

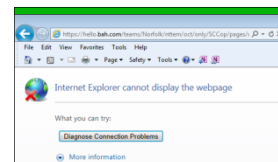


**PRINT THESE INSTRUCTIONS FIRST OR SAVE TO YOUR DESKTOP BEFORE PROCEEDING. FOLLOW INSTRUCTIONS STEP-BY-STEP TO ENSURE YOU RECEIVE CREDIT FOR YOUR TRAINING ON JKO.**

## TIPS AND TRICKS

- New to JKO? Check your computer compatibility first!** Test your computer compatibility for running JKO courses by clicking on the “**Check System Requirements**” link <http://jko.jten.mil/browsertest3.html>. This test will indicate whether your system/browser is configured to work with JKO system requirements.

- Received an “Internet Explorer cannot display the webpage” message?** This may be caused by a problem with your Internet Explorer (IE) browser settings. To resolve this issue: Click “**Tools**” at the top of your browser. Scroll down and click “**Internet Options**” at the bottom of the pop up box. Click the “**Advanced**” tab and scroll down to your “**Security**” settings. Find the “**Use TLS 1.0**” option and make sure the box is checked. Once the box is checked, click “**OK.**” Go back to the “**Tools**” button and select “**Internet Options**” once again. Now, click the “**Content**” tab and click the “**Clear SSL state**” button. Click “**OK.**” Click “**OK**” again to close the window. Close all IE windows then launch IE and login to JKO at <https://jkodirect.jten.mil> using your CAC.



- Having trouble viewing JKO pages?** JKO courses may not work properly if you are using Internet Explorer (IE) 9 unless you “**enable compatibility view**” by clicking the “**compatibility view**” icon (broken page – see at right) in your browser address bar (pictured below).



- JKO navigation tips:** The student desktop page is the first display when you login to JKO. At the top of the page are two tabs: “**My Atlas**” and “**Course Catalog**.” To find and enroll in a course, click the “**Course Catalog**” tab. If you know the course name and/or course number, enter that information in the appropriate box above the “**Number**” or “**Title**” column. Click the “**Apply Filters**” button. Courses containing the information you searched for will display in the table. Find the course you want to take and click the “**Enroll**” button next to it. You will be asked to confirm you want to enroll in that course. Click the “**Continue**” button and then click the “**My Atlas**” tab at the top of the page. The course you enrolled in now appears in your “**My Training**” table. Click the “**Launch**” button to begin your course.

➔ Be sure you launch your courses from your “**My Training**” section in order to receive credit. You will **NOT RECEIVE CREDIT** if you start any course using the “**Preview**” icon. To return to the student desktop page click the “**My Atlas**” tab.

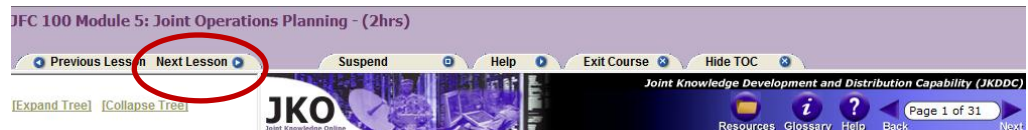
➔ **To cancel or withdraw from an enrolled course** click the “**My Atlas**” tab. Fully display your “**My Training**” table by clicking the “**Maximize My Training**” icon in the top right corner of the “**My Training**” table. Find the course you wish to



cancel or withdraw from and click the **“Withdraw”** button. You will be asked to confirm you want to withdraw from the course selected. You can restore the **“My Training”** table to its original size by clicking the **“Minimize My Training”** button in the upper right corner of the table.

➔ **JKO course completions** are recorded and tracked in your **“My Training History”** table. To get there, you need to be on the **“My Atlas”** tab. Click the **“Open My Training History”** link in your **“My Training”** table. All of your JKO course completions are displayed in the table. To open and print a copy of a completion certificate, click on the certificate icon in the **“Certificate”** column to the right of the course name. If a certificate icon is not in the **“Certificate”** column, your completion transaction may not have cycled successfully. To fix this, click the **“My Atlas”** tab and check your **“My Training”** table to see if the course is still listed there. If so, **“Launch”** the course and check that all lessons have been completed and are marked with a green check mark. **“Resume”** the course and you should see a congratulations statement. Now, **“Exit”** the course and refresh the **“My Training”** table by clicking on the blue arrows refresh icon (↻). The course completion will now be recorded and displayed in your **“My Training History”** table.

- Ensure that upon completion of the final lesson of a course, you select the **“Next Lesson”** button to successfully complete the course.



- JKO account profile tips:** Pay close attention to the information in your JKO account profile because it determines how your training completions are recorded and reported, and how you will receive notification of training requirements. Specifically note:

➔ **Primary Organization** – you must designate the primary organization where you work. Training records are segregated and reported by primary organization. To ensure your training completion records are accurately reported to your organization, you must correctly designate the primary organization in your profile.

In the **“Organizations”** section, click the **“Select Primary Organization”** link which will open an organizational tree. Continue clicking the arrow button (▶) to the left of the folder to expand the organization structure to the level necessary to identify your primary organization. Once your appropriate organization is highlighted, click **“Select Organization”** at the bottom of the page to record this selection as your primary organization.

➔ **Business Email** – enter the email address you want to use to receive JKO notifications of training requirements and mandatory course enrollments.

- You can reach the JKO Help Desk by phone, 1-757-203-5654, or email to [jkohelpdesk@jten.mil](mailto:jkohelpdesk@jten.mil). Please remember that the more information provided the faster and more efficiently we can assist you. When reporting an issue, please tell us:
  - The web address of the JKO Portal you are using to access the course
  - Your user name
  - The course number
  - Detailed description of the issue you are experiencing
  - And a screen shot capture (MS Word or PowerPoint) as an email attachment is most helpful