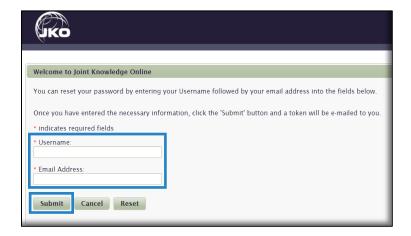# Create or Change your Password

1. These instructions assume you have an active JKO account. To create or change your Password, click on the **Forgot Password / Expired Token** link on the JKO Login Page.
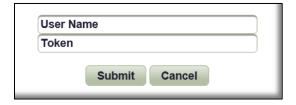

2. Enter your JKO User Name and the Email Address associated with your JKO account. You must have access to this account, as JKO will send all system-generated emails to this email address.
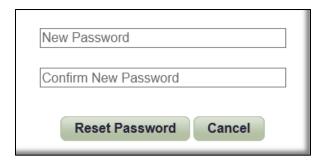

3. JKO will email you a Token. A Token is not a Password. You will use the Token one time to create your Password. Tokens expire after 24 hours. If you have not created your initial Password within 24 hours, repeat the steps on this page, or contact the JKO Help Desk for assistance. Once you receive the Token, return to the JKO Login Page and select the **Received a Token** link.

4. In the workspace that opens, enter your User Name and Token. To reduce the 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.

| User Name |
| Token |

Submit   Cancel

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

New Password

Confirm New Password

Reset Password   Cancel

6. When you have successfully created your Password, you will be returned to the main JKO Login Page. Use your User Name and Password to log in to JKO.

Login using my CAC / VA PIV
Login

User Name
Password
Login

Forgot User Name   Forgot Password / Expired Token

Received a Token

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

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