

Joint Knowledge Online

March 2, 2012

Joint Knowledge Online
Joint Staff, Joint and Coalition Warfighting
116 Lakeview Parkway, Suffolk, VA 23435

Instructions for non-CAC Users Requesting a JKO LMS Account

NOTE: Personnel issued CACs may create an LMS account automatically by selecting CAC Login on the JKO Direct server. An LMS user who created an LMS account via CAC (whether on the JKO Direct server or in AKO) may receive a password for use on JKO Direct by using the Forgot Password function on the login page. The LMS username, required for the Forgot Password function, is displayed in the user's profile.

Please be advised, non-CAC users accessing JKO Direct will NOT have course completions recorded in the Army Training Requirements and Resources System (ATRRS) because the LMS will not have an EDIPI for the user with which to pass records to ATRRS.

Request username / password access

U.S. Local, State, or federal Government personnel:

- Email from your .GOV address with the **required fields listed below** to JKOHelpDesk@jten.mil.

Reserve / National Guard personnel:

- Email from your .MIL address with the **required fields listed below** to JKOHelpDesk@jten.mil.
- In the alternative, use a personal email that provides a point of contact at your Reserve or National Guard drill location who can verify your identity. In this case, it is recommended you contact the person you are listing as a reference so the verification request is expected. Verification email to JKO must come from a .MIL or .GOV account.

Contractors:

- Send an email from your company email address with the **required fields listed below** to JKOHelpDesk@jten.mil.
- Provide a point of contact at your supported command or contracting agency who can verify your identity and need for training hosted by JKO. In this case, it is recommended you contact the person you are listing as a reference so the verification request is expected. Verification email to JKO must come from a .MIL or .GOV account.

Required Fields for Account Request

First Name
Middle Initial
Last Name
Email
Command/Agency and Office Code
Reason for needing a JKO account
Branch of service (DoD personnel)
Pay Grade (military and government service civilians)
Verification POC Name (if required)
Verification POC pay Grade or Position of Authority (if required)
Verification POC Phone Number (if required)
Verification POC email address (if required)

NOTE: Organizations desiring to submit a list of personnel for account creation may prepare an Excel spreadsheet containing the required information.

Account Creation

When JKO receives the required information for vetting a request, an account will be created and login credentials emailed to the subject user. The user may then log into the JKO Direct server at <https://jkodirect.jten.mil>. For requests requiring verification, no account is created until the request is verified by the POC listed in the request.