

Short Course Technology Requirements

PLEASE READ THE FOLLOWING AND COMPLY PRIOR TO TRAVEL TO TJAGLCS

1. Bring a wireless capable laptop to access course materials on JAGU. Take steps NOW to identify and test the laptop. You are HIGHLY encouraged to bring a personal laptop.
2. If you are NOT associated with the Army, ensure you have an AKO account (Army Soldiers and DA civilians already have AKO accounts). See attachment 1 for information on requesting an AKO account.
3. If your laptop does not have a CAC reader, know your AKO username and password so that you can manually log on to JAGU. See attachment 2 to confirm your AKO username and password.
4. Ensure the wireless function on your laptop is enabled/functional. See attachment 3 for more information.
5. Disable VPN on your laptop/tablet. See attachment 4 for more information.
6. Ensure your laptop has updated DoD certifications. See attachment 5 for more information.
7. Test your device prior to travel. Ensure your device can access JAGU wirelessly. Once in JAGU, self-enroll in your short course based on previous instructions from the course manager.

Attachment 1

AKO ACCOUNTS

The below instructions will walk you through the process of creating or reactivating an AKO account. If you need further assistance obtaining an AKO, or encounter any issues during the process, contact the AKO Helpdesk at 866.335.2769. TJAGLCS cannot reset or create AKO accounts.

Reactivating an AKO Account

If you had an AKO or DKO at some point in the past, it will need to be reactivated. Reactivations cannot be initiated online. To reactivate, you must call AKO's Helpdesk at 866.335.2769. When calling, provide AKO with your sponsor's AKO username. Your short course manager will provide you with an AKO sponsor username.

Creating a New AKO Account

1. Go to AKO at <https://www.us.army.mil>
2. Click on the **I Accept** button after reading the agreement.
3. Click on **Register with a CAC**.

NOTE: If you do not have a CAC, click the tab "I don't have a CAC/PIV" and follow the instructions for creating an AKO account as a new user.

4. Enter your Social Security Number and click **Next**.
5. Select the account type (usually **Guest Active Service** for military and **Guest Civilian** for civilian employees).
6. Enter your sponsor's AKO information. Your short course manager will provide you with an AKO sponsor username.
7. Enter your DOB and click **Next**.
8. Enter your user information and click **Next**.
9. Enter an external email address and click **Next**.
10. Enter your organizational information and click **Next**.
11. Set your password and complete the security questions/answers and click **Complete Registration. (NOTE: Remember your password!!)**
12. Print the confirmation screen for your records.

Your registration should now be complete.

You will receive a confirmation e-mail to your '.mil' account informing you that your AKO account has been created and will be ready for use within the hour.

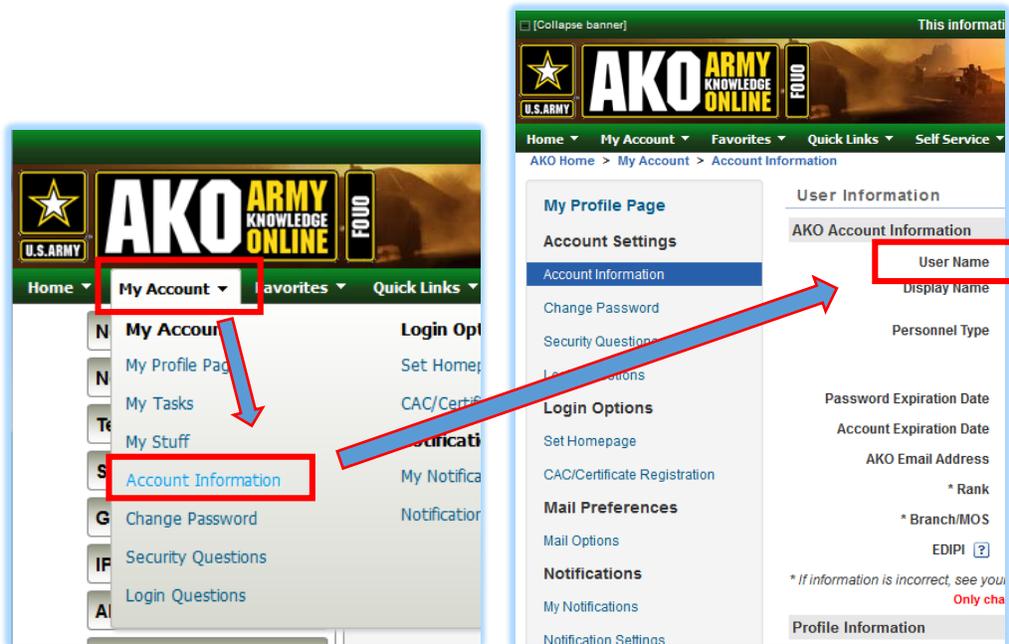
Attachment 2

Locating your AKO User Name and Resetting Your Password

(Note: You must do this with your CAC at a CAC-enabled computer)

Locating your AKO User Name

1. Login to AKO (<https://www.us.army.mil>) with CAC (Common Access Card).
2. Go to **My Account > Account Information**.
3. The AKO Account Information page will display your AKO User Name



Resetting AKO Password

1. Login to AKO (<https://www.us.army.mil>) with CAC (Common Access Card).
2. Go to **My Account > Account Information**.
3. Click **Change Password**.



END

Attachment 3

Wireless Access

TJAGLCS offers free wireless access to course attendees. Upon arrival, you will be provided with the wireless network username and password.

You must ensure you can connect to external wireless networks PRIOR to your arrival. **Failure to test your device before traveling may result in an inability to access the TJAGLCS wireless network and course materials.**

1. Attempt to connect to a new wireless network before traveling. For example, test your connection at a restaurant, hotel, or home wireless network.
2. If bringing a gov't laptop, ensure you have rights/permissions to enable the wireless setting on the gov't laptop.
3. Ensure that you can connect to new networks. Some gov't PCs are set to only connect to preset networks.

Attachment 4

VPN Access

You MUST be able to disable your VPN connection in order to connect to the TJAGLCS wireless network. Some gov't laptops/tablets do not allow non-admin users to disconnect a VPN.

You must ensure you can disable your VPN PRIOR to your arrival. TJAGLCS cannot disable your VPN. **Failure to test your device before traveling may result in an inability to access the TJAGLCS wireless network and course materials.**

1. If bringing a gov't laptop/tablet, ask your IT shop if the laptop has a VPN enabled. If so, ask that they disable it before traveling.
2. If bringing a personal laptop/tablet, ensure the VPN can be disabled before traveling.

Attachment 5

Installing Department of Defense (DoD) Certificates

If you are not able to access JAGU or any other secure .mil website, you may need to install the latest DoD certificates.

“How do I know if I need to install the DoD certificates?”

Typically, you are presented with error messages stating: *This page cannot be displayed* or *This site is not trusted*. This seems to happen more with Windows users on Internet Explorer (IE) 10 or higher.

To install DoD certificates:

1. Go to DISA's website (http://iasecontent.disa.mil/pki-pke/InstallRoot_4.1x64.msi)
2. Download the Install Root 4.1 file.
3. Once downloaded, open and run the file. Follow the on-screen instructions to install the certificates.
4. Once installed, close all browsers, reopen and try accessing JAGU (<https://jagu.army.mil>)

NOTE:

- Installing DoD certificates is common practice; however, install at your own risk.
- If using a gov't PC, have your IT department install the certificates prior to traveling.