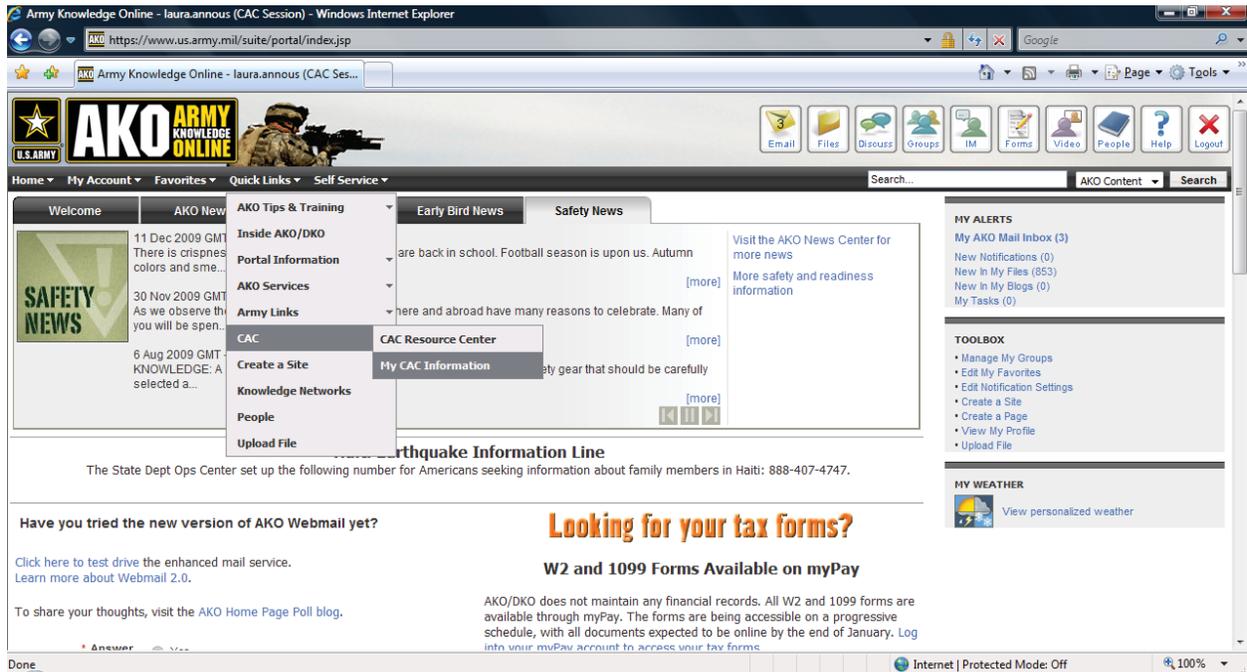
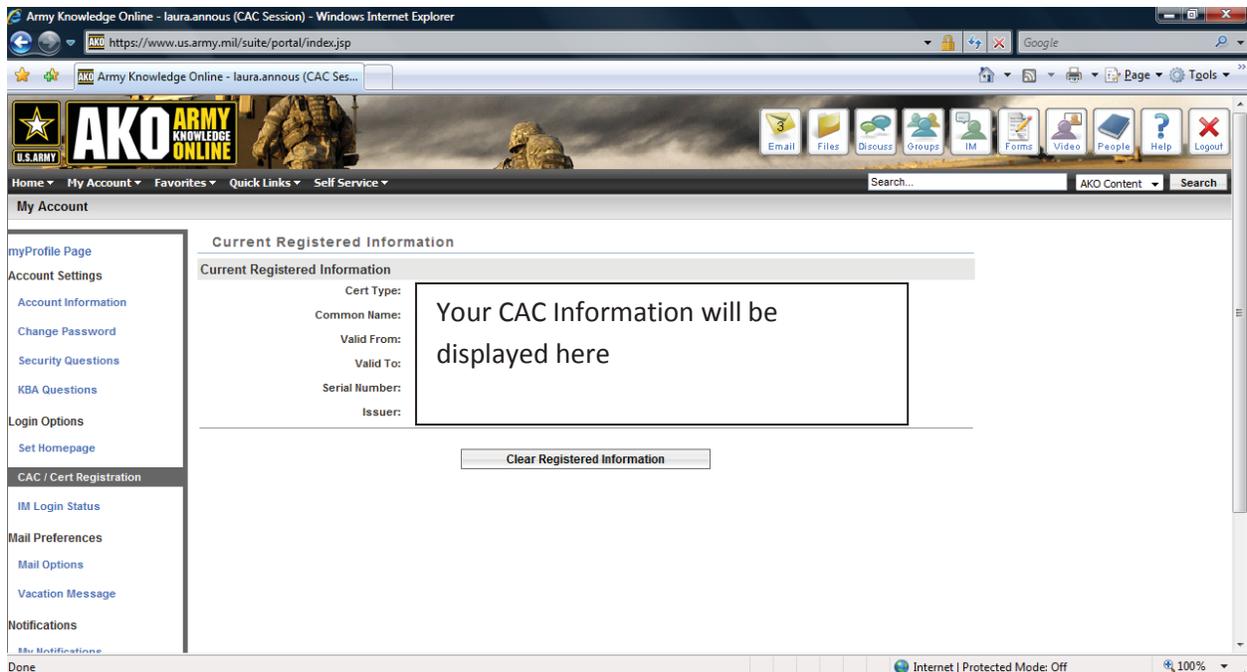


