



Defense Health Agency
Learning Management System
hosted by
Joint Knowledge Online
Frequently Asked Questions (FAQs)

J7, Education and Training Directorate
Operations Division
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Contact Information

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| DHA LMS Manager | Serves as the Point of Contact (POC) for all matters related to the use of the DHA LMS for developing or hosting MHS training and for all requests for elevated system privileges on the from individuals assigned to the DHA |
| DHA Global Service Center 1-800-600-9332 | Provides Help Desk support for all DHA LMS users requiring Tier 1 or Tier 2 account assistance 24 hours/day, 7 days/week |
| Joint Knowledge Online (JKO) Help Desk | Takes referrals for Tier 3 Help Desk assistance from the DHAGSC or for any assistance with courses outside the DHA LMS course catalog |
| Army Medicine Representative Army Medicine HIPAA Representative | Serve as the Army Medicine POCs for all requests for elevated system privileges or to develop or host training on the DHA LMS |
| Navy Medicine Representative | Serves as the Navy Medicine POC for all requests for elevated system privileges or to develop or host training on the DHA LMS |
| Air Force Medical Service Representative Air Force Medical Service HIPAA Representative | Serve as the Air Force Medical Service POCs for all requests for elevated system privileges or to develop or host training on the DHA LMS |
| Air National Guard (ANG) Representative | Serves as the ANG POC for all requests from ANG medical personnel for requests for elevated system privileges or to develop or host training on the DHA LMS |
| Air Force Reserve (AFR) Representative | Serves as the AFR POC for all requests from AFR medical personnel for elevated system privileges or to develop or host training on the DHA LMS |

General Information

What is [Joint Knowledge Online \(JKO\)](#)?

It is a learning content management system operated by the Joint Staff that provides Joint online courses, seminars, a video library, and communities of interest to the Combatant Commands, Combat Support Agencies, and the Services.



What is the [DHA LMS hosted by JKO](#)?

It is a separate portal within JKO that serves as the centralized location for online training for the Military Health System (MHS).

Why is the [DHA LMS on JKO](#)?

At the recommendation of a group of education and training experts from across the MHS, the Assistant Secretary of Defense (Health Affairs) directed the MHS to consolidate online training onto JKO. The intent is to make finding, taking, and managing online training easier for MHS staff and to save money by eliminating redundant information technology systems.

What resources are available to help me use the [DHA LMS](#)?

For all users:

- There is a [JKO tutorial](#) for those new to JKO.
- The [DHA LMS SOP](#) describes processes and procedures for using the DHA LMS.

For those with elevated privileges:

- The [JKO Training Coordinator User Guide](#) is located in the “Community” page under “Training Coordinator Resources”.
- There is a link to the [Report Builder Guide](#) located on the “Report Builder” page.
- The [JKO Training Coordinator course \(J7OP-US800\)](#) is a web-based training course that is required to obtain any level of elevated JKO privileges. The DHA LMS Manager also provides weekly instructor-led training sessions via Defense Collaboration Services. This ILT is open to all privileged users who have completed J7OP-US800.
- Additional assistance may be obtained by contacting the [DHA LMS Manager](#).

Are Army Knowledge Online (AKO) and Navy Knowledge Online (NKO) going away?

Decisions regarding AKO and NKO are made by the Services not the DHA. Please contact the AKO or NKO program office for more information.



Can JKO send my training completions to my Service training record?

Army: JKO has a Service-level agreement to send training completion data to the Army Training Requirements and Resources System (ATRRS) each night. ATRRS then sends the data to the Army's Digital Training Management System (DTMS).

Navy: JKO has a Service-level agreement to send training completion data to the Navy Training Management and Management System (NTMPS) each night.

Air Force: There is no Service-level agreement between JKO and the Air Force to send data to the Advanced Distributed Learning Service (ADLS) or the Medical Readiness Decision Support System (MRDSS).

JKO also sends training completion data to the Defense Medical Human Resources System – internet (DMHRSi) each week. DMHRSi can send training completion data to Service training systems, including DTMS, the Navy's Fleet Training Management and Planning System (FLTMPS), and MRDSS. Questions regarding what training data is received from DMHRSi should be directed to individual Medical Service training offices which manage those agreements with their parent Services.

