

NEW USER ACCOUNT REQUEST INSTRUCTIONS FOR THE DHA LMS

New DHA LMS (JKO) accounts may be created by:

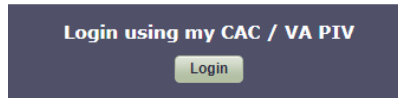
1. The CAC/VA PIV login (self-registration login)
or
2. Government Employee sponsorship (username/password login)

Note, ensure your profile settings are correct and up to date. Check with your local Training Coordinator if you are not sure which Primary Organization to select.

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1. The CAC/VA PIV login

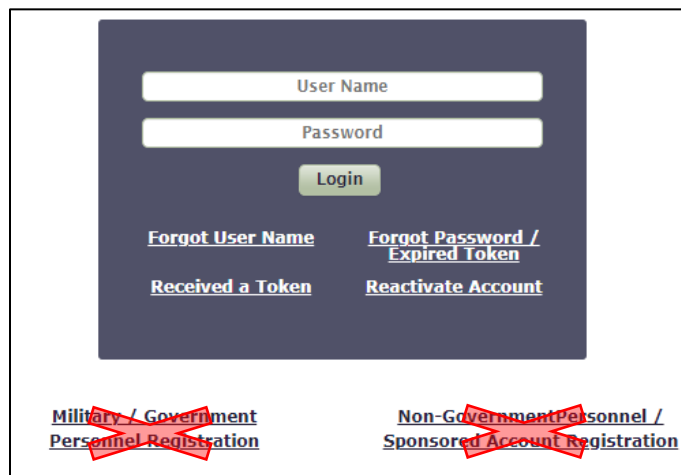
- a. Click the login button on the DHA LMS portal page (<https://jko/iten.mil/mhs>) and follow the prompts.



- b. If you have a **sponsored account** (login with username and password only) and are logging in for the first time via CAC...**STOP**. Contact the DHA GSC to have your DoDID or EDIPI information added to your profile.

2. Government Employee sponsorship.

- a. Sponsored account requests may only be submitted by a government civilian or a military member. Contractors may not submit their own requests.
- b. **Do not use the registration links on the JKO login page to request JKO accounts.** These requests will be sent to the wrong helpdesk for MHS/DHA users.



- c. Your Government sponsor must submit your request directly to the DHA Global Service Center (DHAGSC) via the DHAGSC portal at this link:
https://mhsservicehelpdesk.servicenowservices.health.mil/csm?id=sc_cat_item&sys_id=222167c4dbe3b8500c8a7d5a3296191a
- d. Alternate account request: your sponsor may email a PDF sponsored account form to the DHAGSC (use the DHAGSC portal whenever possible) and using the embedded instructions on the form.
https://ikosgst.iten.mil/access/content/group/36da0c3a-dd9a-4e7b-bd9c-7fb26292f726/Sharing/DHA_LMS_Sponsored_Account_Request_Form.pdf

Contact the DHA Global Service Center for assistance: [DHAGSC Portal \(health.mil\)](#), phone: 800-600-9332, or email: dha.ibsa.i-6.mbx.mhs-service-desk@health.mil (dhagsc@health.mil)