



JOINT KNOWLEDGE ONLINE

Learning Management System (LMS)

Student User Guide

Version 1.0

May 2020

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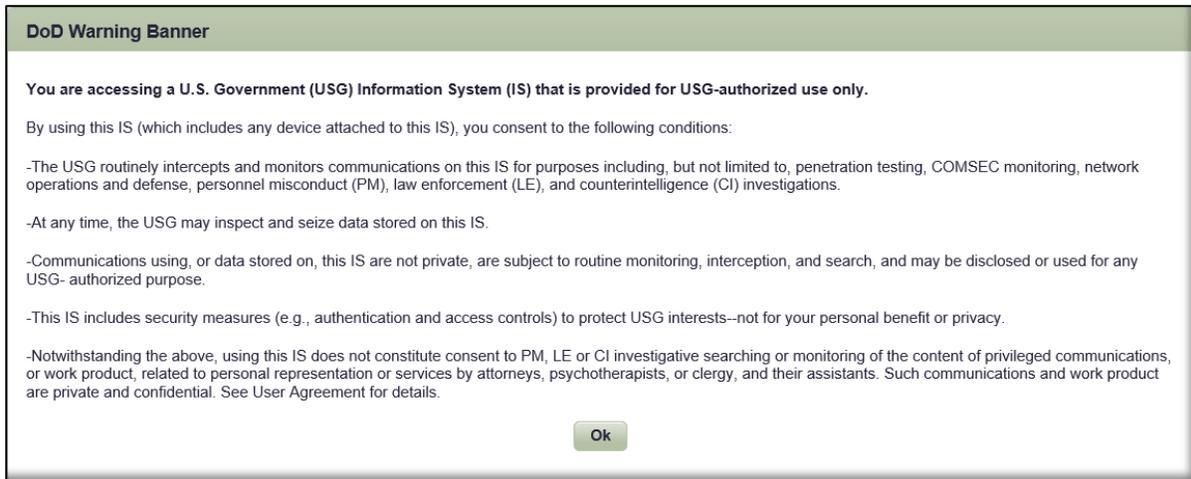
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Create a JKO Account

1. The Joint Knowledge Online (JKO) Learning Management System (LMS) requires Users to have a JKO account in order to take advantage of the capabilities in the LMS. Once you have a JKO account, you may log in with either your CAC, VA PIV, or a User Name and Password.

2. To log in to JKO, go to <https://jkodirect.iten.mil>

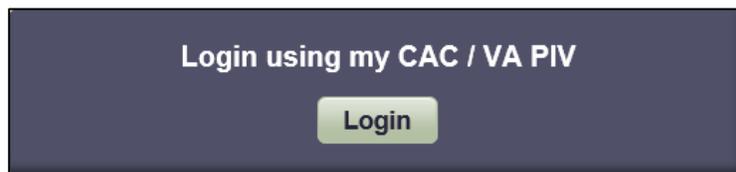
3. Select **OK** in the **DoD Warning Banner**. If you do not select **OK**, you will not be able to access the JKO LMS.



4. Click the **Login** button  at the top right corner of the page.

5. There are two ways to create a JKO account:

A. If you have a CAC or VA PIV, select the **Login using my CAC / VA PIV Login** button at the top of the **Login** window to automatically create an account.



B. If you do not have a CAC, fill out an online Form using one of the below Links in the **Login** window.

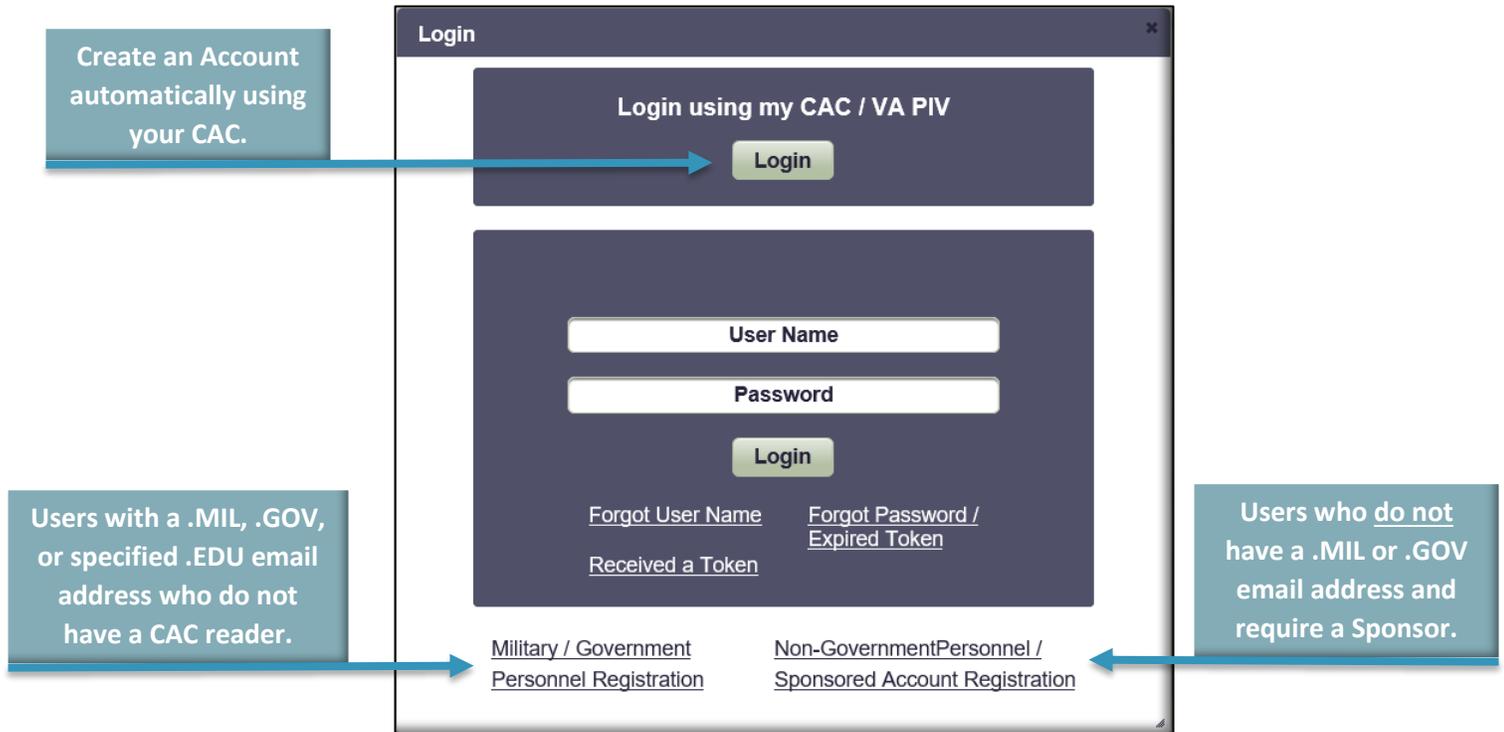
i. **Military / Government Personnel Registration**. Select this link if you have a .MIL, .GOV, or specified .EDU email address, but do not have a CAC reader. You must have direct access to this email address in order to complete the account creation process. Authorized email address extensions include: .GOV, .MIL, .NPS.EDU, .DODEA.EDU, .USMA.EDU, .USNA.EDU, .USAFA.EDU, .CGA.EDU, .USMMA.EDU, AAFES.COM, or you are a Foreign Military member. Allow up to 48 for JKO to create your account.