DHA LMS User Accounts

Can I take training on [JKO](#) or the [DHA LMS](#) without registering for an account?

No. You must have a JKO account to access training on JKO and the [DHA LMS](#).

How do I establish an account?

Most people self-register for a JKO account. If you already have a JKO account, you may only need to update your profile to properly reflect your current information. Exceptions to this are individuals who do not have a Common Access Card (CAC) who must obtain a Sponsored Account to use the system (please see below).

When you set up or update your JKO profile, you must select the MHS (followed by your pinpoint organization within the MHS organizational tree) as your primary organization in your profile. For example, it would show: JKO > MHS > DHA (or, Army, Navy, or Air Force) >, etc. down the tree. This will allow access to the full DHA LMS course catalog. It will also ensure that your training can be more easily managed by your organization. If you are assigned to an organization outside of your Medical Service, please check with your Education and Training office for guidance on which organization to select as your primary organization when setting up or updating your profile.



If you have a Common Access Card (CAC):

1. Log on to the [DHA LMS](#) and click *OK* on the DoD warning banner.
2. Select “*I have a Common Access Card (CAC Instructions)*”. First-time users are automatically directed to the “*My Profile*” page to establish an account profile.
3. On the “*My Profile*” screen, a red label indicates a required field. Please complete all required fields, noting the following specific guidance:
 - a. Organizations:
 - (1) In the “*Organizations*” section, click on “*Select Primary Organization*”.
 - (2) On the page that opens, click on the arrow next to “*(JKO) - Joint Knowledge Online (LOCKED)*”. A drop-down menu will open.
 - (3) Scroll down to “*(MHS) – Military Health System - MHS*” and click on the arrow next to it to open the next drop down menu. An organizational tree will appear listing the Services, DHA, VA med, and Health Affairs.
 - (4) Select the correct organization for you by clicking on the arrow to open the next drop down menu. Continue until you have selected the most accurate sub-organization listed in the sub-tree.
 - (5) Click on “*Select Organization*” and watch for the organization to correctly update under “*Primary Organization*” on your profile. You may include a Secondary Organization in your profile using the same steps as outlined above, but it is not required.
 - b. Enter the email address at which you wish to receive notifications from JKO, including information about assignments, enrollments, and training completions. Enter an address you check routinely or you will not receive these messages.
 - c. Click the “*Save*” button at the bottom of the page.

If you are a Veteran’s Administration employee with a Personal Identification Card (PIV):

You may access the [DHA LMS](#) via your PIV card as follows:

1. Log on to the [DHA LMS](#) and click “*OK*” on the DoD warning banner.



2. Click on “*I do not have a CAC*”.
3. Complete the fillable Word document that appears.
4. Save and download the form. Send to the [DHA Global Service Center](#) (DHAGSC). They will create the account for you and notify you via the email address you provided in the form that your account is ready.

If you don’t have a CAC or a PIV, you may obtain a sponsored account:

1. If you are a foreign national, only the JKO staff may create an account for you.
 - a. Log on to [JKO](#).
 - b. Click on “[Enter JKO](#)”.
 - c. Click “OK” on the DoD warning banner.
 - d. Click on “*Non-Government Personnel/Sponsored Account Registration*”.
 - e. Complete the online form and select “*Submit*”. The request is automatically submitted to the sponsor for verification and then to JKO for account creation.
2. All others:
 - a. Log on to the [DHA LMS](#) and click “OK” on the DoD warning banner.
 - b. Click on “*I do not have a CAC.*”
 - c. Complete the [Request for Sponsored Account fill-able form](#). Then, download it and forward it to your sponsor. The sponsor must be U.S. military or a federal government civilian who can validate your need for a user account. The sponsor must have an email address from a JKO-approved domain and cannot be a contractor. Those domains include: These domains include: .mil; .gov; .aafes.com; .dodea.edu; .usma.edu; .usuhs.edu; .ndu.edu; .usna.edu; .nps.edu; and .usfa.cga.edu
 - d. Once received, the sponsor should carefully read the directions, complete the form, and submit it to the [DHAGSC](#). Please note that:
 - (1) The DHAGSC will only accept one request per message.
 - (2) The DHAGSC will not accept handwritten forms.



