



## Accessing DTS on a Mac Computer

*\*Note: If you continue to have issues after following these instructions, please contact the Travel Assistance Center by submitting a help desk ticket through the Tickets section of [Travel Explorer \(TraX\)](#) or by calling 1-888-Help1Go (888-435-7146).*

### I. Issue

Accessing DTS on a Mac computer has a number of notable differences from accessing DTS on a PC. The main differences are:

1. DBsign displays the DOD Email certificate as an option rather than just the required DOD ID certificate.
2. There is no “Clear SSL State” option.
3. OSX does not have native smartcard drivers.
4. Safari is the only browser option (Chrome and Firefox will not allow access to DTS on a Mac).

DTS requires that users choose their DOD ID certificate (or similar PIV certificate) when logging in. Mac users who select the DOD Email certificate are ‘locked’ into that choice and receive “Technical difficulty” errors. The method to reset this incorrect certificate choice requires the Keychain application and can be confusing to use.

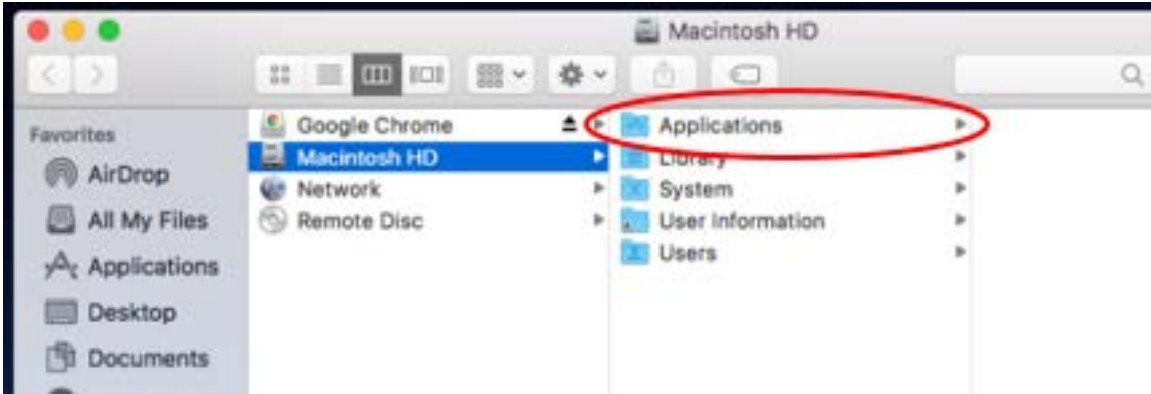
These issues can be spotted and/or resolved (with the exception of #4) using the below workaround.

### II. Workaround

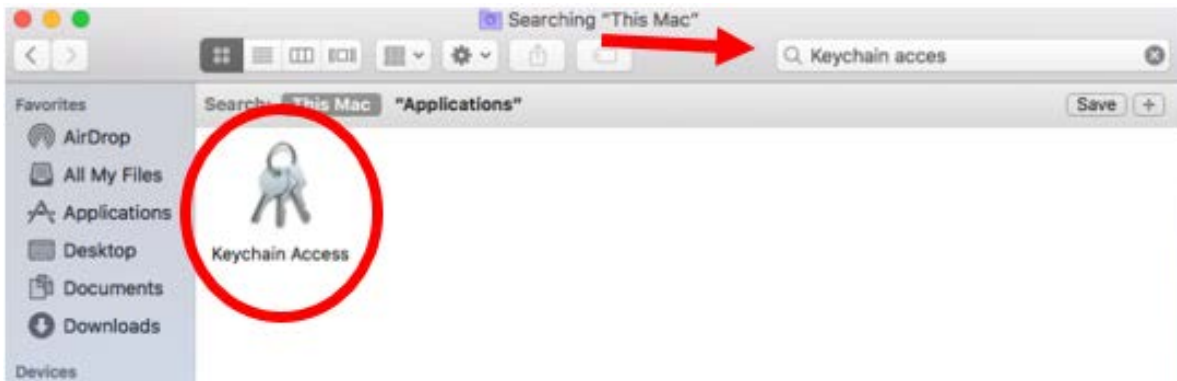
1. Select the **Finder** Icon listed on the desktop.



