

## APPENDIX J: Help Process

This appendix contains guidance for the Help process at the User, Local, and Enterprise levels. Lead DTAs are typically responsible for developing local policies and procedures for use at the Traveler and Authorizing Official (AO) levels.

### J.1 User Support

**DTS Online Help** - When logged into DTS, select the **Help for This Screen** link in the upper right corner. This opens a pop-up window, which provides a detailed explanation of how to use the current screen. This feature is available on every DTS screen.

In the pop-up help window, the user may select any hyperlinked text to view more information on a specific topic or select See Table of Contents to search the entire DTS Help database.

**Travel Explorer (TraX)** - Travel Explorer offers a centralized source of travel information including frequently asked questions (FAQs) on commercial travel management, training, and Defense Travel System (DTS) topics. To view all FAQs or search for a specific answer, select the Knowledge Center icon on the TraX Home Page.

To access TraX, users must first register through Passport ([www.defensetravel.dod.mil/Passport](http://www.defensetravel.dod.mil/Passport)), the DTMO's web portal.

#### **While traveling:**

The Commercial Travel Office (CTO) typically provides a 24/7 toll-free number for assistance on specific trips. The business rules established for their contact and major customers (base, post, camp, station) provide additional information on procedures.

### J.2 Local Support

Typically, the Lead DTA for a site is responsible for local level support. This local subject matter expert will assist with problems or refer the user to enterprise level support for assistance. Contact information for local level Help support can be found by using the links located on the DTMO's DoD Center for Travel Excellence Home page ([http://www.defensetravel.dod.mil/Sections/HD\\_Main.cfm](http://www.defensetravel.dod.mil/Sections/HD_Main.cfm)).

### **J.3 Enterprise System**

The Travel Assistance Center (TAC) is available to all DoD travelers 24 hours a day, seven days a week including federal holidays. The TAC also provides after hours assistance to those performing recruit travel.

The TAC can be contacted by calling 1-888-Help1Go (888-435-7146) or by submitting a help desk ticket through the Tickets section of TraX. If calling from overseas, use DSN 312-564-3950.

The tickets feature in TraX maintains a record of all call center tickets and provides the capability to track progress of tickets from creation to resolution. In addition, the traveler can access self-help resources such as Frequently Asked Questions (FAQs), user guides, and computer-based training aides through the Knowledge Center and Training section in TraX.

The TAC offers Outreach calls designed to inform and educate the DoD travel community about issues and topics related to DTS.

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