- (3) Requests sent to JKO will be redirected to either the DHA LMS Manager or the DHAGSC for action.

If you have an existing JKO account and wish to access the DHA LMS via your username and password:

1. Log on to the [DHA LMS](#) and click “OK” on the DoD warning banner.
2. Click the link labeled “*Forgot Password?*”
3. Enter username and email address. Select “*Submit*”.
4. You will see a message that a temporary token was sent to you at the email address listed in your user profile. This is a one-time password, valid for 24 hours that will allow you to reset it to something you can easily remember.
5. Upon receipt of the email containing the token, return to the [DHA LMS](#) login page and select the link labeled “[Received a token? Click here.](#)”
6. Enter your JKO username and token. Then select “*Submit*”.
7. Select and enter a password. Passwords used previously may not be re-used.
8. Click “OK” on the DoD warning banner.
9. Login using the profile username and the newly created password.

I need to complete HIPAA training, but I don’t have a CAC. What do I do?

Please consult with your local Privacy Office or Education and Training office for guidance.

Why did I receive a message that my account was updated?

This is most commonly done to help organizations assign and report training more accurately. Those with elevated privileges in JKO may update individual profiles. JKO engineers may also automatically realign users in the system based on the information from their CACs when they receive a request to do so by an authorized representative from an organization that utilizes JKO. You can see who completed these updates by logging in to the DHA LMS and selecting “My Profile” on the “My Training Page”. Scroll down to the bottom of your profile and it will be annotated there along with the date and time the change was made.



How can family members or care coordinators access training on the DHA LMS?

Individuals with a CAC or PIV may obtain directions to obtain an account without a sponsor on the [DHA LMS login page](#). Click on the appropriate link to obtain instructions. Those without a CAC may obtain a sponsored account as outlined above.

Courses on the DHA LMS hosted by JKO

How can I find the Privacy Act and HIPAA Training course?

Click here to enroll in the [DHA-US001, HIPAA and Privacy Act Training](#).

How can I find information in MHS GENESIS training?

There is an [MHS GENESIS Community of Interest](#) located on the Community page of the DHA LMS.

Help Desk Requests and Support

Where can I get help with my account or with a course question or issue?

Please contact the [DHAGSC](#) (or 1-800-600-9332) for any issues with your account or courses. The DHAGSC Tier 1 desk will determine if your issue needs to be escalated to their Tier 2 desk. Please do not call the JKO Help Desk directly. The agreement with JKO requires the JKO Help Desk to forward all Help Desk inquiries to the DHAGSC for assistance. Only the DHA LMS Manager or the DHAGSC Tier 2 Help Desk may forward requests for assistance to the JKO Help Desk.

Elevated System Privileges

How do I obtain elevated system privileges?

There are three steps in obtaining elevated system privileges in the DHA LMS:

1. Establish and/or update your DHA LMS user account, ensuring you list the MHS (then your pinpoint organization) as your primary organization. For example, it would show: JKO > MHS > DHA (or, Army, Navy, or Air Force) >, etc. down the tree. If you list a Service as your primary organization, you will not have full access to the DHA LMS capabilities, including courses and are not eligible to have elevated privileges.
2. Complete [J7OP-US800, JKO LCMS Training Coordinator Course](#).



3. Electronically sign and return the [JKO Non-Disclosure Agreement \(NDA\)](#) to the [DHA LMS Manager](#) or your Service's DHA LMS Representative (see page 6, above).

Please do not send requests to JKO. They will forward them back to the DHA LMS Manager without action, which will only cause a delay in granting your request.

What are the different levels of privileges available?

