**DEFENSE TRAVEL
MANAGEMENT OFFICE**

Defense Travel System
A New Era of Government Travel

Instructions for Resolving DTS Log in Issues

If you are encountering issues logging in to DTS, please take the following steps. If you are still having issues logging in after completing these actions, please contact the Travel Assistance Center by calling 1-888-Help-1-Go (888-435-7146) or by submitting a help desk ticket through the Tickets section of Travel Explorer (TraX) (www.defensetravel.dod.mil/passport). If calling from overseas, use DSN 312-564-3950 or dial 809-463-3376 (wait for the beep) then dial 1-888-Help1Go (888-435-7146).

I. GENERAL INSTRUCTIONS

If you receive a blank page with the DTS logo at the top and the status bar in the lower left corner (that indicates that the page load has completed by displaying the word "Done"), you should:

1. Uninstall and re-install JAVA
    a. Open the Control Panel by clicking the Windows Start button, then Control Panel.
    b. Go to *Add/Remove Programs* or *Programs and Features* depending on the operating system.
    c. To uninstall Java, highlight each item that has Java in its title, then click the "Remove" button.
    d. Go to www.java.com and click the button "Free Java Download," which will install latest version of JAVA.

2. Ensure that JAVA version 1.6 was successfully installed
    a. On the internet web browser top toolbar, go to TOOLS>INTERNET OPTIONS>ADVANCED and ensure that the JAVA box is checked.

***If you do not have administrative rights to install or uninstall programs, contact your local IT department to complete these actions for you.

If you receive a "Problem getting security information from computer" or "Certificates are invalid or expired" error message, you should:

1. Remove all old certificates
    a. On the internet web browser top tool bar, click on TOOLS>INTERNET OPTIONS>CONTENT>CERTIFICATES
    b. Highlight the certificates then click the "Remove" button.
    c. After they have been removed, reload the certificates again using Active Client software. If you have problems reloading the certificates, please create a ticket with the TAC as described in the last paragraph above.

2. Delete the applet for DBsign Universal Web Signer that was installed on the computer

a. For XP users, delete the "Gradkell Systems Inc." folder. This folder is located at C:\Documents and Settings\(username)\Application Data\ and can be deleted by navigating to that location using Windows Explorer.

b. For Vista and Windows 7 users, delete the "Gradkell Systems Inc." folder located at C:\Users\(username)\AppData\LocalLow\. That folder should be deleted using Windows Explorer as described above.