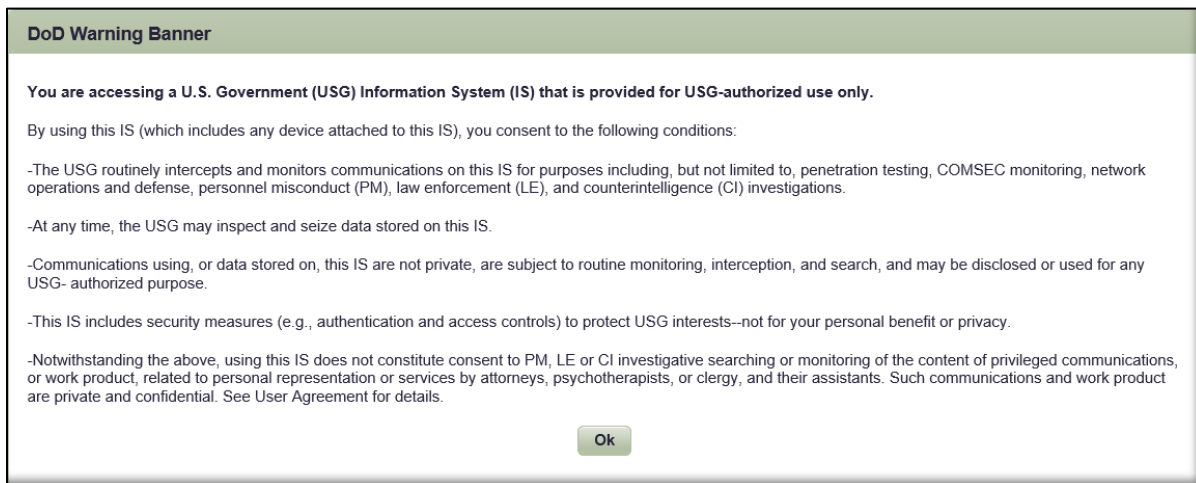


## Create a JKO Account

1. The Joint Knowledge Online (JKO) Learning Management System (LMS) requires Users have a JKO account 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.

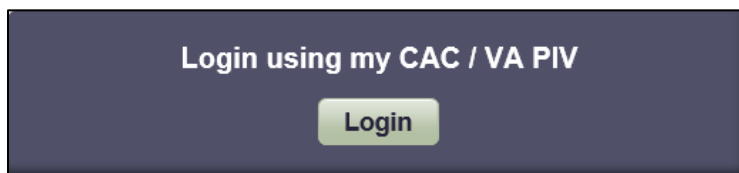
2. To log in to JKO, go to <https://jkodirect.jten.mil>

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. 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-right of the page 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 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 hours 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.

ii. **Non-Government Personnel / Sponsored Account Registration**. Select this link if you do not have a CAC, nor a .MIL, .GOV, or any of the email address extensions above. 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. Once JKO receives your Sponsor’s validation of your account request, allow up to 48 hours for JKO to create your account.

The screenshot shows a 'Login' window with two main sections. The top section is titled 'Login using my CAC / VA PIV' and contains a 'Login' button. The bottom section contains input fields for 'User Name' and 'Password', followed by a 'Login' button. Below the password field are links for 'Forgot User Name / Received a Token' and 'Forgot Password / Expired Token'. At the bottom of the window are two registration links: 'Military / Government Personnel Registration' and 'Non-Government Personnel / Sponsored Account Registration'. Three blue callout boxes with arrows point to these elements: one to the top 'Login' button, one to the bottom-left registration link, and one to the bottom-right registration link.

**Callout 1 (top):** Create an Account automatically using your CAC or VA PIV.

**Callout 2 (bottom-left):** Users with a .MIL, .GOV, or specified .EDU email address who do not have a CAC reader.

**Callout 3 (bottom-right):** Users who do not have a .MIL or .GOV email address and require a Sponsor.

5. 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 select the **Forgot Password** link on the Login page and follow the steps 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. Do not request a new account just so you can log in from home.

## Create an Initial Password

1. This is required for users who do not log in via CAC. 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**.

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

The screenshot shows a dark blue login interface. At the top, there are two input fields labeled 'User Name' and 'Password'. Below these is a green 'Login' button. At the bottom, there are three links: 'Forgot User Name', 'Forgot Password / Expired Token', and 'Received a Token'. The 'Received a Token' link is highlighted with a blue rectangular border.

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.

The screenshot shows a white workspace with two input fields. The top field is labeled 'User Name' and the bottom field is labeled 'Token'. Below the fields are two green buttons: 'Submit' and 'Cancel'.

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

The screenshot shows a white workspace with two input fields. The top field is labeled 'New Password' and the bottom field is labeled 'Confirm New Password'. Below the fields are two green buttons: 'Reset Password' and 'Cancel'.