a. Once you fill out and submit the form, JKO will send an automated email to your .MIL, .GOV, or specified .EDU email address that requires you to confirm you have access to that email address. Follow the instructions in the email. This process is in place for security reasons. Skip forward to [Step 6](#) for your next instruction.

ii. **Non-Government Personnel / Sponsored Account Registration.** Select this link if you do not have a .MIL, .GOV, or any of the email address extensions in [5.B.i](#). You are required to have a Sponsor who is a U.S. Military or Federal Government Civilian who has one of the following email address extensions: .MIL, .GOV, .NDU.EDU, .NPS.EDU, or DODEA.EDU. You will need the Sponsor’s Name, Phone Number, and Email Address.

Note: Contractors may not be Sponsors.

a. Once you fill out and submit the form, an automated email will be sent to your Sponsor’s official email address that you provided, and requires the Sponsor to validate your requirement for a JKO account. Your Sponsor must follow the instructions in the email. This process is in place for security reasons.



Note: Once JKO receives your Sponsor’s validation of your account request, allow up to 48 hours for JKO to create your account.

6. Once JKO creates your account, you will receive two emails. One email includes your **User Name**. You will need to know your User Name in order to create a Password. The second email contains a **Token**. A Token is a string of alpha-numeric letters and numbers that you will use to create your Password. Once you have both your User Name and your Token, you may begin the process of creating a Password, as described in the next section.

Note: A Token is not a Password. You will use the Token one time to create your Password. Tokens expire after 24 hours. If you have not created your initial Password within 24 hours, contact the Help Desk for a new Token, or follow [these steps](#) in the Forgot Password section of this document to generate a new Token.

Note: CAC users are not required to create a Password because they log in to the LMS via their CAC, however, it could be helpful to create a Password if you want to access JKO from home and do not have a CAC reader there.

Create an Initial Password

1. You will need both your **User Name** and your **Token**. JKO emailed both to you when they created your new account. On the JKO Login page, click **OK** in the **DoD Warning Banner**, and then click the **Login** button at the top right corner of the page.

2. In the **Login** window, select the **Received a Token** link.

3. In the workspace that opens, enter your **User Name** and **Token**. To reduce possibility of errors, we highly recommend you Copy/Paste your Token directly from the email you received rather than type it in. Click the **Submit** button.

4. In the appropriate fields, create a **Password** that conforms to the rules outlined on the screen. Click **Reset Password**.

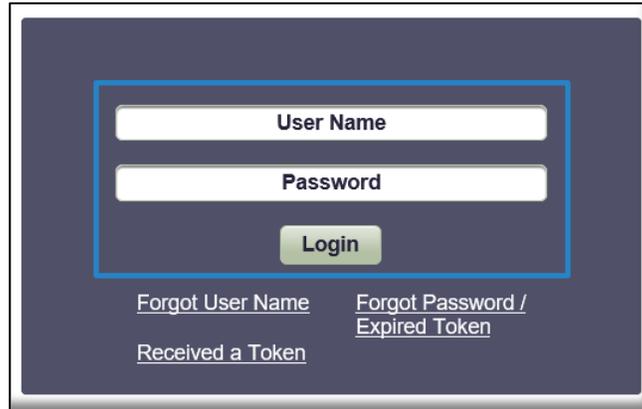
5. When you have successfully created your Password, you will be returned to the main JKO Page. Follow the steps in the next section to log in to JKO.

Log in to Joint Knowledge Online

1. On the JKO Login page, click **OK** in the **DoD Warning Banner**, and then click the **Login** button at the top right corner of the page.

2. If you have a CAC, select the **Login using my CAC / VA PIV Login** button at the top of the **Login** window.

3. If you do not have a CAC, you must log in with your **User Name** and **Password**. Enter both into the appropriate fields, and then select **Login**.



4. If this is your first time logging in to JKO, your **Profile** is the first page you see. Ensure your **Personal Data** and **Career Information** are correct. You may add, correct, or modify information in some fields, but others are Read-only, and the JKO Help Desk must make modifications.

* Required field

Personal Data

First Name: * JOHN
 Middle Name:
 Last Name: * SMITH
 User Name: * JOHN.SMITH.STU
 EDIPI:
 PIV Common Name:
 Role: * Student
 Country of Citizenship: UNITED STATES
 Reset my Password

Career Information

Account Type: * Federal Contractor
 Pay Grade: * N/A
 Branch of Service: * Army
 Duty Station:

5. **Organization** and **Audience** selections are not required **Profile** entries. Not all Organizations are listed in JKO. However, your Training Coordinator may direct you to join an Organization or Audience so that you receive required training, or so that your training records can be tracked by your Organization. Follow the steps below to join an Organization and/or an Audience.

Organizations

Primary Organization: UNASSIGNED [Select Primary Organization](#)
 Secondary Organization: None Assigned [Add Secondary Organization](#)

Audience Association

Associations: [Add Audience\(s\)](#)
 No records found.

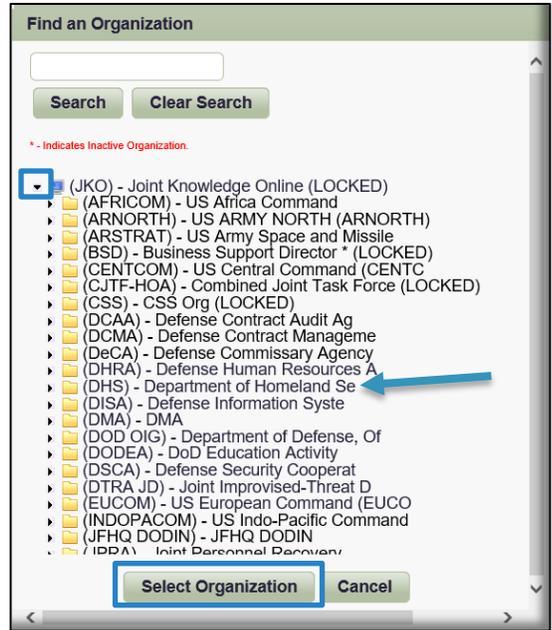
A. **Join an Organization.** To join an Organization, click the [Select Primary Organization](#) link.

