



# **JOINT STAFF MANDATORY TRAINING**

**JOINT KNOWLEDGE ONLINE (JKO)**

**ACCOUNT CREATION**


**AND**

**COURSE ACCESS PROCEDURES**

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## Frequently Asked Questions

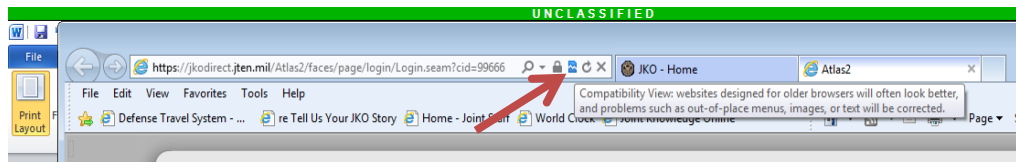
- 1) When am I required to establish a JKO account?
  - a. Suspense 15 Jul 2012
- 2) When am I required to complete the online CTIP course?
  - a. Suspense 15 Sep 2012
- 3) When am I required to complete other annual DoD-wide training on JKO?
  - a. Suspense 15 Dec 2012
- 4) What if I completed the CTIP training requirement on another system?
  - a. If you completed it on a platform other than Washington Headquarters System (WHS), send your scanned PDF completion certificate to the JKO Help Desk at [JKOHELPDESK@JTEN.MIL](mailto:JKOHELPDESK@JTEN.MIL). The JKO staff will update your JKO student record once you've established a JKO account.
  - b. If you completed it on WHS the JKO staff will obtain your completion and update your JKO student record once you've established a JKO account.
- 5) After I've established my JKO account using my CAC and I desire to use the optional username/password login functionality to work from a non-CAC enabled computer, how many emails will I receive?
  - a. See step #3, Figure 5 below for details
- 6) I am an Internet Explorer 9 user, is there anything I need to do?
  - a. Click the Compatibility View button  on the Address bar
- 7) What should I do if the system does not appear to be responding?
  - a. You should see a "spinning wheel" symbol which 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.

# Joint Knowledge Online (JKO) Learning Management System (LMS) NIPRNET User Account Creation and Course Completion (CTIP) Instructions

## Get an Account on the JKO NIPRnet LMS

The NIPRNET instance of the Joint Knowledge Online (JKO) Learning Management System (LMS) is available to any holder of a Common Access Card (CAC) and to existing LMS users who might have created their accounts via AKO/DKO.

**NOTE: If you use the new IE 9 for your computer browser the JKO LMS pages may not display adequately until you select “compatibility view” (torn paper icon next to address bar)**



## Joint Staff Members Who Already Have JKO LMS Accounts

If you already have a JKO account you must update your user profile to ensure the accuracy of the Account Type, Pay Grade, Branch of Service, Primary Organization, and Business Email fields. See Step 2 below for information on updating your user profile. Figure 1 shows the link for accessing the user profile from the LMS student desktop. Once you've updated your profile, proceed to page 10, [How to Find, Enroll and Complete the CTIP Course](#).

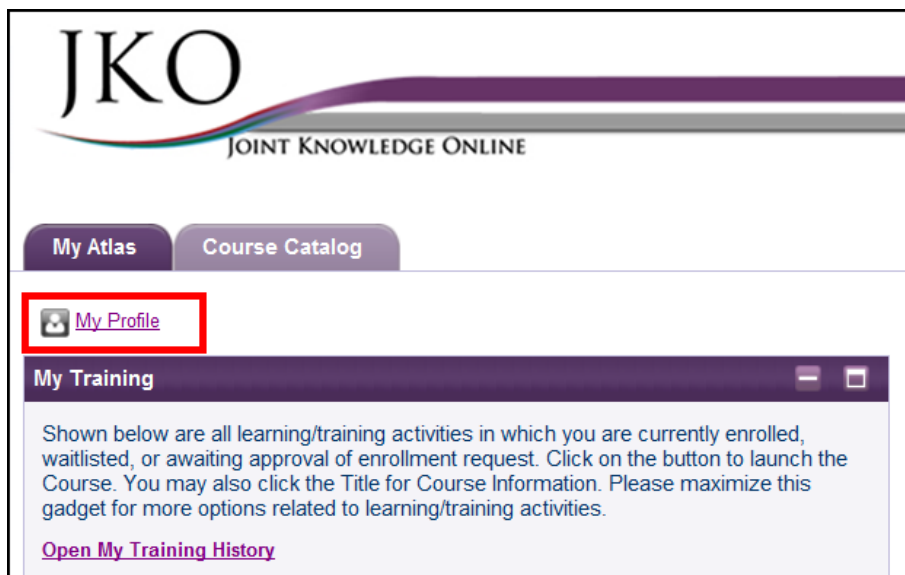


Figure 1

# Joint Knowledge Online (JKO) Learning Management System (LMS) NIPRNET User Account Creation and Course Completion (CTIP) Instructions

1) **Create a New Account.** Go to <https://jkodirect.jten.mil> and choose CAC login. Either certificate on your CAC (i.e. email or identity) may be selected for CAC login. The system creates a new account automatically unless it finds an account with a matching EDIPI from your CAC.

JKO  
JOINT KNOWLEDGE ONLINE

Welcome to the Joint Knowledge Online (JKO) Direct Support Server  
Learning Content Management System (LCMS)

Please contact the JKO Helpdesk via email at [jkohelpdesk@jten.mil](mailto:jkohelpdesk@jten.mil) or phone at (Commercial) 757-203-5654, (DSN) 668-5654 to report any problems. The JKO Helpdesk hours of operation are from 0700-1900 EST Monday - Friday. Your phone calls and emails are always addressed in the order they are recieved.

If you need an LMS account but do not have a CAC, [see these instructions](#).

Login to Virtual Campus

Username:

Password:

Login

[Forgot Username?](#) [Forgot Password?](#)  
[Received a token? Click here.](#)

CAC Login

[Login using my CAC](#)

JOINT KNOWLEDGE ONLINE

Figure 2

2) **Fill in User Profile.** Complete and **Save** the user profile as shown in Figure 3. Required fields are marked by an asterisk (\*). A discussion of the various fields follows the figure.