The types of elevated system privileges are listed in the table below:

| Title | Capabilities | Eligibility |
|------------------|---|--|
| Reports Manager | Create reports based on courses, students, organizations, or any other parameter available for reporting. | Assigned by Training Coordinators or System Administrators |
| Instructor | Assigned to instruct particular sections of virtual classroom courses. Instructors have the ability to customize section level emails, administer homework, manage students (i.e., drop a student, manage section waitlist, etc.), and manage student grade books. | Assigned by Course Managers, Training Coordinators, or System Administrators |
| Course Manager | Course Managers have the ability to manage specific courses, create sections, assign instructors for the sections, facilitate the enrollment process (i.e., drop students, manage section waitlist, etc.) for all sections, customize course level emails, and run reports on course(s) for which they are assigned course management responsibilities. | Assigned by Training Coordinators or System Administrators |
| Training Manager | Manage students within their given organizations and assign/track training for those students. They have the ability to modify the organizational structure, modify student profiles, and manage training for personnel, including assigning mandatory training, tracking enrollments/course completions, and developing directorate level training plans. Training Manager privileges are scoped to the particular organizational sub-tree to which the manager is assigned. | Assigned by the Service Representative or the DHA LMS Administrator |



| | | |
|----------------------|--|--|
| Training Coordinator | Coordinators are concerned with all aspects of training and education for their respective organizations. They may create courses in the DHA LMS, perform all functions of the roles previously described, and associate Course Managers and Instructors for particular courses. | Assigned by the Service Representatives or the DHA LMS Administrator |
| COI Owner | COI Owners manage the display and content of their respective page on the DHA LMS. They may also upload virtual classroom training (VCT) course schedules. | Assigned by the DHA LMS Administrator |

Training Reports

What kind of reports can I get from the DHA LMS?

All individuals with elevated JKO privileges may access [Report Builder](#). On this page, you will also see a link to the [Report Builder User Guide](#). There are several options for standard and custom reports. Standard reports utilize data from the individual's JKO user profile, which includes:

1. Full name
2. Electronic Data Interchange Personal Identifier (EDIPI)
3. Country of citizenship
4. Account type (government service civilian, officer, enlisted, etc.)
5. Pay grade
6. Duty station (free text)
7. Primary organization (MHS filtered down to the most pinpoint organization loaded in the DHA LMS organizational structure)
8. Secondary organization
9. Email contact information

NOTE: Job role or title information is not included in the JKO profile data.

Standard reports include:

1. Audience Course and User Count: LMS audience list with the number of courses and the number of users. You can drill-down on the courses and users to display the list.
2. Course Survey Information: This group report provides raw survey information for the selected courses. Courses must utilize the LMS survey module functionality to appear on the list (third party survey tools are not available). Survey information is



separated by two tabs: Short Answer Responses and Free Text Responses. Survey data includes: question order, question, response, and completion date.

3. Course Test Data: This report provides raw test information for the selected courses. Course tests must utilize the LMS test engine to appear on the list (internal courses tests are not available). Test data includes: date, type (pre or post), number of attempts, grade, and whether or not the individual passed.
4. Enrollment Search: There are seven tabs under this report, allowing elevated users to further filter their report by:
 - a. Course or Courses
 - b. User
 - c. EDIPI
 - d. Primary Organization
 - e. Primary or Secondary Organization
 - f. Audience (Assigned Courses)
 - g. Audience (All Courses)
5. Organization and Members: This report provides information about the organizational structure set up in the DHA LMS, including personnel assigned to those organizations. It is filterable by organizational name.
6. Users: This report provides information on all LMS users and is filterable by role, account type, Service, category, and whether or not the account is active or inactive.

More information can be found in the [JKO Report Builder User Guide](#).

Training on the DHA LMS

Can the DHA LMS support live virtual training?

This is done most commonly in JKO using [Defense Collaboration System \(DCS\)](#). Information to help users with the features and functions of DCS can be found on the [DCS](#) site. Other meeting platforms can also be utilized. Course owners are encouraged to first ensure that the platform is accessible from a government network before deciding to use it.

Where can I find training for the Defense Collaboration System (DCS)?

Training for DCS is available 24/7 on the DCS site or by contacting the [DCS Service Support Desk](#) or by calling 614-692-0032 (DSN 312-850-0032).



Does the DHA LMS support mobile learning?

It supports mobile learning for unclassified training.

Can the DHA LMS host training specifically to meet local requirements?

