IN ORDER TO HELP WITH THE HIGH VOLUME OF HELP DESK REQUESTS, WE ASK THAT YOU PLEASE READ THE BELOW INFORMATION AND FOLLOW THE INSTRUCTIONS STEP-BY-STEP BEFORE CALLING THE HELP DESK. THANK YOU.

Do you require assistance in obtaining or updating a JKO account? Please print out and follow all instructions provided HERE.

Do you require assistance in locating and enrolling in the Joint Staff mandatory CTIP training course? Please print out and follow the CTIP enrollment instructions provided HERE.

If you have followed all of the above instructions step-by-step and still need assistance or you need help in another area, please call the JKO Help Desk at (757) 203-5654.

JKO Help Desk Hours:
Monday-Friday
7AM-7PM EST
jkohelpdesk@jten.mil
(757) 203-5654

If this is an emergency and you do not have time to wait for the Help Desk to respond to your email/phone message, the below additional JKO personnel are also available to assist:

- Bill Shanley: (757) 203-5538
- Lanny White: (757) 203-7628
- Mike Barnum: (757) 203-6164
- Ed Burton: (757) 203-5589