# Joint Knowledge Online (JKO) Learning Management System (LMS) NIPRNET User Account Creation and Course Completion (CTIP) Instructions

Test Email

**Personal Data**

\* First Name:   
Middle Name:   
\* Last Name:  \* Role: Student   
\* User Name:   
Edipi:

**Career Information**

Account Type: Public Civilian   
Pay Grade: Select Pay Grade...   
Branch of Service: Select Branch of Service...   
Duty Station:

**Organizations**

Primary Organization: UNASSIGNED [Select Primary Organization](#)  
Secondary Organization: None Assigned [Add Secondary Organization](#)

**Audience Association**

Available Selected

ARCYBER CIV  
ARNORTH Supervisors  
ISAF PRT  
JIEDDO ONLY - J3 Test  
USFK

**Contact Information**

Phone / Email Information:

\* Business Email:

Figure 3

- **Name** – The name should be captured from your CAC.
- **User Name** – The system defaults to a numeric username. Enter a username of choice if preferred.
- **EDIPI** – The EDIPI is captured from your CAC.
- **Account Type** – Choose from the options in the drop-down menu (e.g. Officer, Enlisted, Government Service Civilian, or Federal Contractor).
- **Pay Grade** – The drop-down menu for this field is populated based on the Account Type chosen. Government Civilians in pay systems other than the GS system should enter the GS equivalent for their pay grades.
- **Branch of Service** – Choose your branch of service, as applicable.

## Joint Knowledge Online (JKO) Learning Management System (LMS) NIPRNET User Account Creation and Course Completion (CTIP) Instructions

- **Primary Organization** – The organization defaults to Unassigned, meaning the user is not associated with any organization that uses the LMS to implement its training plan.
  - Choose the **Select Primary Organization** link shown in Figure 3.
  - Expand the JKO organization tree by clicking the black triangle to the left of the name (see Figure 4).
  - Expand the Joint Staff organization and select the appropriate directorate.
  - After the organization is highlighted, select the **Select Organization** button.

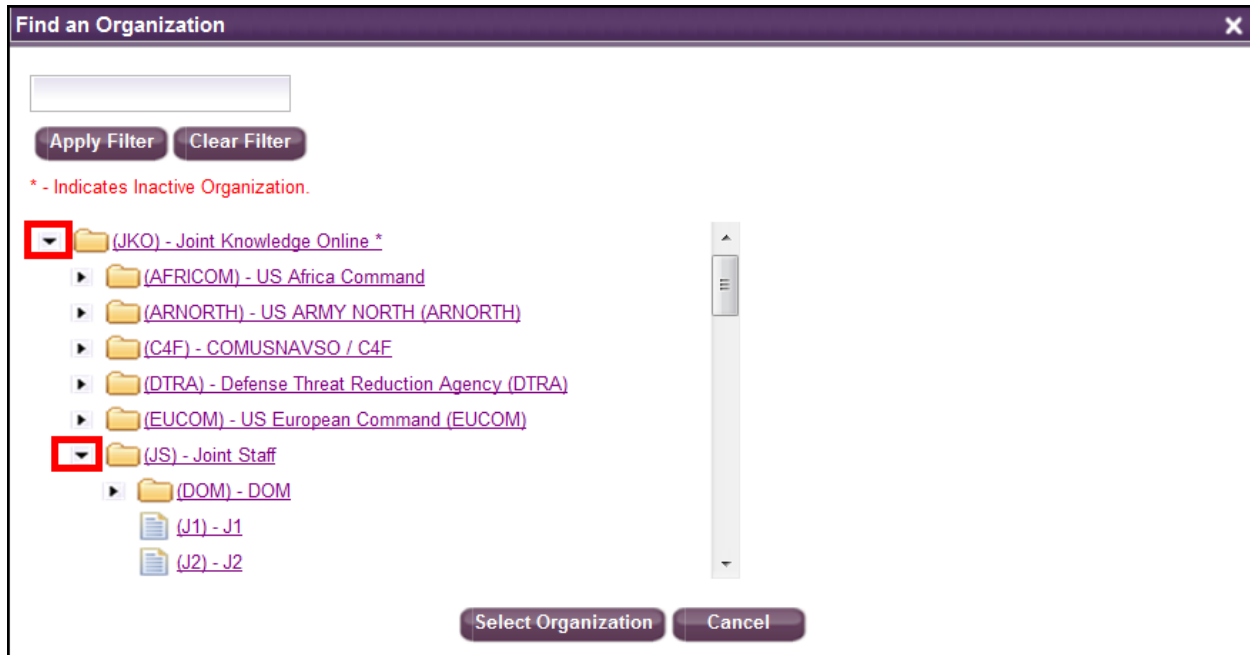


Figure 4

- **Secondary Organization** – No secondary organizations are necessary. Multiple secondary organizations may be added as needed in the future. (see Figure 3)
- **Audiences** – Do not join an audience unless you know you should be part of that audience. (see Figure 3)
- **Email** – Enter your business email address. (see Figure 3)

ACCOUNT CREATION IS COMPLETE. YOU'LL BE DIRECTED TO YOUR STUDENT DESK TOP. PROCEED TO STEP #1 BELOW ON "HOW TO FIND, ENROLL AND COMPLETE THE CTIP COURSE". IF YOU WOULD LIKE AN "OPTIONAL" USERNAME/PASSWORD LOGIN GO ON TO STEP #3 BELOW.

## Joint Knowledge Online (JKO) Learning Management System (LMS) NIPRNET User Account Creation and Course Completion (CTIP) Instructions

**3) Obtain Username/Password Login (optional).** The LMS offers username/password login as an option for those times when the user accesses the system from a non-CAC-enabled computer (e.g. from home or on travel). The system does not automatically create a password for your account. If you desire to use this feature, log out of the system and use the **Forgot Password** function (see Figure 5, portion of the full screen shown in Figure 2) in the Username/Password section of the login page to have the system send you a token to set a password. A token is an alphanumeric string valid for a single password reset for a 24 hour period.

The screenshot shows a login form titled "Login to Virtual Campus". It has two input fields: "Username:" and "Password:". Below these is a "Login" button. At the bottom, there is a red-bordered box containing three links: "Forgot Username?", "Forgot Password?", and "Received a token? Click here."

Figure 5

**3a) Use Forgot Password.** The Forgot Password function requires you to enter the username and the email address listed in your user profile (see Figure 6). If the information matches the database, a token will be sent to that email address.

