedure additionally applies to utility accounts declared on the SIPRNet; however, the actual name of the utility account **cannot be classified data**.

#### Permitted Use and Restrictions

Utility accounts establish an AKO/DKO identity for a unit or group providing a mechanism by which others can communicate to a common reception point.

The following uses are permitted for a utility account:

- Shift work
- Help desk common reception point
- Family Readiness Group
- Unit centralized email address
- Command centralized email address
- Theater operations centralized email address
- Special services (law enforcement, CID, JAG)

The following uses are not permitted for a utility account:

- Replace or supplement an existing full or sponsored account
- To identify an individual\*
- Software, web site or system testing
- To sponsor other accounts
- Foreign National access with an AKO/DKO account
- To grant access higher than what would be allowed for a full, joint or sponsored account
- They may not be converted to full, joint or guest accounts

The above lists are not all inclusive and AKO/DKO reserves the right to modify any of the above at any time without prior notice.

Utility account sponsors or authorized persons may not share access to or utility account information with non AKO/DKO account holders.



\* certain offices that specify an individual are exempt. For example: battle.captain.nosc, sergeantmajor.of.the.army, sec.of.defense, etc.

## Eligible Sponsorship

Utility accounts may be sponsored by the following full account holder types:

- Active Army
- Army Reserves (not retired)
- Individual Ready Reserve
- National Guard (not retired)
- DA Civilian (not retired)
- NAF Civilian
- Joint accounts with sponsorship rights

Army account holders wishing to create a utility account should use the "Register for AKO" link located on the portal splash page followed by selecting "Create Utility Account."

All utility account requests are reviewed by AKO/DKO for applicability and sponsor qualification. Accounts that are denied will have an explanatory email sent to the sponsor. The application period for utility accounts is between seven (7) and ten (10) days with longer periods for accounts requiring special dispensation.

To maintain a utility account, the account must have a qualified sponsor. Utility accounts not having a valid sponsor may be closed immediately and in addition, AKO/DKO reserves the right to close a utility account using its own discretion.

Only the registered sponsor of a utility account may contact the help desk for password reset or other account changes.

## Permissions

Utility accounts have access to all AKO/DKO services: email, IM, chat, collaborative tools, forums and pages. Utility accounts have 100/50 MB storage limits for email and documents respectively.

A group utility account may be created for those situations where multiple people must access the account. A utility account structured in this manner must be email only.

As with other AKO/DKO accounts, utility accounts cannot have mail items auto-forwarded outside of the .MIL domain. For more detailed information on email handling, please see the document <https://www.us.army.mil/suite/doc/1828294>.

## Naming Conventions and the Appeal Process

For specific guidance on the naming of Utility accounts, please see the document, AKO/DKO Account Naming, AKO-PRC-0030A (<http://www.us.army.mil/suite/doc/13359518>).

There is no facility to "pre-check" the availability or suitability of names. Utility account applications are reviewed once per week and depending on demand may take two cycles to be reviewed. A request for an expedited review must be sent to [ako.accounts@us.army.mil](mailto:ako.accounts@us.army.mil) by the Wednesday of the desired review week. Be sure the account application has been submitted before requesting expediency and that the justification states a reason greater than simple want. AKO/DKO does not guarantee the availability of names or that a submitted name will be approved even if it is available or has had an expedited review.

Utility accounts have naming standards that are different than those used for individual accounts. As such, account names are examined for appropriateness by AKO/DKO prior to being authorized.



Accounts that meet naming standards from their inception are approved without additional notice being made to the sponsor. Accounts whose names require clarification or are denied outright will have the sponsor notified by email.

Where applicable, a requestor may submit an appeal, rescind the request or apply under a modified name. For an appeal, submit the requested justification to [account.name.appeal@us.army.mil](mailto:account.name.appeal@us.army.mil) using the form located at <https://www.us.army.mil/suite/doc/5099647>. Appeals not received within seven (7) days after notification or are not accompanied by the requested appellate form are subject to automatic disapproval. Note that AKO/DKO will not re-enter a name nor make an application for a specific name. Names are awarded on a first come – first served basis.

If a utility account name is eligible for appeal or has been denied, the notification will be composed of standard rejection messages. These are explained as follows:

#### **Code 1000 – Invalid assignment**

1. The requested name applies to an individual.
2. The sponsor is invalid or ineligible.
3. An invalid change of account status has been requested.
4. The name is vulgar, insinuating or contrary to general Army standards.
5. The intended usage is in violation of regulations or guidelines.
6. The account is being used to supplant, circumvent or prevent the use of functionality provided by the portal.