In the window that opens, click on the black triangle  next to the root Organization: **(JKO) – Joint Knowledge Online (LOCKED)**. This will open the entire directory of Organizations in JKO. Use the scroll bars to navigate up and down the list. If an Organization has a Folder icon  next to it, that means there are Sub-Organizations within that Parent Organization. Click on the black triangle  to the left of the Folder to open the Parent Organization.

Organizations with Sub-Organizations are listed in alphabetical order in the directory. Organizations without any Sub-Organizations are listed in alphabetical order below the Organizations with Sub-Organizations.

There is also a Search window you can use to find an Organization. Enter text into the search field and select the **Search** button. Organizations matching your search criteria will display. Select **Clear Search** to erase your search criteria and return to the default view.

Once you locate your Organization, click on it to highlight it, and then click the **Select Organization** button. Your Organization now appears listed in your Profile. If there are any course assignments assigned to this Organization, you will automatically receive them; you will not have to locate them in the Course Catalog and enroll in them manually.

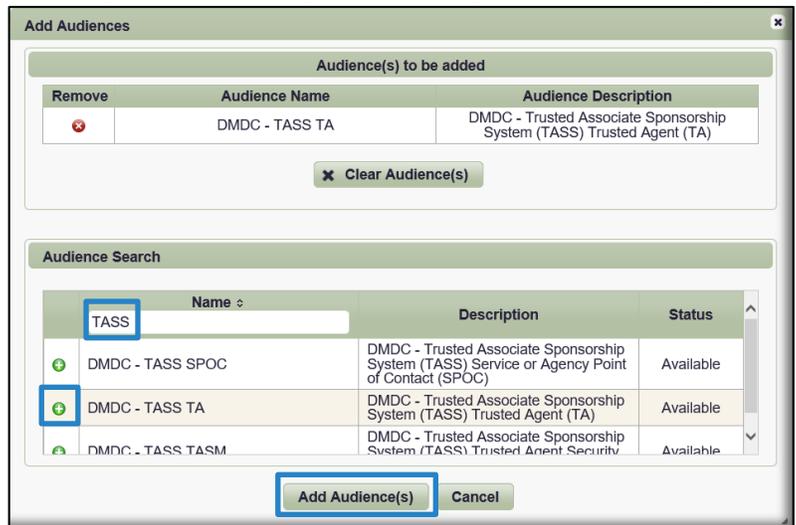


B. Join an Audience. To join an Audience, click the **Add Audience(s)** link in your Profile.

In the window that opens, a list of all Audiences displays at the bottom of the window. Use the scroll bar and the pagination buttons at the bottom of the list to navigate. Or, enter text in the Search field and Audiences matching your search criteria will display.

When you locate your Audience, click on the **Add** icon  to select that Audience and move it to the top of the screen. When you are ready, select the **Add Audience(s)** button. Your Audience now appears in your Profile. If there are any course assignments assigned to this Audience, you will automatically receive them; you will not have to locate them in the Course Catalog and enroll in them manually.

Your Organization and your Audience now display in your Profile. To remove them, simply click on the **X** icon next to their names.



6. Ensure your **Business Email** address is correct. This is the email address where you will receive all LMS-generated emails. When your Profile is updated, select the **Save** button.

Contact Information

Business Email:

Save
Reset
Exit

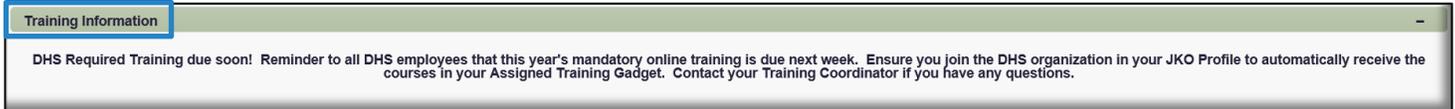
My Training

The **My Training** Tab is the landing area each time you log in to the LMS. From here you can access all other LMS products via the links at the top of the page. **My Training** displays up to four Gadgets. Gadgets are separate areas or blocks of information on the page that contain specific training data. The Gadgets available in **My Training** are shown in the Blue boxes below, and include:

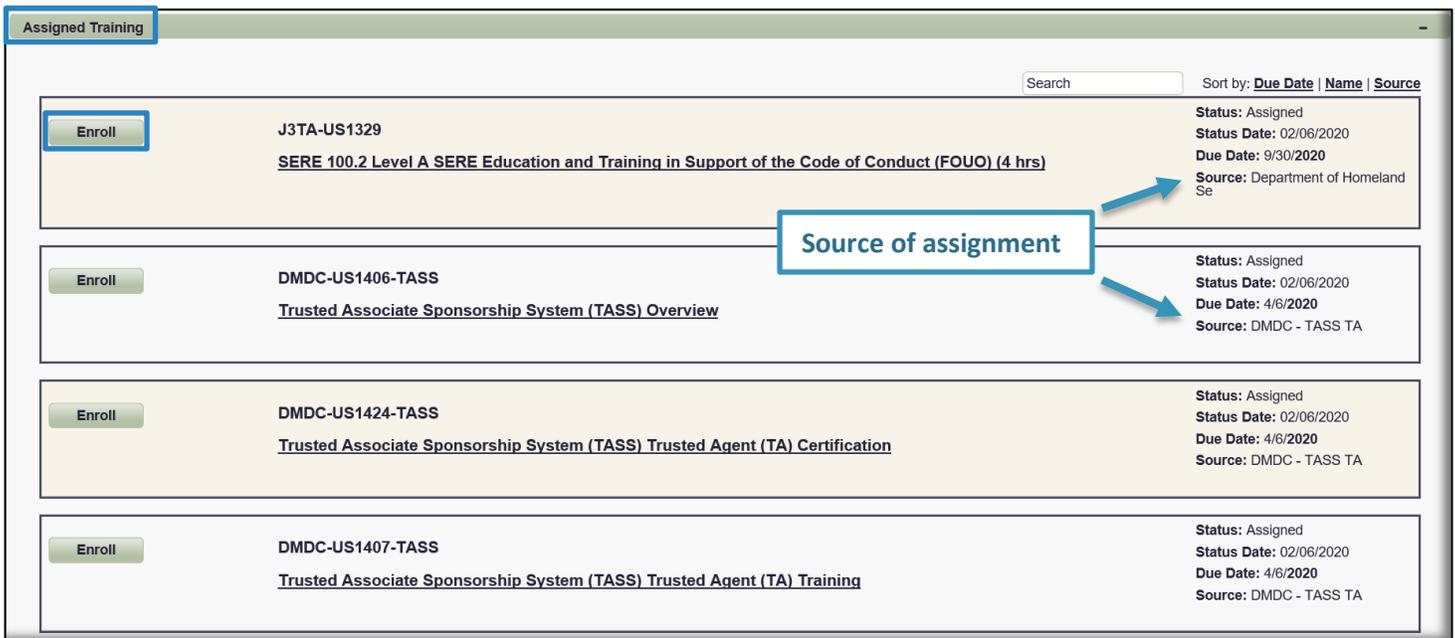
- A. Alerts
- B. Training Information
- C. Assigned Training
- D. Elective Training

1. Alerts. Alerts are either system-wide or Organization-level announcements that are usually temporary and are meant to convey something important. System-level Alerts (denoted with an asterisk in the Title) are usually generic and appear to every user in the LMS, regardless of their Organization. Organization-level Alerts are announcements that specifically apply to your Organization. You only see Organization-level Alerts if you belong to that Organization in your **Profile**. Those users not in your Organization will not see your Organization-level Alerts. The **Alerts** Gadget only appears if there is either a system-wide or Organization-level Alert. If there is no Alert, the Gadget will not appear.