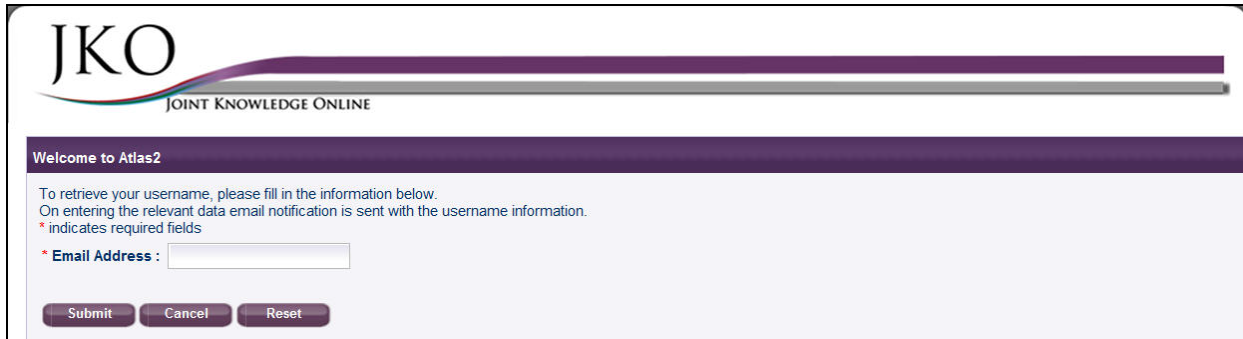
The screenshot shows the "Forgot Password" form. At the top left is the "JKO" logo and "JOINT KNOWLEDGE ONLINE" text. Below this is a dark purple header bar. The main content area has the following text: "You can reset your password by entering your Username followed by your email address into the fields below." and "Once you have entered the necessary information, click the 'Submit' button and a new password will be e-mailed to you." Below this is a note: "\* indicates required fields". There are two input fields: "\* Username:" and "\* Email Address:". At the bottom are three buttons: "Submit", "Cancel", and "Reset".

Figure 6

If you do not know your username, select **Forgot Username** from the login page (see Figure 5). The system will require you to enter the email address listed in your student profile and then will email the username to that email address (see Figure 7).



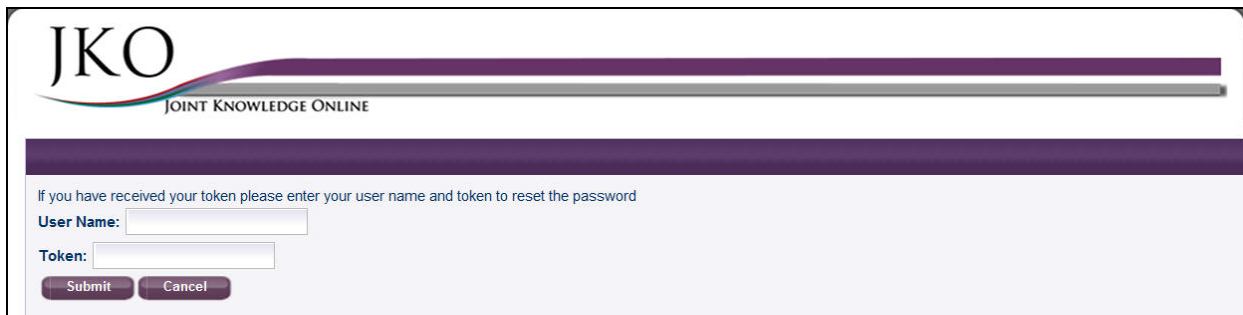
# Joint Knowledge Online (JKO) Learning Management System (LMS) NIPRNET User Account Creation and Course Completion (CTIP) Instructions



The screenshot shows the JKO logo at the top left. Below it is a purple header bar with the text "Welcome to Atlas2". The main content area has a light blue background and contains the following text: "To retrieve your username, please fill in the information below. On entering the relevant data email notification is sent with the username information." Below this is a note: "\* indicates required fields". There is a single text input field labeled "\* Email Address :". At the bottom of the form are three buttons: "Submit", "Cancel", and "Reset".

Figure 7

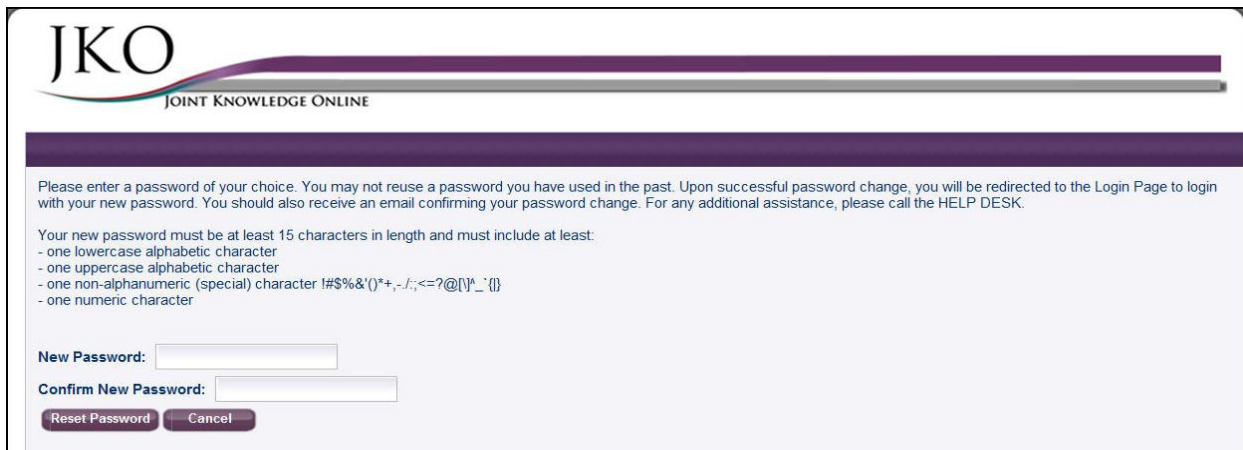
**3b) Present the Token Received.** Once you receive a token via email, select the link labeled **Received a Token? Click Here** on the login page (see Figure 5). You must enter your username and the token sent to you (see Figure 8). If you need a new token for any reason, you may receive one at any point using the Forgot Password function, regardless of whether the previous token has been used or has expired. Only the last token created may be used to set your password.



The screenshot shows the JKO logo at the top left. Below it is a purple header bar. The main content area has a light blue background and contains the following text: "If you have received your token please enter your user name and token to reset the password". There are two text input fields: "User Name:" and "Token:". Below these fields are two buttons: "Submit" and "Cancel".

