



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 **“Open My Training History”** link located in the **“My Training”** table 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 (🔄) in **“My Training,”** 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 (USE CAPS)) in the search box above the **“Number”** column and click **“Apply Filters.”** 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.”** To launch the course, click the **“My Atlas”** tab at the top of the page and click the **“Launch”** button within the **“My Training”** table where the course is now available. Be sure you launch your courses from the **“My Training”** table of your LCMS student desktop in order to receive credit. You will **NOT RECEIVE CREDIT** if you complete the course using the **“Preview”** icon. To return to the LCMS student desktop and the **“My Training”** table, click the **“My Atlas”** tab.

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.