

## 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.

The screenshot shows the JKO Login Page with the title "Login using my CAC / VA PIV". There are two "Login" buttons. Below the second "Login" button, there are three links: "Forgot User Name", "Forgot Password / Expired Token" (highlighted with a blue box), and "Received a Token".

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.

The screenshot shows the JKO Password Reset Page. It features the JKO logo and a "Welcome to Joint Knowledge Online" message. Below the message, there are instructions: "You can reset your password by entering your Username followed by your email address into the fields below." and "Once you have entered the necessary information, click the 'Submit' button and a token will be e-mailed to you." There are two input fields: "Username:" and "Email Address:", both marked with an asterisk to indicate they are required. Below the fields are three buttons: "Submit" (highlighted with a blue box), "Cancel", and "Reset".

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.

The screenshot shows the JKO Login Page with the title "Login using my CAC / VA PIV". There are two "Login" buttons. Below the second "Login" button, there are three links: "Forgot User Name", "Forgot Password / Expired Token", and "Received a Token" (highlighted with a blue box).

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.

A screenshot of a login form. It features two input fields: the top one is labeled 'User Name' and the bottom one is labeled 'Token'. Below the fields are two buttons: a green 'Submit' button and a grey 'Cancel' button.

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

A screenshot of a password reset form. It features two input fields: the top one is labeled 'New Password' and the bottom one is labeled 'Confirm New Password'. Below the fields are two buttons: a green 'Reset Password' button and a grey 'Cancel' button.

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.

A screenshot of the main JKO Login Page. The page has a dark blue background. At the top, it says 'Login using my CAC / VA PIV' with a green 'Login' button below it. A horizontal white line separates this from the main login area. In the main area, there are two input fields: 'User Name' and 'Password', both highlighted with a blue border. Below these fields is a green 'Login' button. At the bottom, there are three links: 'Forgot User Name', 'Forgot Password / Expired Token', and 'Received a Token'.

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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