Figure 8

**3c) Set Password.** The system will ask you to set and confirm a password for your account (see Figure 9). It will then return you to the login page. Log in using your username and newly set password.



The screenshot shows the JKO logo at the top left. Below it is a purple header bar. The main content area has a light blue background and contains the following text: "Please enter a password of your choice. You may not reuse a password you have used in the past. Upon successful password change, you will be redirected to the Login Page to login with your new password. You should also receive an email confirming your password change. For any additional assistance, please call the HELP DESK." Below this is a list of password requirements: "Your new password must be at least 15 characters in length and must include at least:" followed by four bullet points: "- one lowercase alphabetic character", "- one uppercase alphabetic character", "- one non-alphanumeric (special) character !#\$%&'()\*+,-./:;<=?@[\\]^\_`{|}", and "- one numeric character". There are two text input fields: "New Password:" and "Confirm New Password:". Below these fields are two buttons: "Reset Password" and "Cancel".

Figure 9

# Joint Knowledge Online (JKO) Learning Management System (LMS) NIPRNET User Account Creation and Course Completion (CTIP) Instructions

## How to Find, Enroll and Complete the CTIP Course

1) Select the **Course Catalog** tab (see Figure 1).

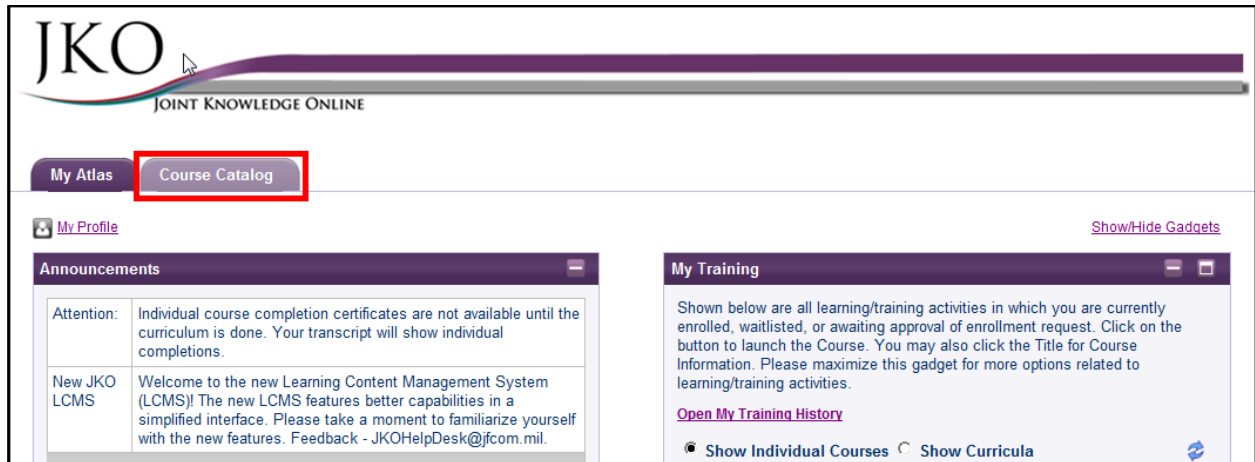


Figure 1

2) Filter the course title by entering the course number “A-US030” in the filter box above the Number column and then select **Apply Filters**. (see Figure 2)

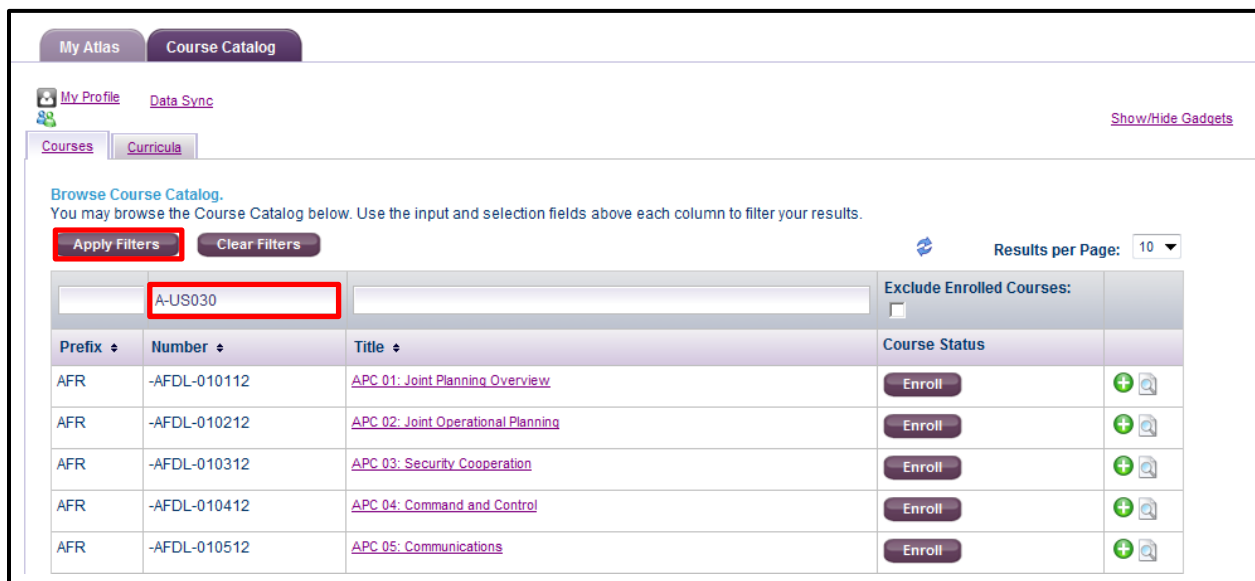


Figure 2

**Joint Knowledge Online (JKO) Learning Management System (LMS)  
NIPRNET User Account Creation and Course Completion (CTIP) Instructions**

3) The below screen (see Figure 3) will be displayed showing course. Select the **Enroll** button for **J3TA-US030 Combating Trafficking in Persons Course**.