1. Log into AKO (<https://www.us.army.mil>) with your username and password.
2. Navigate to Quick Links -> CAC -> My CAC Information

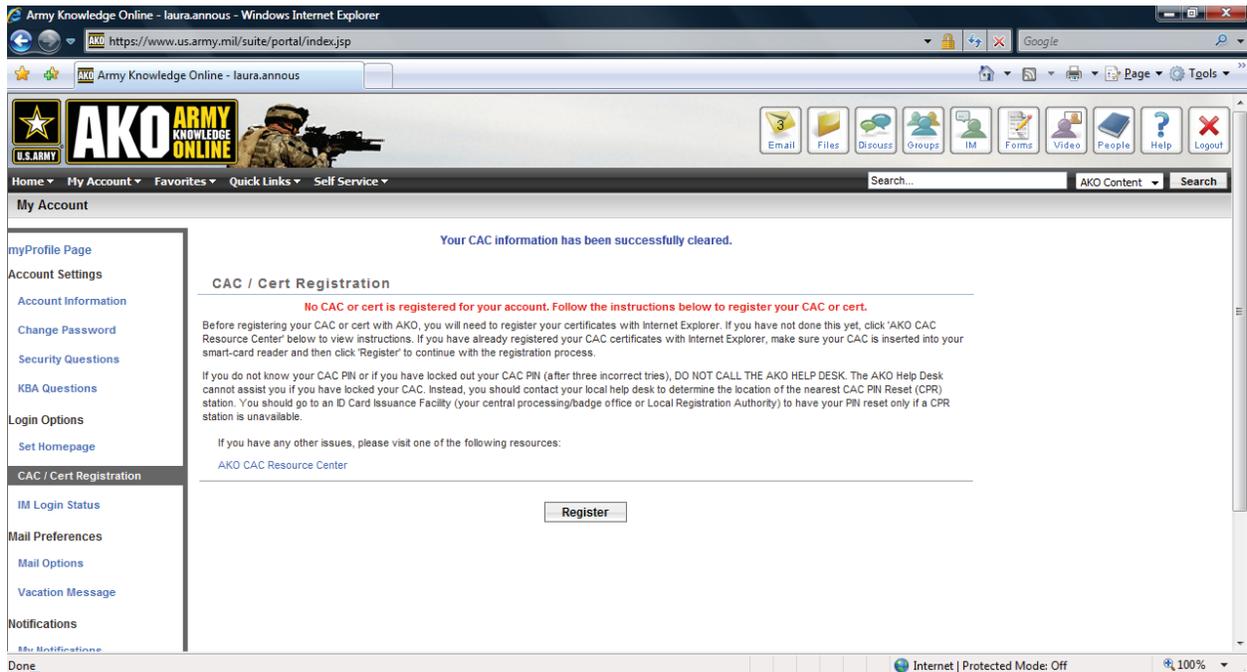


3. Select Clear Registered Information



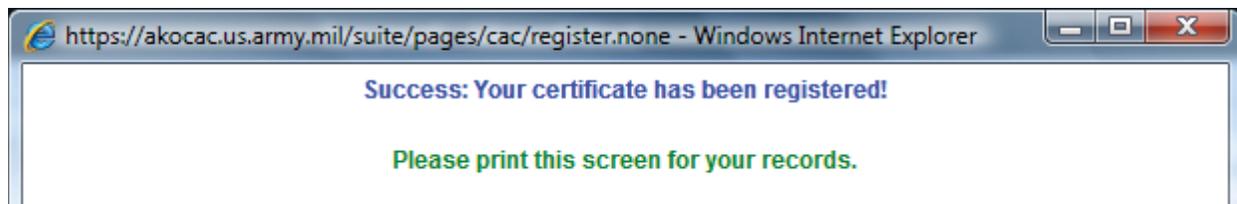
4. Log out of AKO
5. Log back into AKO in order for the "Clear Registered Information" to process.
6. Return to the "My CAC Information" screen.

7. Select Register



The screenshot shows the Army Knowledge Online (AKO) website in Internet Explorer. The browser address bar displays <https://www.us.army.mil/suite/portal/index.jsp>. The page title is "Army Knowledge Online - laura.annous". The AKO logo is visible in the top left corner. The navigation menu includes "Home", "My Account", "Favorites", "Quick Links", and "Self Service". A search bar is located in the top right corner. The main content area is titled "My Account" and contains a sidebar with links for "myProfile Page", "Account Settings", "Change Password", "Security Questions", "KBA Questions", "Login Options", "CAC / Cert Registration", "IM Login Status", "Mail Preferences", and "Notifications". The "CAC / Cert Registration" section is active, displaying the message: "Your CAC information has been successfully cleared." Below this, the "CAC / Cert Registration" section contains the following text: "No CAC or cert is registered for your account. Follow the instructions below to register your CAC or cert." "Before registering your CAC or cert with AKO, you will need to register your certificates with Internet Explorer. If you have not done this