



**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.**

### Most Frequently Asked Questions:

#### Q: How do I get my course completion certificate?

A: To access the course completion certificate, click the **“Certificates”** tab and then click the certificate icon to the right of the course title that you’ve completed. It is not necessary to print or send your certificate to JKO. If you do not see a certificate icon after clicking the refresh icon (🔄) launch the course and go to the last lesson, and click **“Next Lesson”** to trigger the certificate generation.

#### Q: How do I enroll in a course?

A: Click the **“Course Catalog”** tab at the top of the JKO Learning Content Management System (LCMS) student desktop page. Enter the course number (e.g., A-US030) in the search box above the **“Course Number”** column and click **“Search.”** The course information will appear in search results. Click the **“Enroll”** button in the **“Course Status”** column. When prompted to confirm course enrollment, click **“Continue.”** You can start the course at this time by clicking the **“Launch”** button in the **“Course Status”** column; otherwise, you can start and resume a course from the **“My Training”** tab. To launch the course from the **“My Training”** tab click the **“Launch”** button next to the course name in the course listing.

#### Q: What should I do if the system does not appear to be responding?

A. You should see a “spinning wheel” symbol that indicates the system is updating your student record. Please be patient and let the system process your request. Do not attempt to force the system to respond faster by clicking on other buttons because you may receive an application error.

#### Q: I have CAC access at work but I want to login from home. How do I get an account?

A. Once you have logged into JKO using your CAC, an account has been created for you. No other account is required. You can retrieve your user name in your profile or by going to the JKO LCMS login at <https://jkodirect.jten.mil> and clicking **“Forgot User Name.”** Your information will be emailed to the email address on file in your JKO **“My Profile.”**

#### Q: How do I reset my password?

A. Go to the JKO LCMS login at <https://jkodirect.jten.mil> and click **“Forgot Password.”** Enter the user name and email address that is associated with your account. A **“token”** (i.e., temporary password) will be emailed to the email address on file in your JKO **“My Profile.”** With the received token, return to the login page and click **“Received a Token.”** Enter the required information to reset your password.