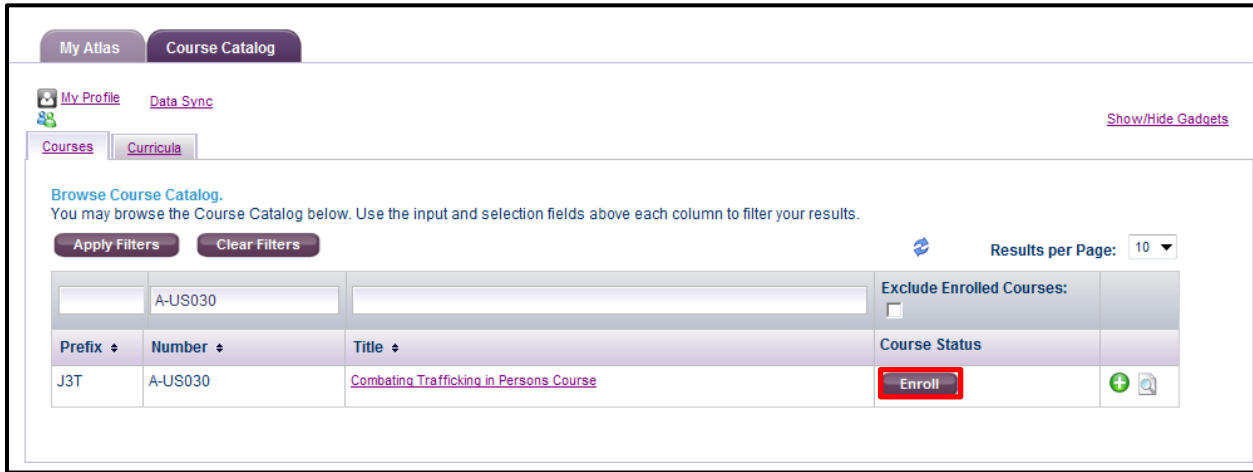


Figure 3

4) The system will reconfirm student's request by asking if they want to enroll in course.

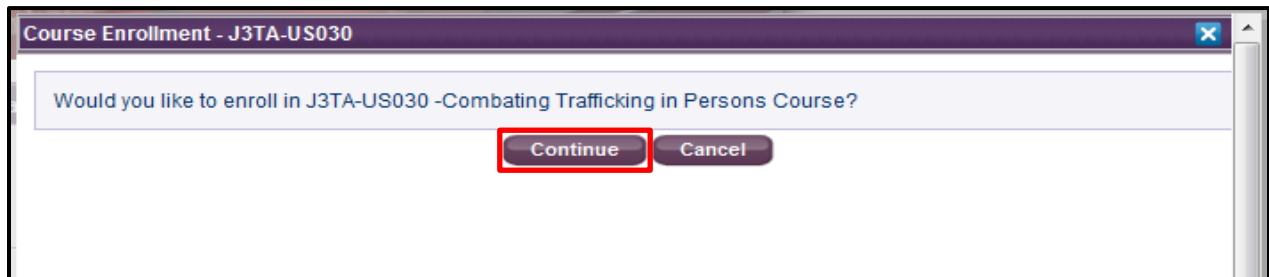


Figure 4

5) Select **Continue** to enroll into the course. (see Figure 4)

6) The below message (see Figure 5) will briefly be displayed to let you know you are enrolled in this course.

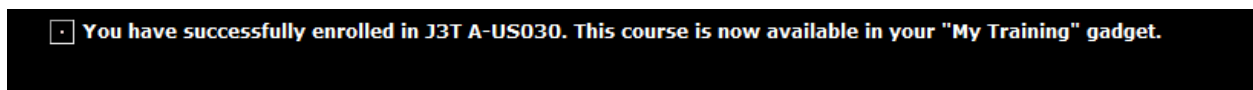


Figure 5

7) If your screen is not refreshed indicating you are enrolled, you will see the below screen. (see Figure 6)

# Joint Knowledge Online (JKO) Learning Management System (LMS) NIPRNET User Account Creation and Course Completion (CTIP) Instructions

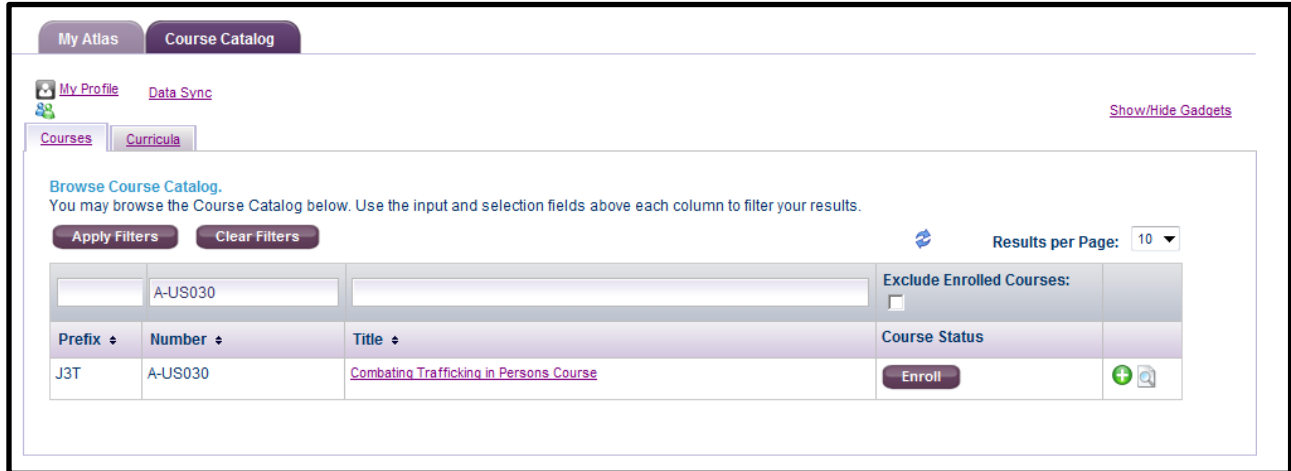


Figure 6

8) To **Refresh** the screen, select the refresh screen icon as indicated below. (see Figure 7)

