

## **GENERAL**

### **What is the ICAM Portal?**

Identity, Credential, Access Management (ICAM) portal is where users can reset their passwords. Additionally, sponsors can register guest users who do not have an account within AMID

### **What is AMID?**

Army Master Identity Directory replaced the AKO Directory. The directory is a persona based directory. Any users that have a valid CAC and DoD email will be provisioned within the directory.

### **Which certificate should I use to login?**

As ICAM is persona based, users must log in with the **Authentication certificate** as it is the only certificate that contains the full FASCN (DOD ID + Persona). All other certificates will result in a user not found error as they will not link to the Persona ID."

### **How do I reset my password?**

AESD has a knowledge base article linked [here](#).

## **SPONSORSHIP**

### **Who can sponsor guest accounts?**

AESD has a knowledge base article linked [here](#).

### **Who should be sponsored?**

AESD has a knowledge base article linked [here](#).

### **How do I sponsor a user?**

AESD has a knowledge base article linked [here](#).

### **How do I transfer a guest account from one sponsor to another?**

AESD has a knowledge base article linked [here](#).