2. **Training Information.** This Gadget is specifically tied to your Organization and is meant to display specific information to only your Organization. It is similar to an Alert, but this Gadget can contain much more information within it. You only see the **Training Information** Gadget if you belong to that Organization in your **Profile**, and there is information entered into it. Training Coordinators have the ability to enter information into this Gadget, and only then will it display in the **My Training** Tab. If there is no Training Information, the Gadget will not appear.



3. **Assigned Training.** The **Assigned Training** Gadget displays courses that are assigned to you by your Organization or Audience. You must be a member of that Organization or Audience in your **Profile** in order to receive the courses. See [here](#) for joining an Organization or an Audience. If you do not belong to any Organization or Audience, or your Organization or Audience has not assigned any courses, this Gadget will not appear. Each time your Organization or Audience assigns a new, or another course, the LMS will send an email to the email address in your **Profile**.



A. To Enroll in a Course, select the **Enroll** button to the left of each **Course Number** and **Title**. The button will then turn in to a **Launch** button. Click the **Launch** button to open the course.

Note: You do not have the option to withdraw from assigned courses. Assigned courses are generally mandated by your Organization or Audience, so the only option is to enroll in and then complete them.

B. To identify the **Source** of the assigned course and other information such as **Due Date**, see the information on the right side of the screen. From the image above, you can see that one course is assigned by the User's Organization (Department of Homeland Security), and three courses by the User's Audience (DMDC – TASS TA).

C. Courses will remain in the **Assigned Training** Gadget until you complete them, even if it is after the **Due Date** identified to the right of the course. Should you enroll in a course and then leave the Organization or Audience (through your **Profile**) that assigned it to you before you have completed it, the course will move down to the **Elective Training** Gadget until you complete it or withdraw from it.

4. Elective Training. This Gadget displays courses that you manually enroll in through the **Course Catalog**. From here, you can begin the course by clicking the **Launch** button, or withdraw from the course by selecting the **Withdraw** button. Courses will remain in this Gadget until you complete them or withdraw from them. There is no Due Date for courses in this Gadget, but they generally expire after one year (Enrollment Expiry Date). This is an administrative function to remove Users who do not intend to complete the course. However, that does not mean that you don't have to complete a course next week if your Organization requires it. Just because it is not an assigned course in the **Assigned Training** Gadget does not necessarily mean your Organization does not require you to complete it.

The screenshot shows the 'Elective Training' gadget interface. It features a search bar and a 'Sort by: Expiry Date | Name' dropdown. Three course cards are listed:

- Course 1:** J3O-JSFA-001, JSFA Joint Security Force Assistance Class Overview (FOUO) (1 hr). Status: Enrolled. Status Date: 02/06/2020. Enrollment Expiry Date: 02/05/2021.
- Course 2 (highlighted):** J3OP-US1104, AFPAK: Cross-Cultural Communication (1 hr). Status: Enrolled. Status Date: 02/06/2020. Enrollment Expiry Date: 02/05/2021.
- Course 3:** J3OP-US024, Joint Close Air Support (JCAS) Course (8 hrs). Status: Enrolled. Status Date: 02/06/2020. Enrollment Expiry Date: 02/05/2021.

Course Catalog

The **Course Catalog** contains the library of content available to Users. There are two Tabs: **Courses** and **Curricula**. The default view of the catalog is **Courses** in alphabetical order by Course Prefix (far left column). So, in the view below, AFR (AFRICOM) courses are listed first in the catalog. Each **Course Name** is selectable and will describe the course.

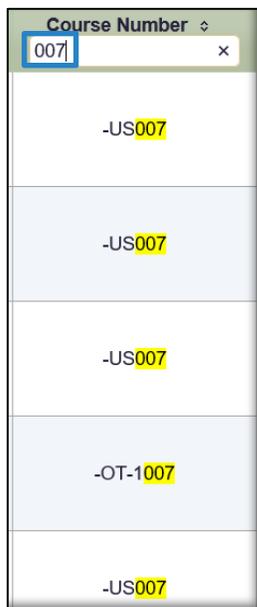
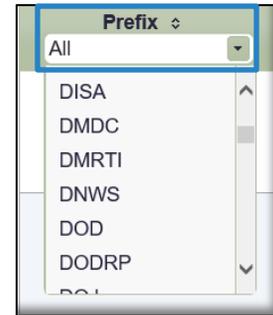
The screenshot shows the 'Course Catalog' interface with the 'Courses' tab selected. It includes a navigation bar with 'My Training', 'Course Catalog', 'Certificates', 'Community', 'SGST', and 'VCLASS'. A 'Refresh' button is present. The main content area shows a table of courses with the following data:

Prefix	Course Number	Name	Course Status	ATRRS
AFR	-J7TNG-CR-ACP2019-2023	USAFRICOM Campaign Plan (ACP) FY 2019-2023 (.5 hr) Link	Enroll	ALL
AFR	-US003	Africa Area Studies Overview Course (5 hrs) Link	Enroll	

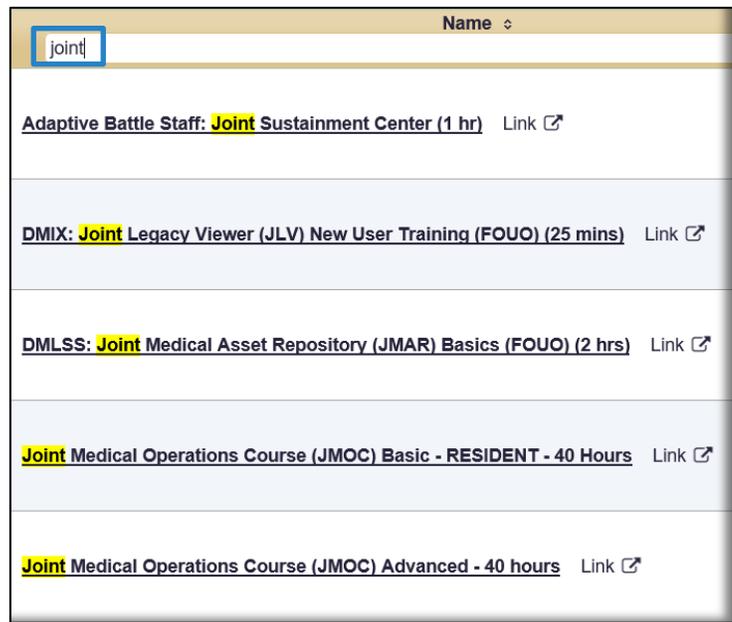
1. Enroll in a Course. There are several ways to locate a course in the Course Catalog:

- A. First, you can use the scroll bars on the right side of the page to move down the list.
- B. Use the pagination functions at the bottom of the list to advance by one or several pages.
- C. To view more courses per page view, click on the **Results per Page** drop-down menu above the far-right column and choose to view up to 100 courses per page.
- D. You can also use any of the multiple search functions available to locate a course:

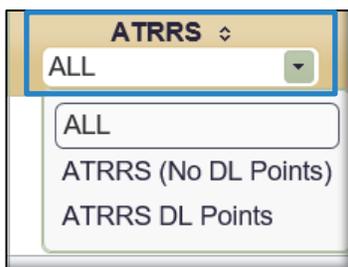
i. Use the **Prefix** drop-down menu to search by Course Prefix. All courses with the selected Prefix will display.



ii. Enter a Partial Course Number in the **Course Number** search field. All courses with that number in any part of the entire Course Number will display.



iii. Enter any part of the Course Name into the **Name** field. All courses with that text in the Course Name will display.



iv. Select the **ATRRS** drop-down menu to display ATRRS courses with or without Distance Learning (DL) Points. Only ATRRS courses will now display.

E. Once you locate your course, select the **Enroll** button to enroll in it.

JMESI	-US007	JMESI - Communications: Patient Relations and Communication (1 hr) Link	Enroll	ATRRS (No DL Points)
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F. You must acknowledge the **Academic Integrity Notice**.

Academic Integrity Notice

JMESI-US007 JMESI - Communications: Patient Relations and Communication (1 hr)

JKO is committed to establishing and maintaining a high level of academic integrity delivering online training and education. Cheating of any kind will not be tolerated. Suspected integrity violations may result in suspension of JKO account privileges and Chain of Command referral.

Click 'Acknowledge' to confirm understanding of this notice and enroll in the selected course.

G. The Course Status now changes to *Enrolled*. You may start the course directly from the Course Catalog if you wish by selecting the **Launch** button.

JMESI	-US007	JMESI - Communications: Patient Relations and Communication (1 hr) Link	Enrolled Launch	ATRRS (No DL Points)
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H. The course is also now available in the **Elective Training** Gadget in the **My Training** Tab.

Elective Training

Search Sort by: [Expiry Date](#) | [Name](#)

<input type="button" value="Launch"/> <input type="button" value="Withdraw"/>	<p>JMESI-US007</p> <p>JMESI - Communications: Patient Relations and Communication (1 hr)</p>	<p>Status: Enrolled Status Date: 02/11/2020 Enrollment Expiry Date: 02/10/2021</p>
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Student Tools [x](#)

2. **Enroll in a Curriculum.** Select the **Curricula** Tab to display an alphabetized list of all curricula content. There are multiple way to locate a curriculum:

JKO

My Training **Course Catalog** Certificates Community SGST VCLASS

[Refresh](#)

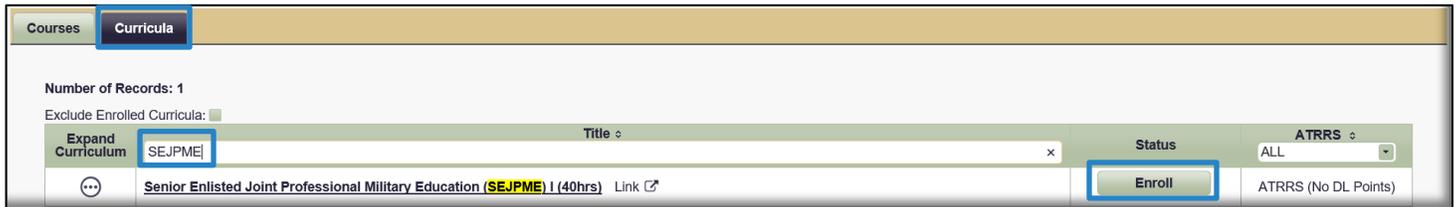
Course Catalog

Courses **Curricula**

Number of Records: 56
 Exclude Enrolled Curricula:

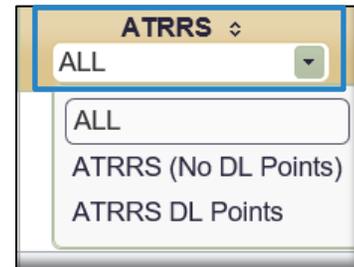
Expand Curriculum	Title	Status	ATRRS
<input type="button" value="Expand"/>	Amharic Headstart 2 - Defense Language Institute Foreign Language Center (DLIFLC) Curriculum (80 hrs) Link	<input type="button" value="Enroll"/>	ATRRS DL Points
<input type="button" value="Expand"/>	Annual Security Education, Training, and Awareness (SETA) Link	<input type="button" value="Enroll"/>	
<input type="button" value="Expand"/>	Baluchi Headstart 2 - Defense Language Institute Foreign Language Center (DLIFLC) Curriculum (80 hrs) Link	<input type="button" value="Enroll"/>	ATRRS DL Points

A. Search for a curriculum by entering text in the **Title** search field. Results matching your text automatically display. Use the sort arrows in the **Title** column to display results from Z-A.



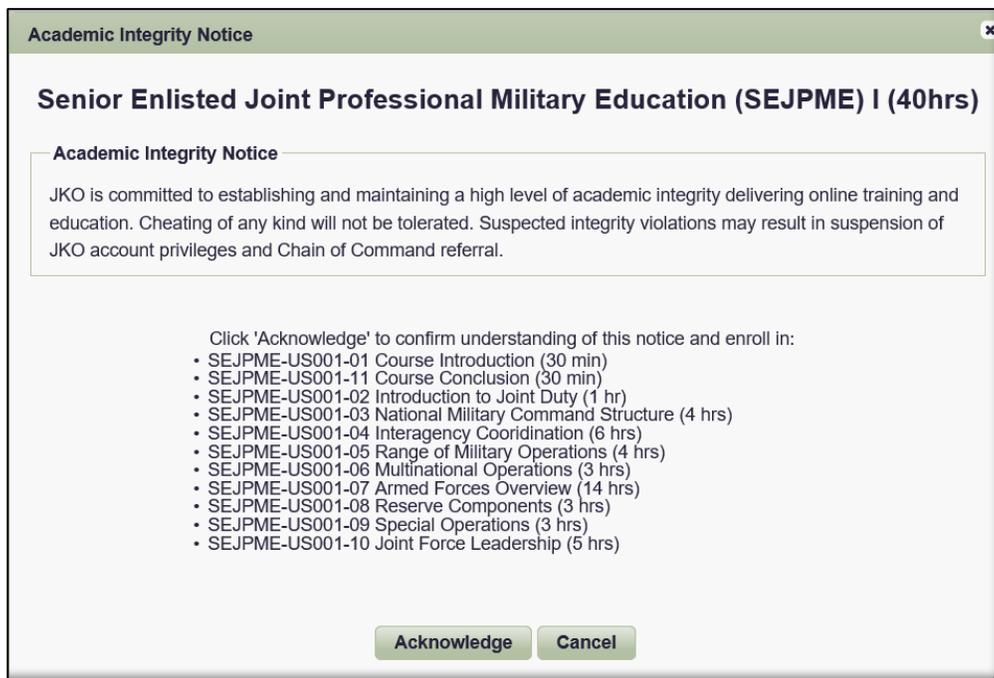
B. Search for a curriculum by using the pagination functions at the bottom of the list to advance by one or several pages.