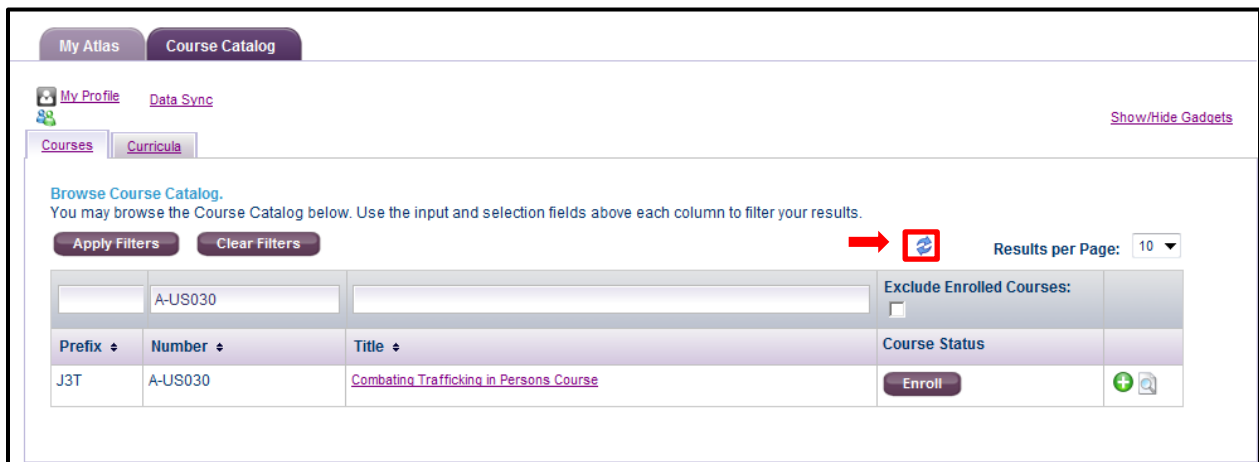


Figure 7

9) The below screen (see Figure 8) will be displayed indicating you are now **Enrolled** in the course.

# Joint Knowledge Online (JKO) Learning Management System (LMS) NIPRNET User Account Creation and Course Completion (CTIP) Instructions

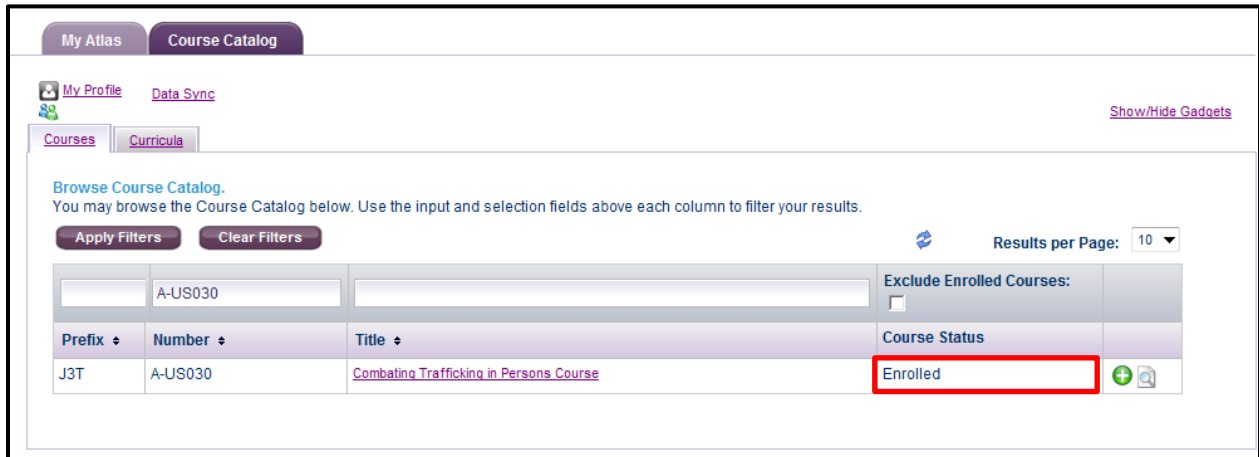


Figure 8

10) To take the course, select the **My Atlas** tab. (see Figure 9)

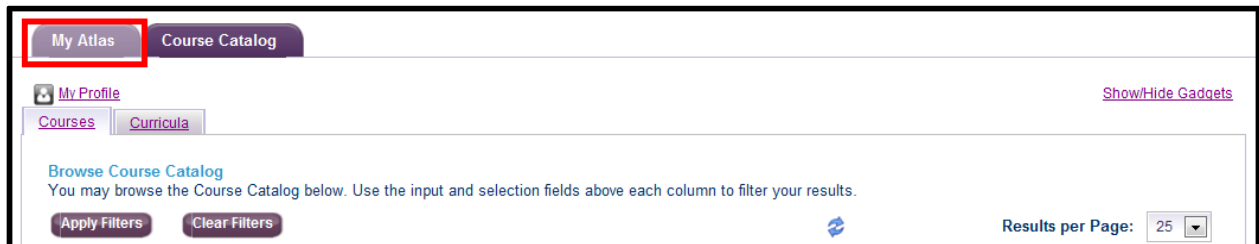


Figure 9

11) In the **My Training** gadget, select the **Launch** button to access the course. (see Figure 10)

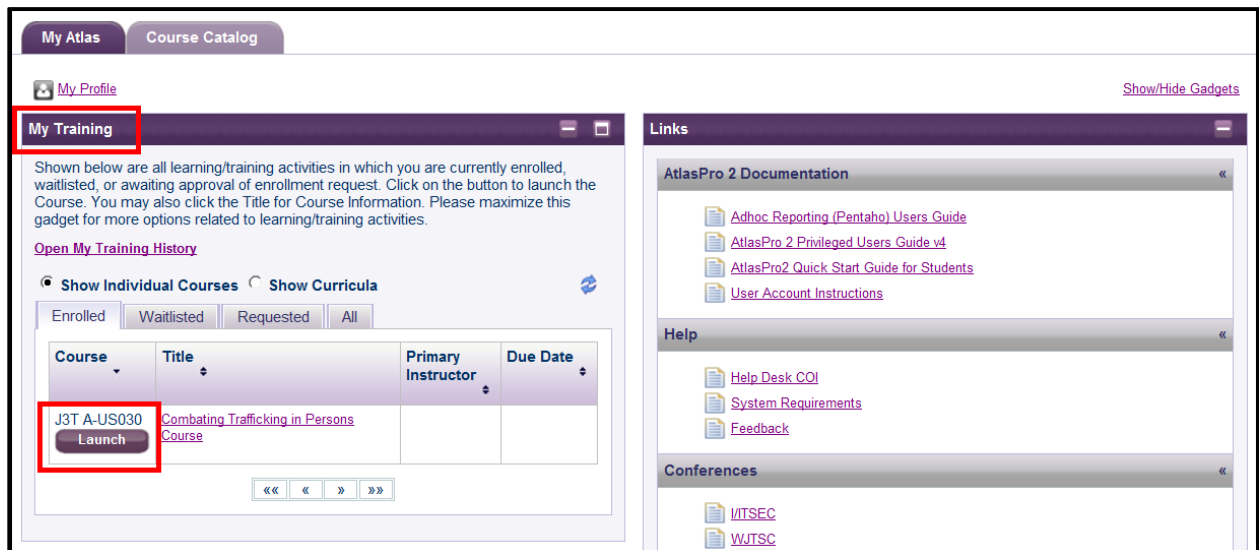


Figure 10

## Joint Knowledge Online (JKO) Learning Management System (LMS) NIPRNET User Account Creation and Course Completion (CTIP) Instructions

