



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