



**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 MHS.**

## Steps for Establishing/Updating MHS 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](mailto: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](mailto: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"). The token is to be used as a temporary password to allow you to login and 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 <http://jko.jten.mil/mhs> 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.

- Step 2: Login to Military Health System (MHS) Online Training & Education Portal.** Go to <http://jko.jten.mil/mhs> 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 MHS Online Learning page.

- Step 3: Verify/update your MHS 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 “(MHS) Military Health Systems”. 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 “MHS” 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 MHS Online Learning main page to begin taking courses.