12) Upon completing the course, the course entry should move from the My Training gadget to My Training History. Access your training history by selecting the **Open My Training History** link. (see Figure 11)

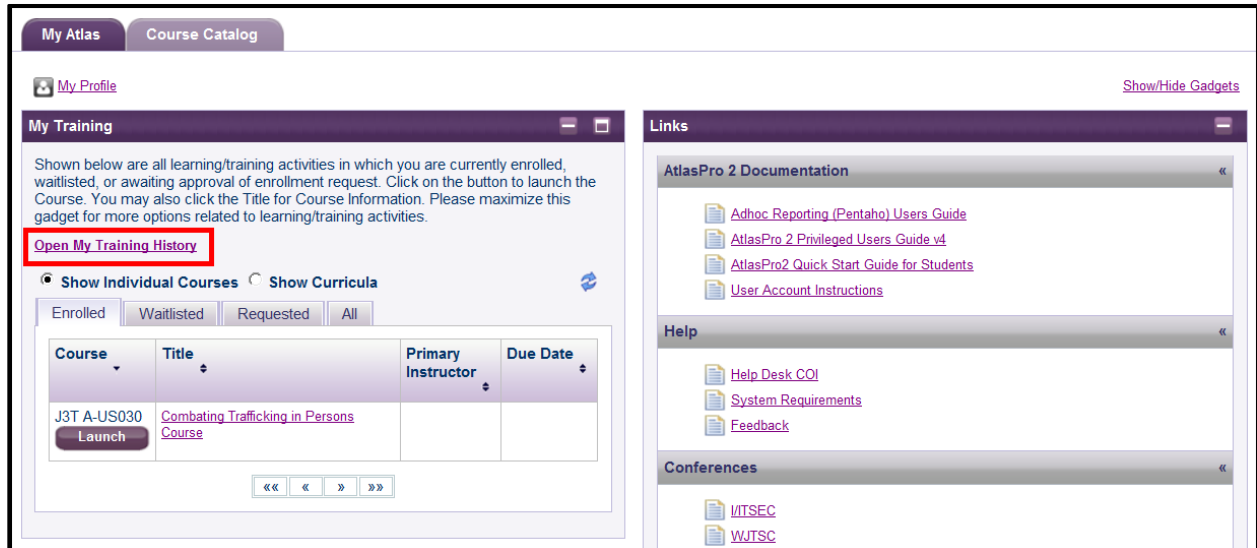


Figure 11

**Note:** If the course entry does not disappear from **My Training** upon completing the course, select the **Refresh** icon. (see Figure 12)

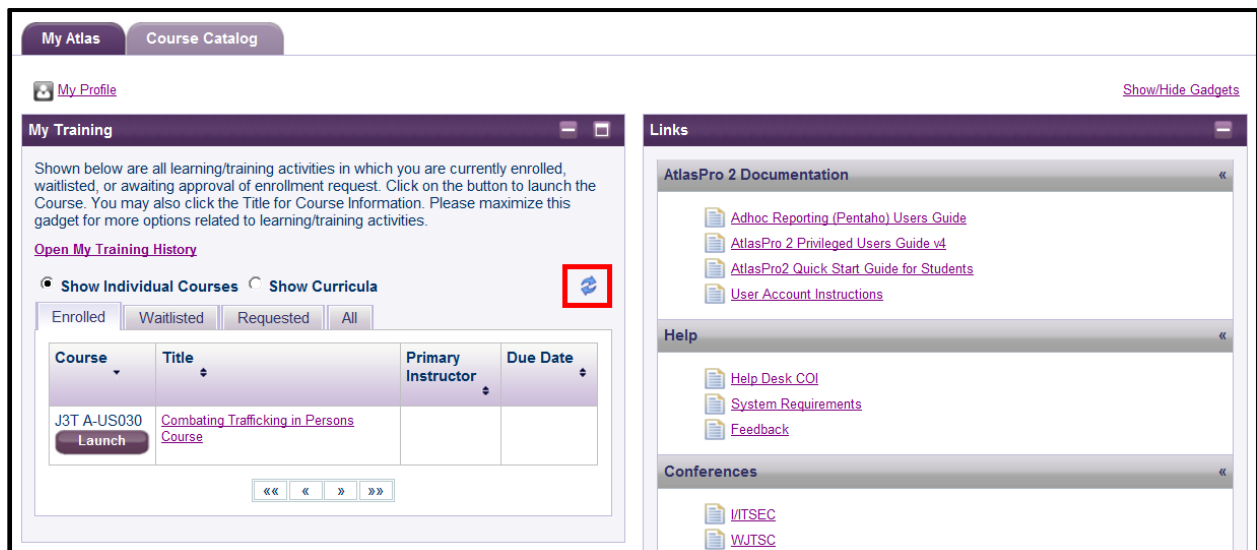


Figure 12

13) In the **My Training History** workspace that opens, select the **certificate icon** at the far right of the completed course. A transcript of all completed courses may be obtained by selecting the Transcript link. (see Figure 13)

## Joint Knowledge Online (JKO) Learning Management System (LMS) NIPRNET User Account Creation and Course Completion (CTIP) Instructions

The course may be reviewed “only” by selecting the Course ID link. (Figure 13) When a course is “reviewed”, no credit is given for completion.

