CHAPTER 2: GETTING STARTED WITH DTS

Logging in to the Defense Travel System (DTS) for the first time begins with certifying that an individual is authorized to use the system. After completing a registration procedure, the individual will be an authorized DTS user.

This chapter covers the following topics:

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1 Common Access Card (CAC)</td>
<td>2-1</td>
</tr>
<tr>
<td>2.2 Account Activation</td>
<td>2-4</td>
</tr>
<tr>
<td>2.2.1 How to Activate a DTS Account</td>
<td>2-4</td>
</tr>
<tr>
<td>2.3 Dual Profile</td>
<td>2-5</td>
</tr>
<tr>
<td>2.4 Error Messages</td>
<td>2-7</td>
</tr>
<tr>
<td>2.5 Troubleshooting</td>
<td>2-8</td>
</tr>
<tr>
<td>2.6 Log Off DTS</td>
<td>2-9</td>
</tr>
</tbody>
</table>

2.1 Common Access Card (CAC)

The Common Access Card (CAC) is a U.S. Department of Defense (DoD) smart card issued as standard identification for active-duty military personnel, reserve personnel, civilian employees, non DoD government employees, state employees of the National Guard, and eligible contractor personnel.

The CAC is used as an identification card as well as authentication to allow access to the Defense Travel System (DTS). The CAC provides encryption and cryptographic signing of documents in DTS and facilitates the use of public key infrastructure (PKI) authentication tools, and establishes an authoritative process for the use of identity credentials.

Follow the below steps to log in to DTS:

1. Insert the CAC into the CAC reader.

The CAC must be left in the CAC reader for the entire DTS session. The system will read from the reader periodically. If the CAC is not in the reader, an error message will display.
2. Select the green **LOGIN TO DTS** button located near the center of the DTS Home page (Figure 2-1).

![DTS Home Page](image-url)

**Figure 2-1: DTS Home Page**
Chapter 2: Logging in to DTS

The DoD Privacy and Ethics Policy statement displays (Figure 2-2).

![Figure 2-2: DoD Privacy and Ethics Policy Statement](image)

3. Read the policy and select **Accept**. Selecting **Decline** will return the user to the DTS Home page.

The DTS Secure Login screen opens.

4. Enter the PIN in the **PIN** field.

A user may enter their PIN incorrectly up to three times before locking them out of the system. If this happens, the Local Registration Authority (LRA) must be contacted to unlock the CAC.
5. Select **OK**.

**Note:** Users who prefer to use a soft certificate should contact their LRA for further guidance.

### 2.2 Account Activation

If the user ID has been activated previously in DTS, the log-in process will continue. If the user ID has not been activated, the User Activation screen will open (Figure 2-3).

The CAC contains the user ID. Section 2.2.1 explains how DTS confirms identity by matching the user ID to the Social Security Number (SSN) that is stored in the database.

#### 2.2.1 How to Activate a DTS Account

Follow the below steps to activate an account.

1. Enter the SSN in the **Enter Social Security Number** field.

2. Re-enter the SSN in the **Re-enter Social Security Number** field.

3. Select **Submit**.

   DTS searches the database for the SSN. If the SSN is located, the system determines whether or not it has been activated. DTS verifies if the last name that corresponds to the SSN in the database matches the last name stored on the digital certificate. If these elements match, DTS will update the user ID information in the database.
After the user ID is updated, the DTS User Welcome screen opens (Figure 2-4). The default values for the user are listed on the screen. These are based on the permissions and access granted by the organization’s DTA. If more permission or access is needed, contact your DTA.

![DTS User Welcome Screen](image)

**Figure 2-4: DTS User Welcome Screen**

If DTS finds the SSN in the database, but the last name does not match the digital certificate, or if the user ID field is already populated, an error message will display (See Section 2.4).

If DTS does not find the SSN, the user must complete Self-Registration. See Appendix A for guidance on receiving self-registration requests.

### 2.3 Dual Profile

If the traveler is employed with the DoD as a civilian and is also a member of the Reserves or National Guard, or if a user is located at a service/agency DTS office, they may need two or more profiles in DTS. When users with dual profiles log into DTS, the DTS User Welcome Screen will display a Reset Profile button that allows the user to reset or change their profile (Figure 2-5).
To activate a different profile, select Reset Profile. The Reset Profile window opens (Figure 2-6). To proceed with resetting the profile, select **Continue**.
The user will be logged off DTS. To activate the alternate profile, the traveler will have to log in again. The User Activation screen opens (Figure 2-7). Enter the correct SSN to activate the new profile.

![User Activation Screen](image)

**2.4 Error Messages**

If a log-in attempt is unsuccessful, any of the error messages listed below may display.

The User Activation message displays if the values entered in the Social Security Number (SSN) fields do not match (Figure 2-8).

![User Activation Message](image)

Resolve by entering the correct SSN in both of the fields and select **Submit**.
Chapter 2: Logging in to DTS

The Invalid or Expired Certificate Message (Figure 2-9) and the Account Locked or Not Found or Certificate Revoked Message (Figure 2-10) are other Login Error Messages.

Figure 2-9: Invalid or Expired Certificate Message

Figure 2-10: Account Locked or Not Found or Certificate Revoked Message

Resolve by contacting the LRA or the Verifying Official for assistance.

2.5 Troubleshooting

If you encounter a problem during the login or authentication process, try to resolve the problem by following the actions shown below.

- Insert the CAC before selecting the LOGIN TO DTS button
- Make sure that the CAC remains securely in place the entire time when using DTS
- Enter the PIN when the Digital Signature Login screen opens

If an error occurs during the authentication process, either a numbered error message or an un-numbered error message will display to alert the user that the connection will be terminated. Regardless of the type of error message, select OK to start the process again. If the problem persists, contact your local help desk or the Travel Assistance Center (TAC).
2.6 Log Off DTS

Remember to log off DTS at the end of a session. Complete the below steps to close screens and exist DTS:

1. To exist from any DTS screen, select **Close** when available. Select the x in the top right corner of the browser screen if a Close button is not available.

2. To exit DTS completely, select **Logoff** on the banner at the top of the DTS User Welcome screen.