C. Select the **ATRRS** drop-down menu on the right side of the page to display ATRRS curricula with or without Distance Learning (DL) Points. Only ATRRS curricula will now display.



D. Once you locate your curriculum, select the **Expand** icon (⋮) to view a list of courses in that curriculum. When ready, select the **Enroll** button.

E. You must acknowledge the **Academic Integrity Notice**.



F. The curriculum Status is now *Enrolled*. The curriculum displays in the **Elective Training** Gadget in the **My Training** Tab. You may now begin the component courses of the curriculum by clicking the **Launch** button in the **Actions** column.

Elective Training

Launch Withdraw JMESI-US007 JMESI - Communications: Patient Relations and Communication (1 hr)

Status: Enrolled
Status Date: 02/11/2020
Enrollment Expiry Date: 02/10/2021

Curriculum Name: Senior Enlisted Joint Professional Military Education (SEJPME) I (40hrs)
(Identifier: SEJPME-US001)

Course ID	Name	Status	Status Date	Actions	Enrollment Expiry Date	Tools
SEJPME-US001-01	Course Introduction (30 min)	Enrolled	02/11/2020	Launch	08/09/2020	✕
SEJPME-US001-02	Introduction to Joint Duty (1 hr)	Enrolled	02/11/2020	⬇	08/09/2020	✕
SEJPME-US001-03	National Military Command Structure (4 hrs)	Enrolled	02/11/2020	⬇	08/09/2020	✕
SEJPME-US001-04	Interagency Coordination (6 hrs)	Enrolled	02/11/2020	⬇	08/09/2020	✕
SEJPME-US001-05	Range of Military Operations (4 hrs)	Enrolled	02/11/2020	⬇	08/09/2020	✕
SEJPME-US001-06	Multinational Operations (3 hrs)	Enrolled	02/11/2020	⬇	08/09/2020	✕
SEJPME-US001-07	Armed Forces Overview (14 hrs)	Enrolled	02/11/2020	⬇	08/09/2020	✕
SEJPME-US001-08	Reserve Components (3 hrs)	Enrolled	02/11/2020	⬇	08/09/2020	✕
SEJPME-US001-09	Special Operations (3 hrs)	Enrolled	02/11/2020	⬇	08/09/2020	✕
SEJPME-US001-10	Joint Force Leadership (5 hrs)	Enrolled	02/11/2020	⬇	08/09/2020	✕
SEJPME-US001-11	Course Conclusion (30 min)	Enrolled	02/11/2020	⬇	08/09/2020	✕

3. Learning Categories. The Course Catalog also contains a Gadget called **Learning Category**. Learning Categories are groups of courses organized by their similarity, generally recognizable by the Title of the Learning Category. Courses within each Learning Category are all available in the Course Catalog, but are organized here for easier access if a User is looking to enroll in multiple courses of a similar genre. You can enroll in a course from a Learning Category the same way you enroll in a course from the Course Catalog.

Certificates

The **Certificates** Tab is where your course and curriculum Completion Certificates are located. From here, you can view, download, and print your Completion Certificates. You can also access your Transcript, which lists details of all of your completions. The default view of the **Certificates** Tab displays completed **Courses** in **Completion Date** order.

JKO

My Training Course Catalog **Certificates** Community SGST VCLASS

Refresh

Certificates

Shown below are all learning/training activities in which you have been enrolled in the past.

Show Individual Courses Show Curricula

Transcript

Passed All

Clear Search ✕

Results per Page: 10

Prefix - Course Number	Title	Primary Instructor	Mode	Completed Date	Certificate
J3TA-US1329	SERE 100.2 Level A SERE Education and Training in Support of the Code of Conduct (FOUO) (4 hrs)		All	02/11/2020	👤
JS-US007	Level I Antiterrorism Awareness Training (2 hrs) - Test 9-4-4 upload new version (gwy)		Web Enabled	02/11/2020	👤
SEJPME-US000-PRE	SEJPME New Student Orientation Course (15 mins)		Web Enabled	02/11/2020	👤

1. To view a Completion Certificate, select the **Certificate** icon in the **Certificate** column on the right side of the page. Use your browser options available to download, save, or print the certificate.

2. To view your **Transcript**, select the **Transcript** icon on the right side of the page. Use your browser options available to download, save, or print the Transcript.

3. To search for a specific certificate, use any of the search or sort functions available to quickly locate it.

Prefix - Course Number -	Title	Primary Instructor	Mode	Completed Date	Certificate
J3TA-US1329	SERE 100.2 Level A SERE Education and Training in Support of the Code of Conduct (FOUO) (4 hrs)		Web Enabled	02/11/2020	
JS-US007	Level I Antiterrorism Awareness Training (2 hrs) - Test 9-4-4 upload new version (gwy)		Web Enabled	02/11/2020	
SEJPME-US000-PRE	SEJPME New Student Orientation Course (15 mins)		Web Enabled	02/11/2020	

4. To view a list of all courses; including **Passed** and **Dropped** courses, select the **All** Tab. Completion Certificates for **Passed** courses are also available under the **All** Tab.

5. To view **Curriculum** Completion Certificates, select the radio button next to **Show Curricula**. The default view will display **Passed** curricula. An overall curriculum completion certificate is available by selecting the **Certificate** icon in the **Certificate** column on the right side of the page. Select the **Expand** icon to display a list of the curriculum's component courses and view those individual course completion certificates.

Show Individual Courses
 Show Curricula
 Transcript

Results per Page: 5

Expand Curriculum	Title	Completed Date	Certificate
	Spanish Headstart 2 - Defense Language Institute Foreign Language Center (DLIFLC) Curriculum (80 hrs) (version 1)	02/11/2020	

6. To view a list of all curricula; including **Passed**, **Dropped**, and **Enrolled**, select the **All** Tab. Completion Certificates for **Passed** curricula are also available under the **All** Tab.

