

## **AKO Registration Procedures**

DoD military and government civilians who have been issued CACs are now able to self-register for an AKO/DKO Joint User Access Account (JUA).

### **To register for AKO/DKO:**

1. Go to <https://www.us.army.mil>
2. Click on 'Register with a CAC'
3. When prompted, enter your PIN or select your certificate.

Note: You will need to have your CAC inserted into a CAC reader to register for an account. Also, you will be required to enter your SSN and date of birth (DOB) to validate your user information. If this information is not provided, AKO/DKO and Defense Manpower Data Center (DMDC) will not be able to validate credentials; therefore no account will be issued. DMDC is the authoritative database for non Army DoD military and government civilians. A working agreement with DMDC allows AKO/DKO to positively validate users before they are given a new DKO account.

4. Enter your Social Security Number, or Foreign Identification Number. DO NOT register for a Utility Account until you click on the link titled 'what's this?' to determine if you need a utility account.
5. Enter your Date of Birth
6. Enter your User Information, if needed
7. Enter an External Email Address
8. Enter Organization Information
9. Create and Confirm your Password
10. Complete your Password Questions - these are used to verify your identity if you lose or forget your password
11. Account Registration Complete - you should see all your account information.
12. DoD policy dictates that usernames must follow the format: full first name.middle initial.last name, with trailing numbers used to create unique ID's. An example is john.b.smith13.

### **AKO/DKO Eligible Account Types:**

- Air National Guard Technician/Army National Guard Technician
- Active Army/Army Reserve/ Army Civilian/ Army National Guard AGR
- Active Air Force/Air Force Reserve/Air Force Civilian/ Air National Guard AGR
- Active Navy /Navy Reserve/Navy Civilian
- Active Marine Corps/Marine Corps Reserve/Marine Corps Civilian
- DoD Civilian
- Active Coast Guard/Coast Guard Reserve
- Coast Guard Reserve
- Coast Guard Civilian
- Public Health Service (PHS)

## **RESPONSIBILITIES**

**The Army Benefits Center-Civilian** is located at Fort Riley Kansas will provide a full range of benefits and entitlements services to both , the Army and Air National Guard technician work force, located throughout the 50 states and 4 territories through their centralized automated solely center. The ABC-C is comprised of a team of approximately 16 benefits counselors dedicated to our technician workforce. The ABC-C counselors will be supported by an interactive voice response system (IVRS). The ABC-C's responsibilities will include providing advisory services and processes transaction for:

- Federal Technicians Health Benefits (FEHB)
- Federal Technicians' Group Life Insurance (FEGLI)
- Thrift Savings Plan (TSP)
- Retirement (FERS and CSRS)
- Survivorship (Death Claim Processing)

**State HRO:** Although transition to the ABC-C, HRO-Employee Benefits Specialist has a shared responsibility of benefits program administration. HRO-EBS is still required to assist the technician as we move to ABC-C. HRO-EBS responsibilities will include:

- Coordinate with ABC-C to ensure coordinated efforts—working to one common goal
- Mail upon request OPF to ABC-C
- Obtain BAT account
- Monitor BAT
- Advise, advertise, promote, and educate technicians on EBIS
- Incorporate EBIS into newcomer's orientation program
- Assist technicians with EBIS/IVERS
- Counsel Technicians on USERRA issues
- Counsel Technicians on death issues
- Provide Technicians with a copy of ABC-C Tri-fold handout

**The technician's responsibilities:** Under EBIS system, the technician is responsible for ensuring the accuracy of the information in his/her OPF. The technician responsibilities include:

- Establish EBIS/IVERS account. To access EBIS, technicians will require use of SSN and PIN or AKO username and password if accessing from home computer. The Technician can establish an EBIS account by following the Obtain/Establish EBIS account (Use information from tri-fold).
- To connect to IVRS-telephone, the technician is required use of SSN and PIN. The initial PIN is the technician's birth month and year (mm/yy). The technician will them be prompted to create a 6 digit PIN for future transactions with IVRS-telephone services.
- Utilize EBIS/IVERS for process of benefits actions
- Coordinate with ABC-C to ensure completion, update, verification of actions (may use LES)
- Notify HRO of issues encountered

## **ACCESSING EBIS**

### **How the system works for health benefits, life insurance, and thrift savings plan services:**

- Technicians access the web at <https://www.abc.army.mil> using AKO authentication or they can call the toll free number at 1.877.276.9287, and access their records using their SSN and PIN.
- Technicians can select the appropriate prompt for desired information.
- Technicians may obtain general benefits information or personal information from their records.
- Technicians can speak with a benefit counselor, if additional information is requested.
- Technicians can conduct benefits and entitlement changes
- Technicians may verify their personal transaction on Leave and Earning Statement (LES).

### **How the system works for retirement planning services:**

- Technicians access the web at <https://www.abc.army.mil>, using AKO authentication or by calling the toll-free number at 1.877.276.9287, and access their records using SSN and PIN.
- Technicians select the prompt for on-line estimates.
- Technicians receive annuity estimates.
- Technicians speak to a benefits counselor, if additional information is required.

### **How the system works for retirement counseling and processing services:**

- Technicians notify their supervisor of their intent to retire.
- Technicians call the toll-free number 1.877.276.9287 and receive retirement information from the automated system or from a benefits counselor.
- Technicians may also access the web at <https://www.abc.army.mil> for general retirement information.
- Technicians receive a personal voice-to-voice counseling session.
- Technicians complete the appropriate retirement forms from the ABC-C website, the Office of Personnel Management (OPM) website at <http://www.opm.gov/forms/index.htm>, or from their Human Resources Office (HRO).
- Technicians send their retirement forms to
- ABC-C will then send the retirement package to their payroll and OPM for final adjudication.

**How the system works for survivor benefit services:** The ABC-C provides survivor advisory services processing. The ABC-C personally contacts survivors and committed to providing expeditious, professional service. This includes counseling on benefit eligibility and how to apply for those benefits. The ABC-C assists survivors as long as necessary to ensure receipt of entitled benefits.

**How the system works for separated and retired Technicians:**

Separated technicians are not able to use EBIS to obtain information. However, prior technicians can receive information about "Temporary Continuation of Coverage (TCC) under FEHB" by contacting their HRO or ABC-C.

Retired technicians can receive referral information for the Office of Personnel Management (OPM), National Finance Center (NFC), and Social Security (SS) by their HRO or ABC-C.