The screenshot shows the 'My Training History' page in the LMS. At the top, there are navigation tabs for 'My Atlas', 'Course Catalog', and 'WS\_ My Training History'. Below the tabs, there is a 'My Profile' link and a 'Show/Hide Gadgets' link. A message states: 'Shown below are all learning/training activities in which you have been enrolled in the past. If available, you may click on the Course ID to view the Course in browse-only mode. You may also click on the Title for Course Information. Courses that are launched from this workspace will be a preview of the course previously taken and credit will not be given. If re-certification or credit is desired, please re-enroll in the latest version of the course through the Course Catalog.' Below the message, there are radio buttons for 'Show Individual Courses' (selected) and 'Show Curricula'. A 'Transcript' button is highlighted with a red box. Below the buttons, there are 'Passed' and 'All' filter buttons. A table of courses is displayed with columns: Course ID, Title, Primary Instructor, Mode, Passed Date, and Certificate. The course 'J3T A-US030' is highlighted with a red box, and its Certificate icon is also highlighted with a red box. The table data is as follows:

Course ID	Title	Primary Instructor	Mode	Passed Date	Certificate
<a href="#">USFK -J3ST-US171-LB</a>	<a href="#">USFK Theater Specific Required Training-Lite</a>		Web Enabled	8/30/2011	
<a href="#">USFK -J3ST-US171-HB</a>	<a href="#">USFK Theater Specific Required Training</a>		Web Enabled	6/19/2011	
<a href="#">NNC -J3-1028-L</a>	<a href="#">FEMA IS-701 Multiagency Coordination System (MACS)</a>		Web Enabled	12/6/2011	
<a href="#">NNC -J3-1028-L</a>	<a href="#">FEMA IS-701 Multiagency Coordination System (MACS)</a>		Web Enabled	12/6/2011	
<a href="#">J3T A-US030</a>	<a href="#">Combating Trafficking in Persons Course</a>		Web Enabled	7/7/2012	

Figure 13

14) By clicking on the Certificate icon on the far right of the course title, (see Figure 13) the course completion certificate will be displayed (see Figure 14) for printing or saving as proof of completion, if needed.

**Joint Knowledge Online (JKO) Learning Management System (LMS)  
NIPRNET User Account Creation and Course Completion (CTIP) Instructions**

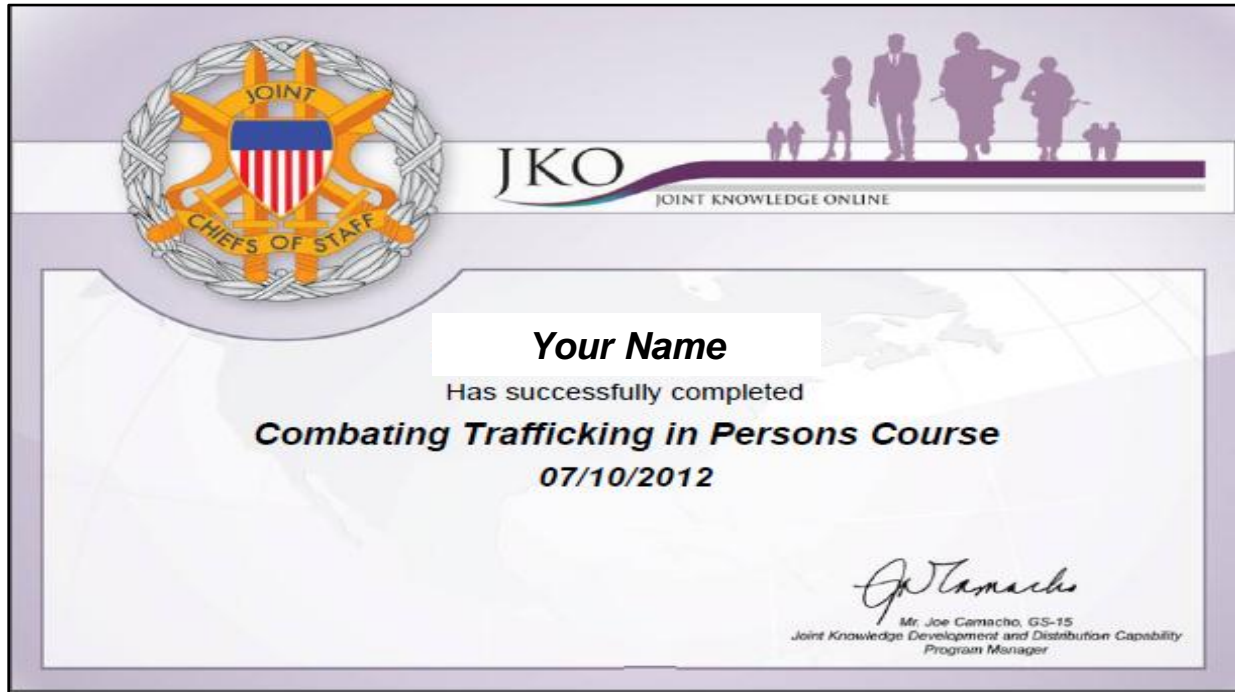


Figure 14

**What About Other JS Mandatory Courses?**

**NOTE:** FOR **ALL OTHER** JOINT STAFF MANDATORY COURSES, JKO STAFF WILL ENROLL STUDENTS AFTER THE 15 JULY ACCOUNT CREATION SUSPENSE DATE. YOU WILL RECEIVE SEPARATE EMAILS NOTIFYING YOU OF EACH ENROLLMENT. YOU CAN THEN GO TO YOUR “MY TRAINING” TO LAUNCH THE COURSE.

IF YOU PREVIOUSLY COMPLETED ONE OF THE JS MANDATORY COURSES ON WHS WE WILL RUN A REPORT AND CREDIT YOUR JKO ACCOUNT PRIOR TO THE SUSPENSE DATE OF 15 DEC 2012.

IF YOU’VE COMPLETED ONE OF THE MANDATORY COURSES ON “ANY PLATFORM OTHER THAN WHS”, SEND YOUR COMPLETION CERTIFICATE TO THE JKO HELP DESK. [JKOHELPDESK@JTEN.MIL](mailto:JKOHELPDESK@JTEN.MIL) WE WILL CREDIT YOUR JKO ACCOUNT.



**Joint Knowledge Online (JKO) Learning Management System (LMS)  
NIPRNET User Account Creation and Course Completion (CTIP) Instructions**

**For Additional Assistance**

**The JKO Helpdesk is available Monday – Friday 0700 - 1900 Eastern Standard Time to provide user assistance as needed (DSN) 668-5654 or (COMM) 757-203-5654. If your call is not answered during these times, we are busy with other customers. Please leave a message with your name, phone number and short description of your issue. We will get back to you in one business day. You can also send us an email at [jkohelpdesk@jten.mil](mailto:jkohelpdesk@jten.mil)**

**JKO POC for these instructions:**

**Mr. Bill Shanley, Content Delivery Branch Chief/Helpdesk Manager**

**Telephone: (DSN) 668-5538 or (COMM) 757-203-5538**

**Email: [william.d.shanley.civ@mail.mil](mailto:william.d.shanley.civ@mail.mil)**