Communities

The **Community** Tab contains topical information on a variety of subjects. JKO Users create Communities to convey additional information to members of that Community, or to the enterprise as a whole. Communities can be limited to specific organizations, as determined by the Community Manager, or open to all Users. Click on a **Community Name** to enter the Community and view content such as videos, documents, links, and much more. The content available in a Community is limited only by the imagination of the Community Manager.

JKO

My Training Course Catalog Certificates **Community** SGST VCLASS

Refresh

Community

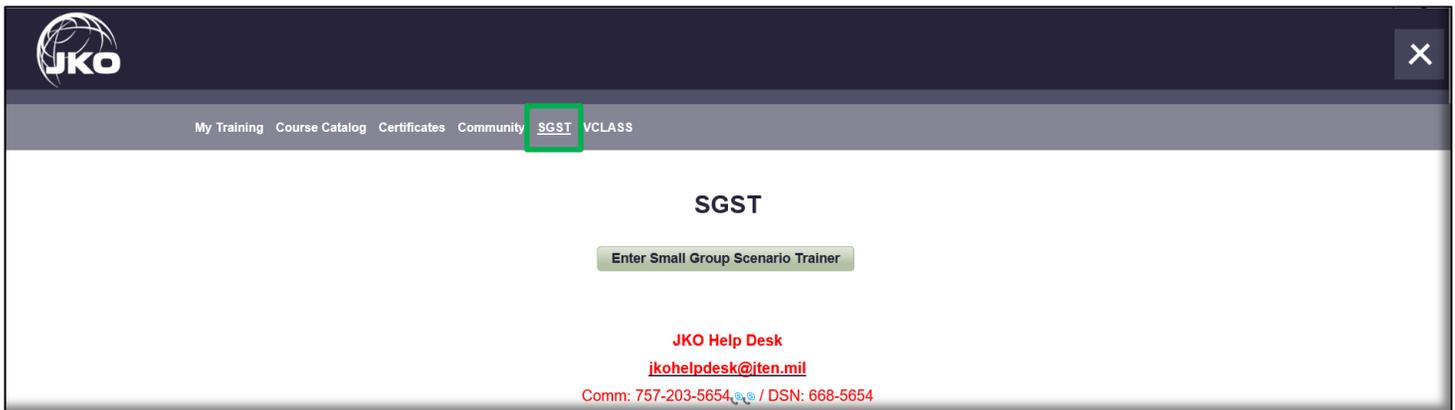
Click a link to open the community.

- Help Desk Information
- JKO Help Desk
- SEJPME
- SEJPME - Senior Enlisted Joint Professional Military Education
- Small Group Scenario Trainer
- SGST Frequently Asked Questions
- Small Group Scenario Trainer (SGST)
- Joint National Training Capability
- JNTC Support for Services

For additional information on creating a Community, contact the JKO Help Desk at jkohelpdesk@jten.mil

SGST

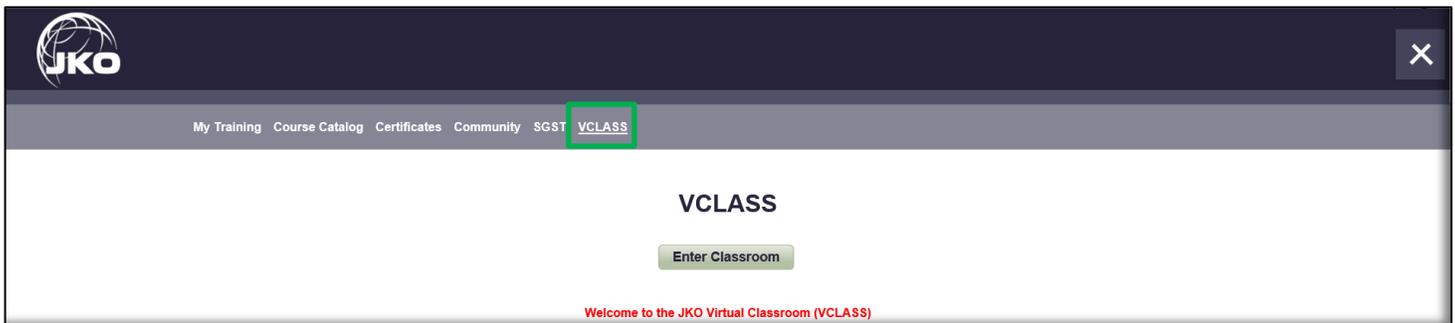
SGST is an abbreviation for **Small Group Scenario Trainer**. SGST is a web-based collaborative work environment for staff and small-team training. SGST provides tailored scenarios where participants must form as a team to solve the problem as well as practice techniques and procedures along the way. SGST participation is by assignment only. If you are not assigned to an exercise or event, no information is available to you in the tool.



For additional information on SGST, contact the JKO Help Desk at jkohelpdesk@jten.mil

VCLASS

VCLASS stands for the JKO **Virtual Classroom**. VCLASS provides an interactive online classroom environment for instructors and students. Courses are typically composed of a series of modules scheduled over a period of days or weeks. The classroom mirrors the classroom learning environment at most academic institutions. Courses may be linked to JKO LMS courses at the Instructor's discretion to track course completions in the student's training history.

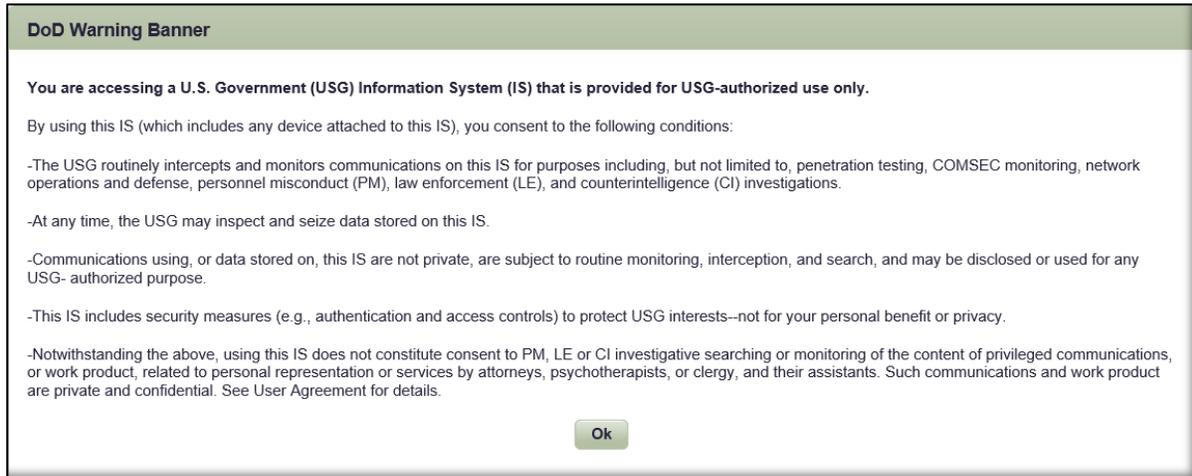


For additional information on VCLASS, contact the JKO Help Desk at jkohelpdesk@jten.mil