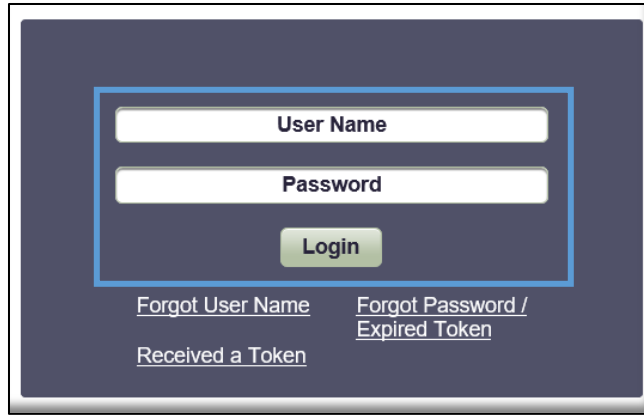
5. When you have successfully created your Password, you will be returned to the main JKO Login Page. Follow the steps in the next section to log in to JKO.

## Log in to Joint Knowledge Online

1. On the JKO Login page, click **OK** in the **DoD Warning Banner**.
2. If you have a CAC, select the **Login using my CAC / VA PIV Login** button at the top-right of the page.

The screenshot shows a dark blue button with the text 'Login using my CAC / VA PIV' in white. Below the text is a smaller green button with the text 'Login' in white.

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: <input type="text" value="JOHN"/>	Middle Name: <input type="text"/>	Last Name: * <input type="text" value="SMITH"/>	User Name: * <input type="text" value="JOHN.SMITH.STU"/>
EDIPI: <input type="text"/>	PIV Common Name: <input type="text"/>	Role: * <input type="text" value="Student"/>	Country of Citizenship: <input type="text" value="UNITED STATES"/>

**Career Information**

Account Type: * <input type="text" value="Federal Contractor"/>	Pay Grade: * <input type="text" value="N/A"/>	Branch of Service: * <input type="text" value="Army"/>	Duty Station: <input type="text"/>
			Clearance: <input type="text"/>

Note: Clearance information is NOT authoritative and should NOT be used for access determination

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](#)

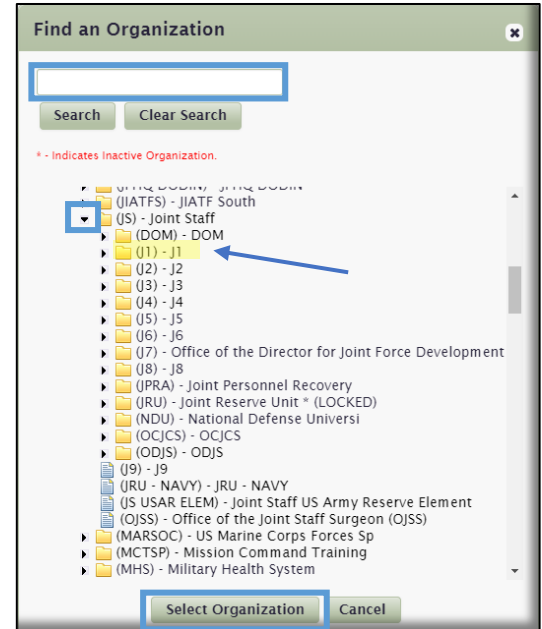
**Audience Association**

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.



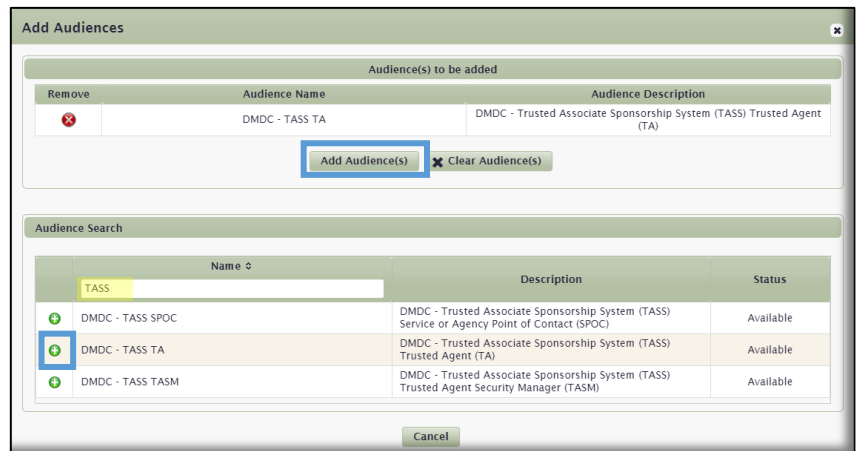
Organizations with Sub-Organizations are listed in alphabetical order in the directory. Organizations without any Sub-Organizations are listed in alphabetical order below the Organizations with Sub-Organizations.


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 **Name** 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 **User's 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.

The screenshot shows a web form titled "Contact Information". It contains a single text input field labeled "User's Email: \*" with the text "john.smith.ctr@noemail.mil" entered. Below the input field are three buttons: "Save", "Reset", and "Exit". The "Save" button is highlighted with a blue border.

7. If you need further assistance, contact the JKO Help Desk at [jkohelpdesk@jten.mil](mailto:jkohelpdesk@jten.mil) or by phone at Comm: 757-203-5654 or DSN: 68-5654.

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