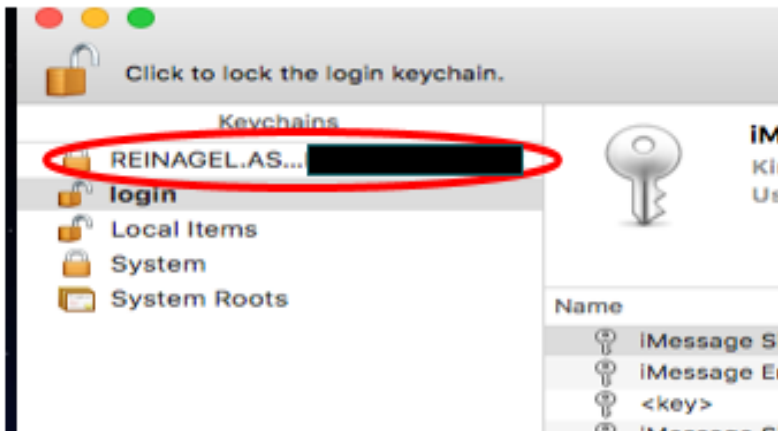
2. Once in the Finder, Select the Applications folder.



3. Locate or search for "Keychain Access" and select it.

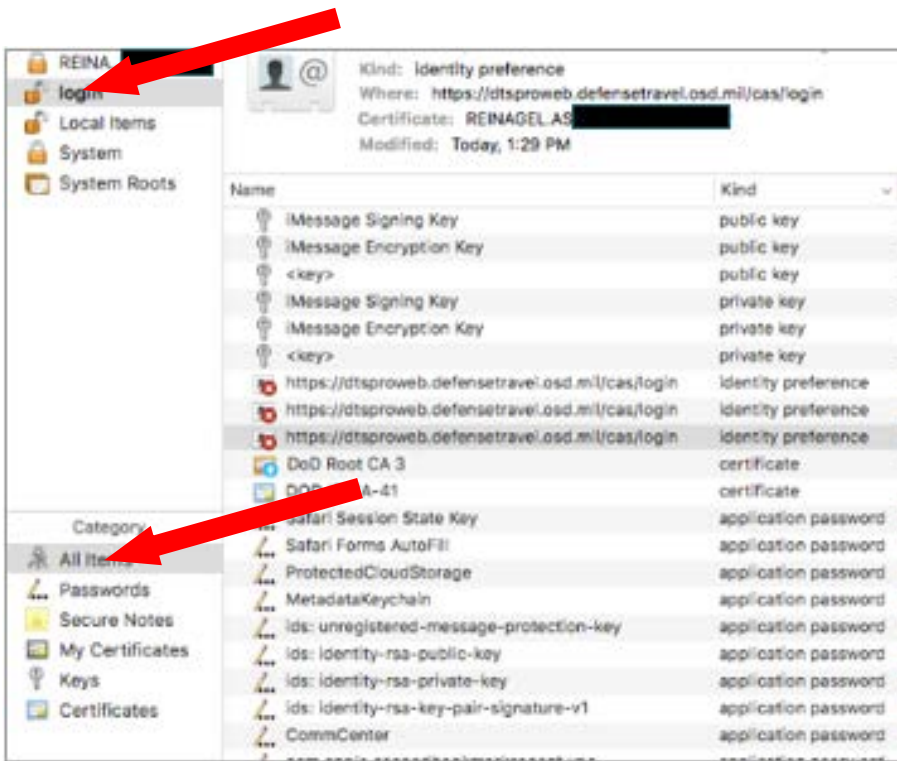


4. Once in the Keychain, verify your name is listed above "login".

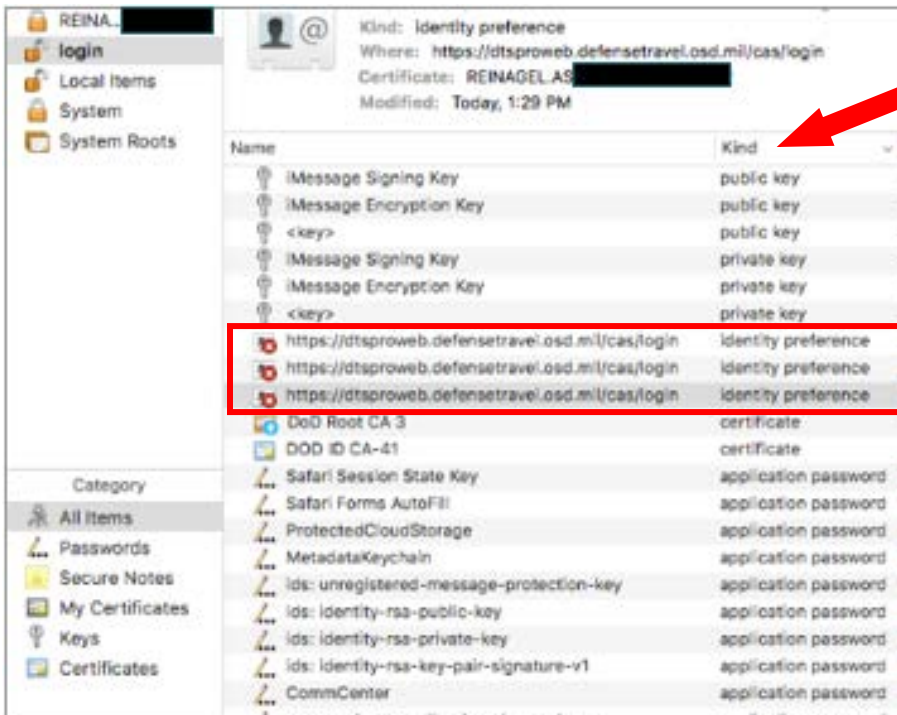


If your name does not appear as shown, or displays the letters "NG####...", your Mac requires the installation of a smartcard driver such as **CACKEY** (recommended). These drivers can be found online, or you may contact TAC for further assistance.

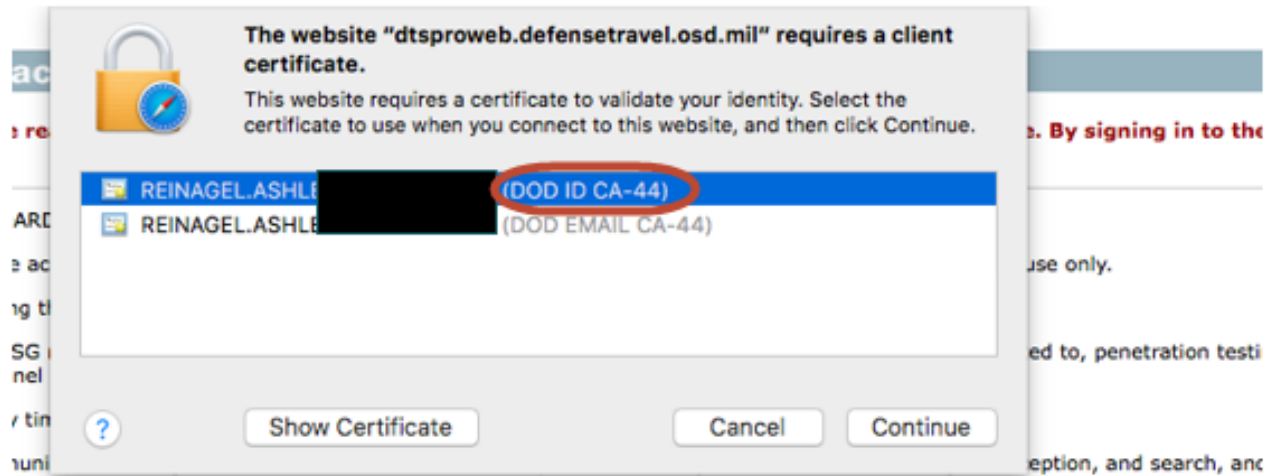
- 5. Select the **Login** option in the Keychains section and then the **All Items** option in the under Category section.



- 6. Select the **Kind** header to display the list alphabetically by Kind, then search or and **delete** all **identity preference** items for **https://dtsproweb.defensetravel...**



- 7. You will now be prompted for your certificate when logging in to DTS again. In order to access DTS, it is important that **DOD ID** certificate is selected.



5 includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit. Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the information to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communication is not intended for details.