JKO TIP SHEET

CLREC Account Procedures
USERNAME / PASSWORD

Sep 2015

PRINT THESE INSTRUCTIONS FIRST OR SAVE TO YOUR DESKTOP BEFORE PROCEEDING. FOLLOW INSTRUCTIONS STEP-BY-STEP TO ENSURE YOU RECEIVE CREDIT FOR YOUR TRAINING ON CLREC.

Steps for Establishing/Updating CLREC Accounts For Users That Do Not Have a Common Access Card (CAC):

☐ **Step 1: Submit a new account request to the Help Desk. If you have a .mil, .gov, nps.edu, or dodea.edu email address, click this link to Submit an Account Request.** A pre-formatted email window will open. Fill out the form to include if you have a CAC or not and the justification for your non-CAC account. Email the form to jkohelpdesk@jten.mil from your .mil, .gov, nps.edu or dodea.edu email address. Once the request is received your account will be created and your user information and login instructions will be emailed back to you.

If your email address does not match the above list (for instance a commercial .com address), click this link to Submit an Account Request. A pre-formatted email window will open. Fill out the form and email to your government sponsor. The sponsor will forward the email to the jkohelpdesk@jten.mil from their government email address. Once the request is received by the help desk, your account will be created and your user information and login instructions will be emailed back to you.

You should receive two emails with instructions for set up of your new login. One email will contain your user name (Subject "Welcome to Virtual Campus") and a second will contain a token (Subject "Token Notification"). Please note your token is not your password. The token is a temporary access code that allows you to reset your password. The token is a one-time use and is good for a 24 hour period from time of issuance.

To use the token, go to the Login page at http://jko.jten.mil/clrec and click on the "**Received a token? Click here**" link. The system will ask you for your User Name and Token. Follow the prompts to create your new password. Proceed to Step 2 to login with your new user name and password.

PLEASE NOTE: Should you be unable to reach us to resend another token, you can generate a new token at any time without having to call or wait for us to send you one via e-mail. To do this, go to http://jko.jten.mil/clrec and click on the "**Forgot password**" link.

Enter the e-mail address associated with your account. Click submit.

That will send an e-mail with a NEW token. The token is a temporary access code that will allow you to login to the system.

As discussed earlier, once you receive the e-mail with the token, go to the Login page again and click the "**Received a token? Click here**" link. Enter your Username and the token you received. Click submit. Then you will be prompted to create a password of your own choosing.

After your password has been successfully changed, you will login again using your username and the new

password that you created.

☐ **Step 2: Login to Center for Language, Regional Expertise, and Culture (CLREC).** Go to http://jko.jten.mil/clrec and click "**OK**" on the DoD Warning Banner. In the **"Login**" box enter the "Username" and "Password" as established in Step 1 and click the "**Login**" button.

On your first login review and, as needed, update your user profile. To view your profile, click the My Profile link at the upper left corner of the Education and Training page.

☐ **Step 3: Verify/update your FAOWEB profile.** Complete all required fields (**RED label indicates a required field**) on the "**My Profile**" page, noting specific guidance below regarding your organization and email.

IMPORTANT: Pay close attention to the information you provide in your profile because it determines how your training completions are recorded and reported, and how you will receive notification of training requirements.

➡ **Primary Organization** – you must designate the primary organization where you work. Training records are segregated and reported by primary organization. To ensure your training completion records are accurately reported to your organization, you must correctly designate the primary organization in your profile.

In the "**Organizations**" section, click the "**Select Primary Organization**" link which will open an organizational tree. Continue clicking the arrow icon ( ) to the left of the folder to expand the organization structure to the level necessary to identify your primary organization. In this case you should locate the top level folder named "(CLREC) Center for Language, Regional Expertise, and Culture". Once your appropriate organization is highlighted, click "**Select Organization**" at the bottom of the page to record this selection as your primary organization. You may select the "CLREC" folder if the lower level organizations do not apply.

➡ **Business Email** – enter the email address you want to use to receive JKO notifications of training requirements and mandatory course enrollments.

Click the "**Save**" button at the bottom of the page to return to the CLREC main page to begin taking courses.