Requests to host local training on the DHA LMS first must be approved by either the DHA LMS Service Representative or the DHA LMS Manager for any organization not assigned to a Medical Service. All web-based training courseware must meet Joint Staff requirements before it can be assigned a course number and placed in the DHA LMS course catalog. Courseware or other products that do not meet these requirements may be placed in a Community of Interest if there is no requirement to track or report on its use. Please contact the [DHA LMS Manager](#) for specific information on minimum requirements to host a course.

Can I use the DHA LMS to conduct online exercises for my organization?

This may be accomplished using the [JKO Small Group Scenario Trainer](#) capability.

Can our organization purchase a commercially produced online course and place it on the DHA LMS?

It depends on whether the vendor will provide the Government with the courseware files or not. Vendors must be willing to do this to allow JKO to address performance issues (not content issues) as they arise. Courseware that is proprietary in nature may not be hosted on JKO or the DHA LMS. More information may be obtained from the [DHA LMS Manager](#).

Can the DHA LMS host media products, such as videos, produced either by the government or commercially?

Yes, with some caveats:

- The products must be government-owned and cannot be proprietary.
- The media must meet all Joint Staff requirements for a web-based training course.
- The media files must be less than 50 MBs in size. With no organic video streaming capability, media files in excess of 50 MBs do not play well on JKO and result in a poor user experience.



Development of Web-Based Courses for the DHA LMS

What are the minimum standards to which a web-based training course must be built for it to be hosted on the DHA LMS?

At a minimum, web-based training courses must be interactive, SCORM 2004 conformant, 508 compliant, and include pre-test-out options associated with course training learning objectives, checks on learning, professional narration (running Adobe Audition software, DBX286a vocal strip and Audio Technica AT2020 microphone equipment), high quality graphics (high resolution photographs, hand drawn illustrations, action scripting), post-test with remediation options, surveys, tailorable programming (HTML and Java Script) for completion certificates and course adjustments.

There can be ****NO Flash**** elements in a WBT course file. Adobe is retiring Flash in 2020 and all WBT courses that contain it need to update the course to HTML5.

Can the DHA LMS support continuing education requirements?

The DHA LMS hosts courses that provide continuing education (CE). However, please note that the DHA LMS program office does not administer or manage any CE. The extent to which this is done is limited with the creation of a customized course completion certificate that indicates an individual has received CE. Course owners are required to manage all aspects of what is required to maintain course accreditation.

What is the process to get new training developed and hosted on the DHA LMS?

Please refer to the [DHA LMS SOP](#) for a complete explanation of the processes to review, approve, and fund requests for new content development.

Can I build my own courses for hosting on the DHA LMS?

Yes, within the confines of the business rules and standards outlined in the [DHA LMS SOP](#). Proponents who build their own courses are solely responsible them. Organizations planning to use their own government or contract courseware developers are advised to contact the [DHA LMS Manager](#) as early in their process as possible to discuss their requirements to obtain specific information on requirements for courseware to be hosted on the DHA LMS.

What is JKO Course Builder?

JKO Course Builder is a government-owned web-based training content authoring application specifically designed to create courses that are playable on JKO. Please note that JKO Course Builder is in the process of being upgraded and JKO does not recommend its use at this time.



What is Nemesis?

[Nemesis](#) is JKO's test server. Individuals can self-register for a Nemesis account using their CAC. More information can be obtained by contacting the [DHA LMS Manager](#). Requests for elevated Nemesis system privileges must be submitted to [JKO](#).

Costs for Using the DHA LMS

What is the cost to develop a new online course?

The specific cost to develop new online courses can vary widely, depending on what is required. Proponents for new training are encouraged to contact the [DHA LMS Manager](#) to begin that discussion as early as possible in their planning cycle.

Will there be a cost to maintain training or update it once it is on the DHA LMS?

There may be, depending on the level of effort required. Please consult with the [DHA LMS Manager](#) for more specific information.

Communities of Interest on the DHA LMS

What is a Community of Interest?

The DHA LMS's Community page is structured utilizing Communities of Interest, or COIs, to group training, store documents, and collaborate. Additional information can be obtained from the [DHA LMS Manager](#).

Can I manage a COI for my organization?

Yes. Please contact the [DHA LMS Manager](#) for more information.