JKO CNO/CAO Recertification Instructions

Step 1: Request enrollment

- Log on to: https://jkodirect.jten.mil/
- Use your CAC to log on
- Once logged in, click on the 'Course Catalog Tab'
- In the 'Title' tab type 'casualty' and click Search
- Enroll in SIMM01, SIMM02, and SIMM03

You will receive a message that states “waiting for manager's approval”.
This manager is at HRC Casualty, Ft Knox, KY. Normally, requests will process within 2-3 business days. If it takes longer, please call JBSA-FSH CAC Office at 210-221-1137.
Once enrolled in the three courses, you will receive an email confirming enrollment. If you do not receive an email please log into JKO and check to see if your courses were approved (email system is not 100%).

Step 2: Complete Courses:

******NOTE: If you receive 3 thumbs down while completing the course, recommend you close the course and restart. The courses are set-up to automatically fail you after 4 thumbs down but will not tell you until after you finish the course. To save you time and aggravation, we recommend that you close-out and restart after 3 thumbs down.**

Once you receive certificates for all three modules, please send them to the Casualty Training Coordinator Mr. Gray following email: lemont.k.gray.civ@army.mil

TROUBLESHOOTING:
Unfortunately there is an ongoing issue with many participants who are taking classes on JKO where the classes either will not load properly or load at all. Below are a couple of workarounds that you may find helpful.

Option 1: Click on the gear icon in the upper right hand corner of Internet Explorer (JKO doesn't fully cooperate with Mozilla and/or Chrome) and select Compatibility View Settings. Jten.mil should appear in the "Add this website" field; click Add and then Close. Close the browser. Open the browser back up and log into JKO and try to resume the training. The training SHOULD fully load. If not, please use Option 2 below.

Option 2: Log into JKO. On the My Training tab click Withdraw. Then exit JKO, close your browser, and then open up a new browser and log into JKO and re-enroll in that class. This sometimes "jogs" JKO out of whatever nonsensical loop it has developed. Unfortunately you will lose any progress you made, but it should allow you to complete the course once you launch.

Please let me know if these fixes don't work for you so that I can continue to track the issues and look for workarounds.

Questions? Please contact:
Lemont K. Gray
Casualty Training Coordinator
210-221-1137 or
MS TEAMS 520-687-1460
lemont.k.gray.civ@army.mil

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