



PRINT THESE INSTRUCTIONS FIRST OR SAVE TO YOUR DESKTOP BEFORE PROCEEDING. FOLLOW INSTRUCTIONS STEP-BY-STEP TO ENSURE YOU RECEIVE CREDIT FOR YOUR TRAINING ON JKO.

Login with CAC:

- Step 1:** Go to login page at <https://jkodirect.jten.mil> and click “OK” on the DoD Warning Banner. Click “Login using my CAC” in the grey “CAC Login” box to right of page.
- Step 2:** In the Windows Security “Select a Certificate” pop up box highlight the current issue of your CAC certificate. Click “OK.” Enter the Personal Identification Number (PIN) associated with your CAC if/when prompted for PIN (NOTE: users already logged into a CAC access system may not be prompted to enter a PIN).
- If you receive the “Internet Explorer cannot display the webpage” error message, it may be caused by a problem with the Internet Explorer setting. To correct this common CAC login problem take the following steps:
 - ➔ **Ensure TLS 1.0 is only box checked** – open the “Tools – Internet Options” menu in Internet Explorer and click the “Advanced” tab. Scroll down to your “Security” settings and find the “Use TLS 1.0” option. Make sure it is the only TLS option box checked; click on any other TLS option checked in order to clear the selection. Click “OK.”
 - ➔ **Clear SSL State** – open the “Tools – Internet Options” menu in Internet Explorer and click the “Content” tab. Under “Certificates” sub-heading, click “Clear SSL state” button. Click “OK.”
 - ➔ **Clear Browser Cache** – open the “Tools – Internet Options” menu in Internet Explorer and at the “General” tab, click “Delete” under the Browsing history sub-heading. Click “OK.”

Return to Internet Explorer and <https://jkodirect.jten.mil> and login using your CAC.

Login in with user name and password:

- Step 1:** If you have a JKO account and want to login with a user name and password, go to login page at <https://jkodirect.jten.mil> and click “OK” on the DoD Warning Banner. Click the “**Forgot Password?**” link in the grey “Login to Virtual Campus” box to right of page.
- Step 2:** Enter your “User name” and “Email Address” when prompted and click “Submit.” The user name and email address you enter must be the same as used for your JKO account profile. The system will return a message that a temporary token has been emailed to the user.
- Step 3:** When you receive the email with token, return to “Login to Virtual Campus” and click the “**Received a token? Click here**” link. Enter “User name” and the “Token” and click “Submit.”
- Step 4:** Create a “New Password” following the criteria provided on the page. Re-enter the new password to “Confirm New Password” and click “Reset Password.” When prompted that the password change was successful you will be returned to the JKO login page.

At the “Login to Virtual Campus” box, enter your “User name” and newly created “Password” and click “Login.”