This rejection code cannot be appealed.

#### **Code 1001 – Utility accounts may not be used to establish an alias**

1. The requested name is an alias to an existing or pending account.
2. The account duplicates the functionality of an account already in use.

This rejection code cannot be appealed.

#### **Code 2000 – Multiple occurrences of a name are not permitted without proper justification and description of use.**

A repeating format of a name has been applied for. This is exemplified by *account.name01*, *account.name02*, etc. or *Aaccount.name*, *Baccount.name*, etc.

#### **Code 2001 – Incorrect format for account name.**

1. Name begins or ends with a single letter or digit.
2. Name does not contain at least one period.
3. Name contains more than three periods.
4. Name begins or ends with a period.
5. Name contains a hyphen or underscore.
6. Name begins or ends with *ako*, *dko*, *nko*, *jko*, *gko* or *dod*.
7. Name includes a specification of rank or GS level.
8. Name is greater than 35 characters in length (excluding @us.army.mil suffix).

Note that the account sub-system does not support uppercase characters and all names will be converted to lowercase. This rejection code cannot be appealed.

#### **Code 3000 – The requested name is not clearly associated with a specific Army /Service office.**

The name cannot be associated with a recognized Army/Service acronym or abbreviation. Although within the local area the acronym or abbreviation may be well



known, it is impossible for AKO/DKO to be aware of every acronym or abbreviation in use. In the appeal, specify the exact meaning of the phrases used within the requested name.

This code may be specified if a call sign or nickname is part of the name. For example, "theswifts" or "redniners" would be unidentifiable unit or command names.

**Code 3001 – Name is too generic.**

1. Name is too simplistic: example- ab.cd
2. Name could be used within multiple DoD service branches.

**Code 3002 – Name specifies a function that could encompass more than one Army/Service Office. Requires authorization for use as proponent of said function.**

The structure of the name implies that it relates to more than one office under a single command or service branch. Example: peo.eis

When appealing this code, include documentation that confirms that the requestor is authorized to create an account of such general applicability.

**Code 3003 – Name implies an unapproved utility use**

The requested name implies any use of the restricted function list described in *Permitted Use and Restrictions*, above. A requested name that implies or names a commercial activity may be denied under this code.

**Code 3004 – Name relation to an Army/Service function is not apparent.**

A name may clearly identify a group but not imply the function. Example- 206th.bn

**Code 3005 – Name specifies an Army/Service function that requires justification for approval.**

A name identifies a function that encompasses one or MACOMs or a major office, rank or position. Example- *all.efives, osd.pentagon, cavalry.regiment, europe.operations*

When appealing this code, include documentation that confirms that the requestor is authorized to create an account of such general applicability.

**Code 3006 – Name implies authority over an office or department function. Use of name requires verification of authority to do so.**

A name identifies a function that supports an office or department. Example- *help.desk.usaac, suggestions.1starmy*

When appealing this code, include documentation that confirms that the requestor is authorized to create an account of such general applicability.

**Code 4000 – Name too closely resembles existing utility account.**

This code may be issued for accounts submitted by the same or different people.



**Code 4001 – Name closely resembles pending utility account application.**

This code is issued in the event of a first-come, first-served situation or on multiple accounts submitted by the same requestor.

**Code 4002 – Name closely resembles previously denied account.**

This code may be issued for accounts submitted by the same or different people, for accounts that may or not may be of the same type or access privilege or for accounts whose usage was deemed inappropriate or non-compliant. The previously denied account will be listed with this code.

**Code 5005 – The prefix/suffix “xxx” is not understood.**

1. Where **xxx** (before the first period or after the last period) and its use does not match the provided explanation of the account’s function or ownership.
2. Where **xxx** is not a recognized acronym.

**Code 5006 – The portion of the requested name shown as “xxx” is not understood.**

Where **xxx** is a portion of the name that does not equate to a word, numeric sequence or acronym or is simply not understood in the provided context.

**Code 9002 – Quantity of accounts requested requires justification.**

The number of utility accounts applied for by a single requestor or office appears excessive. The names of the accounts applied for do not need to be similar for this code to be issued.