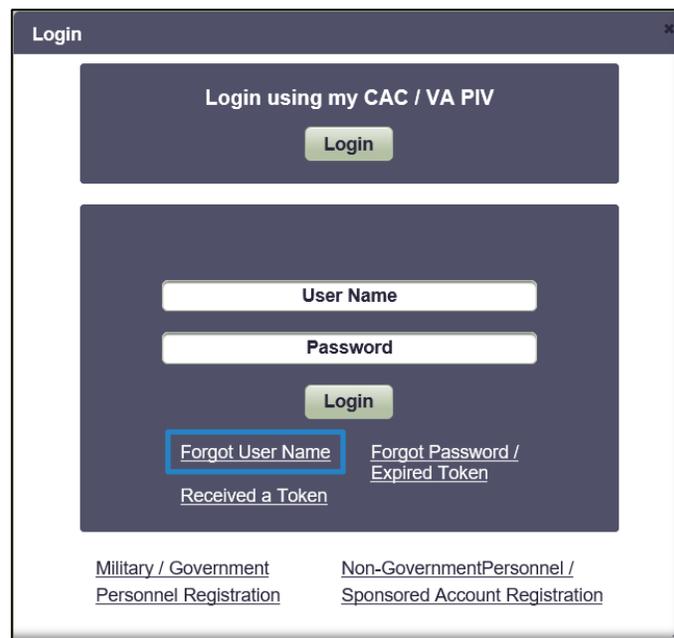
Forgot User Name

If you forgot your User Name and are unable to log in to JKO, you can request it from the JKO Login Page.

1. Log in to JKO at <https://jkodirect.jten.mil>
2. Select **OK** in the **DoD Warning Banner**. If you do not select **OK**, you will not be able to access the JKO LMS.



3. Click the **Login** button  at the top right corner of the page.
4. From the **Login** window, select the **Forgot User Name** Link.



5. Enter the Email address associated with your **JKO Account**. Click the **Submit** button. JKO will send your User Name to that address. JKO cannot send email to any other email address.

Welcome to Joint Knowledge Online

To retrieve your username, please fill in the information below.
 On entering the relevant data email notification is sent with the username information.

* indicates required fields

Forgot Password

If you forget your Password, you may reset it by following these steps.

1. From the **Login** window, select the **Forgot Password / Expired Token** Link.

The screenshot shows a 'Login' window with a dark blue header. Below the header, there are two main sections. The first section is titled 'Login using my CAC / VA PIV' and contains a 'Login' button. The second section contains two input fields: 'User Name' and 'Password', followed by a 'Login' button. Below these fields are three links: 'Forgot User Name', 'Received a Token', and 'Forgot Password / Expired Token'. The 'Forgot Password / Expired Token' link is highlighted with a blue rectangular box. At the bottom of the window, there are two columns of links: 'Military / Government Personnel Registration' and 'Non-Government Personnel / Sponsored Account Registration'.

2. Enter your JKO User Name and the Email address associated with your **JKO Account**. Select **Submit**. A temporary Token will be emailed to the Email address associated with your JKO Account.

Welcome to Joint Knowledge Online

You can reset your password by entering your Username followed by your email address into the fields below.

Once you have entered the necessary information, click the 'Submit' button and a token will be e-mailed to you.

* indicates required fields

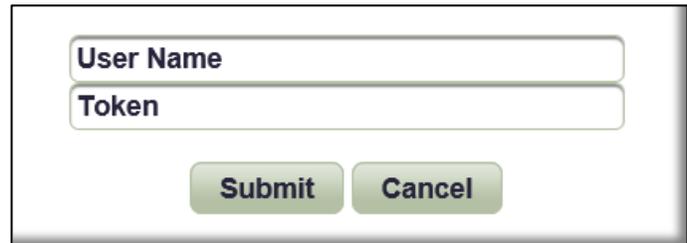
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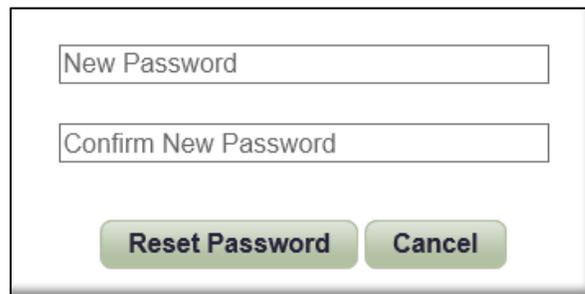
3. Once you receive your Token, return to the JKO **Login** window, and select the **Received a Token** link.



4. In the workspace that opens, enter your **User Name** and **Token**. To reduce possibility of errors, we highly recommend you copy/paste your Token directly from the email you received rather than type it in. Click the **Submit** button.



5. In the appropriate fields, create a new **Password** that conforms to the rules outlined on the screen. Click **Reset Password**.



6. When you have successfully set a new Password, you will be returned to the main JKO Page. Follow the steps detailed [here](#) to log in to JKO.

JKO Help Desk Information

The JKO Help Desk is available to assist 24 hours a day, seven days a week, except Federal Holidays.

Email us at jkohelpdesk@jten.mil, or call Commercial: (757)203-5654.

Frequently Asked Questions

Q: How do I log in to JKO from home? I don't have a CAC reader at home.

A: To log in at home, you can use your JKO User Name and Password. If you don't know your User Name, review the [Forgot User Name](#) section above. If you don't know your Password, review the [Forgot Password](#) section above. You must have access to the Email Address associated with your JKO Account.

Q: I have a family member who is required to take the Antiterrorism Awareness Training. Does he/she need a JKO account?

A: No, he or she can take the Antiterrorism Awareness Training without a JKO account directly from the main JKO page. Upon completion, the system will generate a completion certificate, however the system will not keep a record of the completion. Ensure you Save or Print a copy of the certificate for your records when you finish the course.

Q: I have requested several Tokens, but every time I enter it in the Password field I am unable to create or change my Password. What am I doing wrong?

A: **A Token is not a Password, and should never be entered into the Password field.** When you request or receive a Token, follow the steps in the [Forgot Password](#) section above, to create or change your Password. Entering an incorrect Password three times will result in your account being deactivated. Contact the JKO Help Desk for assistance.

Q: I entered my email address into the field to request a Token. I still haven't received it? Why won't it send me a Token?

A: The Token is sent to the Business Email Address in your JKO Profile. For security reasons, you cannot enter any email address into the Email field when requesting a Token.

Q: I can't find my Organization in the list in my Profile. What do I do?

A: First, Organization is not a required entry to complete your Profile. Second, not all Organizations are loaded into JKO. If you know your Organization is in JKO, try entering a smaller amount of text into the Organization search field, which increases the number of results. You may now see your Organization. Or, contact your Training Coordinator to verify the exact nomenclature of your Organization in the list. If you are still having problems, contact the JKO Help Desk for assistance.