yet, click 'AKO CAC Resource Center' below to view instructions. If you have already registered your CAC certificates with Internet Explorer, make sure your CAC is inserted into your smart-card reader and then click 'Register' to continue with the registration process." "If you do not know your CAC PIN or if you have locked out your CAC PIN (after three incorrect tries), DO NOT CALL THE AKO HELP DESK. The AKO Help Desk cannot assist you if you have locked your CAC. Instead, you should contact your local help desk to determine the location of the nearest CAC PIN Reset (CPR) station. You should go to an ID Card Issuance Facility (your central processing/badge office or Local Registration Authority) to have your PIN reset only if a CPR station is unavailable." "If you have any other issues, please visit one of the following resources:" "AKO CAC Resource Center" A "Register" button is located at the bottom of the registration section. The status bar at the bottom of the browser shows "Internet | Protected Mode: Off" and "100%".

8. Follow the prompts to enter your CAC pin and AKO password – once the information is entered correctly you will get a prompt with the message below along with your information.



The screenshot shows a success message in Internet Explorer. The browser address bar displays <https://akocac.us.army.mil/suite/pages/cac/register.none>. The message reads: "Success: Your certificate has been registered!" "Please print this screen for your records." The status bar at the bottom of the browser shows "Internet | Protected Mode: Off" and "100%".