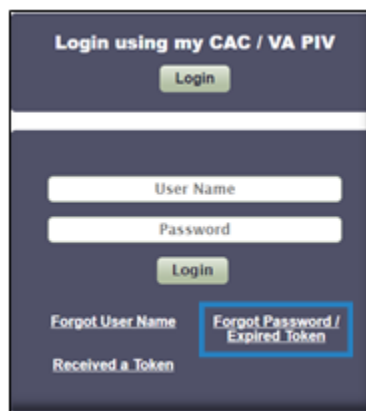


# Tips from a Training Coordinator- Username and Password Login

By Joint Knowledge Online | Edited by DHA LMS Management | February 13, 2023

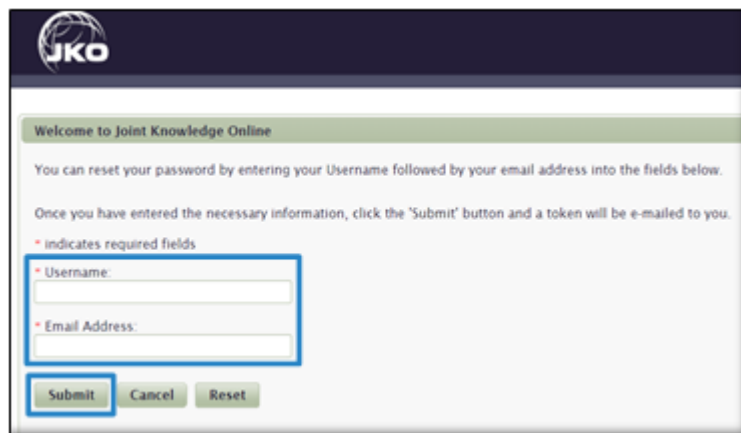
## Creating a password is simple and allows users to access DHA LMS (JKO) without a CAC card.

1. These instructions assume you have an active JKO account. To create or change your password, click on the [forgot password / expired token](#) link on the [DHA LMS login page](#).



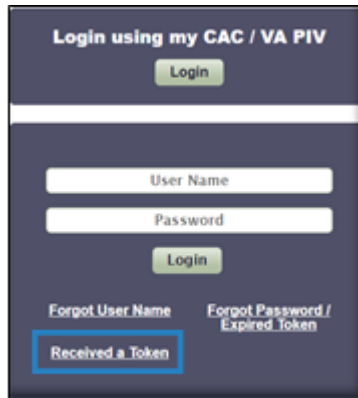
The screenshot shows a dark-themed login interface. At the top, it says "Login using my CAC / VA PIV" with a "Login" button. Below that is a horizontal separator line. Underneath are two input fields: "User Name" and "Password", each followed by a "Login" button. At the bottom, there are two links: "Forgot User Name" and "Forgot Password / Expired Token". The "Forgot Password / Expired Token" link is highlighted with a blue rectangular box.

2. Enter your username and the email address associated with your account. You must have access to this email account, as the LMS will send all system-generated emails to this email address.



The screenshot shows the "Welcome to Joint Knowledge Online" page. It features the JKO logo at the top left. Below the logo, there is a green banner with the text "Welcome to Joint Knowledge Online". The main content area contains 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 token will be e-mailed to you." Below this text, there is a note: "\* indicates required fields". There are two input fields: "Username:" and "Email Address:". Both fields are highlighted with a blue rectangular box. At the bottom of the form, there are three buttons: "Submit", "Cancel", and "Reset". The "Submit" button is highlighted with a blue rectangular box.

3. The LMS will email you a token. **A token is not a password.** You will use the token one time to create your password. Tokens expire after 24 hours. If you have not created your initial password within 24 hours, repeat the steps on this page, or contact the DHA Global Service Center for assistance. Once you receive the token, return to the login page and select the [received a token](#) link.



Login using my CAC / VA PIV

Login

User Name

Password

Login

[Forgot User Name](#) [Forgot Password / Expired Token](#)

[Received a Token](#)

4. In the workspace that opens, enter your username and token. To reduce the possibility of errors, we highly recommend you copy/paste your token directly from the email you received rather than type it in. Click the submit button.

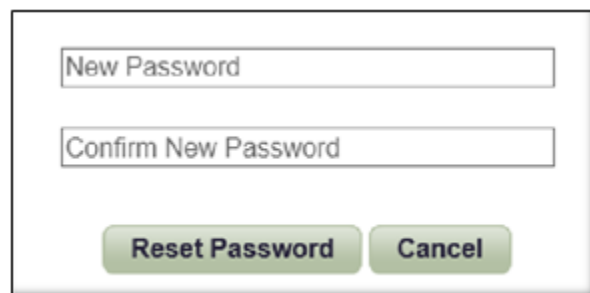


User Name

Token

Submit Cancel

5. In the appropriate fields, create a password that conforms to the rules outlined on the screen. Click reset password.

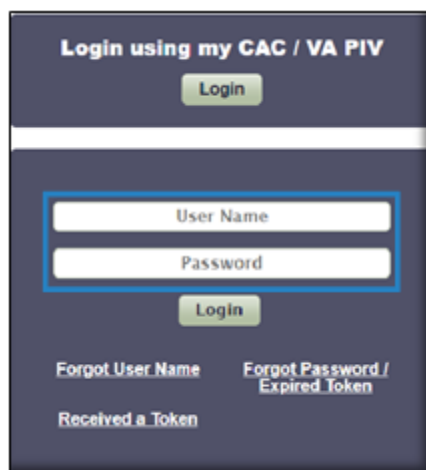


New Password

Confirm New Password

Reset Password Cancel

6. When you have successfully created your password, you will be returned to the main LMS login page. Use your username and password to log in to the LMS.



The image shows a screenshot of a login interface. At the top, it says "Login using my CAC / VA PIV" with a "Login" button below it. A white horizontal line separates this from the main login area. In the center, there are two input fields: "User Name" and "Password", both highlighted with a blue border. Below these fields is another "Login" button. At the bottom, there are three links: "Forgot User Name", "Forgot Password / Expired Token", and "Received a Token".

7. If you need further assistance, contact the [DHA Global Service Center](#) at [dhagsc@health.mil](mailto:dhagsc@health.mil) or 1-800-600-9332 or DSN: 838-3000.

DHA J7/MTF Operations/LMS Management  
[dha.et.lms@health.mil](mailto:dha.et.lms@health.mil)