



Information Paper:

Having and Using Multiple Profiles in DTS

Background

In order to access the Defense Travel System (DTS) an individual must have an established personal profile associated to an organization. DTS limits the number of personal profiles an individual may obtain to enter the system and only permits one profile per assigned organization. Imposing profile restrictions reduces the potential for fraudulent DTS use and increases DTS audit compliance. This information paper explains the rules for having and using multiple profiles.

The available types of DTS profiles are:

- **User/Traveler profile:** Provides DTS access for individuals traveling on official DoD business containing data necessary to support reservations and payment processing.
- **User profile:** Provides DTS access for individuals who do not travel on official DoD business containing only the basic account data. Typically, this profile type is for those who serve in a support role such as Defense Travel Administrators (DTAs).

For more information about profiles, see the [DTA Manual, Chapter 7: People](#).

**In this information paper, unless stated otherwise, “you” are a traveler; however, the actions described also apply to anyone who creates documents for you, such as a Non-DTS Entry Agent or travel clerk.*

Maximum Number of User/Traveler Profiles

The maximum number of personal profiles an individual may hold varies based on the profile type and the established date of the profile (the profile restrictions began in August 2015). Limits are:

1. **User/traveler profiles created in August 2015 or later:** Most Military members and DoD civilians require one user/traveler profile per Common Access Card (CAC). The exception is the Reserve Component (RC) – that is, National Guard or Reserve – members who may acquire a second user/traveler profile. The maximum number of user/traveler profiles a person may obtain is two and the profiles must reside in different DTS organizations. Therefore, Reserve Component (RC) profiles incorporate a special identifier with the SSN to distinguish the secondary from the primary profile. For more information about secondary profiles, see the [DTA Manual, Chapter 7: People](#).



**Maximum
Number of
User/Traveler
Profiles
(continued)**

2. **User/traveler profiles created before August 2015:** All profiles created before August 2015 remain in their existing organizations as is unless a profile update, activation, or import forces the system to perform a “maximum number of profiles” validation check. Once the check occurs, the profiles are subject to the limitation rules.

Note: DTS profiles contain a unique identifier (SSN) and the system will not allow duplication of the same SSN. This deliberate system control ensures alignment with auditability rules and is why a user profile and a user/traveler or two user/traveler profiles belonging to the same person may not exist in the same DTS organization. To ensure compliance, secondary profiles for Reserve Component (RC) members or administrators include a special identifier with the SSN. **Note:** Follow your local business rules for establishing and tracking administrator user profiles.

**Creating a DTS
Profile**

There are two methods for creating DTS profiles:

1. **Self-Registration:** You may create your own profile, which a DTA must validate through the self-registration process. To start that process, try to log onto [DTS](#). When the system determines you do not have an active profile, the **Activate Account** screen (Figure 1) displays. Enter your Social Security number (SSN) twice (straight numbers). If you want to create a RC profile, select the **Reserves/National Guard** checkbox; otherwise, leave the checkbox empty. Then select **Activate Account**.

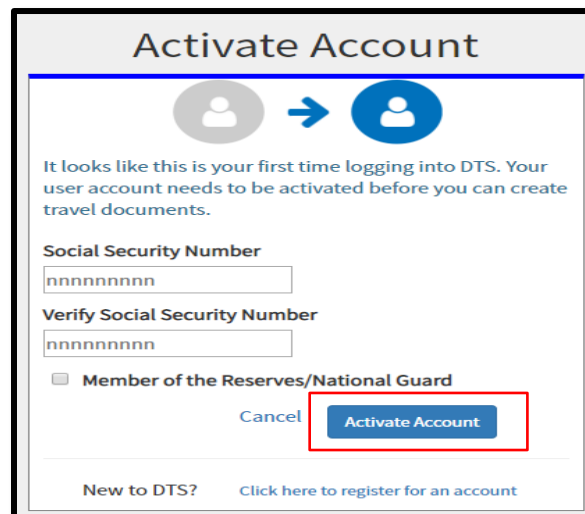


Figure 1: Activate Account Screen



Creating a DTS Profile (continued)

The **DTS Dashboard** opens providing the option for account creation. Select the quick link (Figure 2) to access the **Self Registration Tool** to provide account information, for submission to the DTA for profile acceptance.

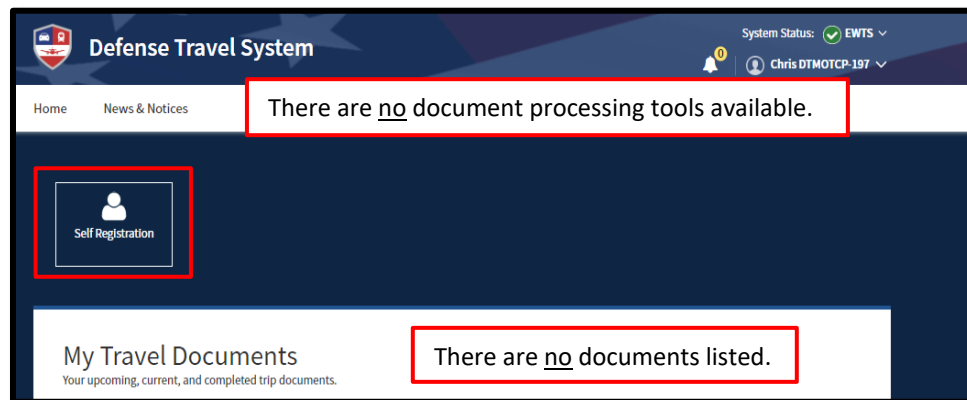


Figure 2: Self Registration Screen

Note 1: Self-Registration supports establishment of user/traveler profiles. It does not permit submission of user only profiles. See your DTA for a user only profile.

Note 2: Be sure you know the correct assigned DTS organization name to select for the profile before starting the account.

Note 3: Until you establish your account and the DTA accepts the profile, you cannot perform any actions in DTS.

For more details on the self-registration process, see the [DTS Guide 1: Getting Started](#).

- DTA Maintenance Tool:** To create the profile for you, a DTA uses the **DTA Maintenance Tool's People** table. After entering a valid SSN, the DTA must check **Yes** or **No** regarding travel. If you are a **Reserve/National Guard** member, the DTA will check the box (Figure 3) to create a RC profile with a special identifier associated with the SSN. If you are a non-RC member, then the box is unchecked. The DTA enters the required data creating your account. **Note:** Follow your local business rules regarding adding the GTCC and EFT data to a user/traveler profile created by the DTA.



Create Person * Required

SSN: *

Is this person going to travel?: * Yes No

Reserve/National Guard:

Figure 3: Create Person Screen

For more information about DTS profiles, see [DTA Manual, Chapter 7: People](#).

Valid SSNs

DTS only accepts SSNs in the following formats:

1. **User/traveler profiles created in August 2015 or later:** The SSN must contain exactly 9 digits (no letters). DTS validates and enforces this profile format every time at create, update, activate and import actions.
2. **User/traveler profiles created before August 2015:** DTS allows “SSNs” of up to 12 alphanumeric characters, including the common use of “SSN+1” (e.g., 123456789R).
3. **User profile:** Established profiles in August 2015 or later see rule #1. Before August 2015, same rules as #2. However, DTS enforces the 9-digit standard, if a DTA changes the user profile to a user/traveler profile.

Logging onto DTS

If you previously accessed DTS, the system automatically logs you on using your “active profile,” which is the profile you selected the last time you logged into the system. If you do not have an active profile (because either you have not previously used DTS or you used the **Profile Reset** button – see below), you must activate a profile before you may log on. The activation process varies depending on your profile type:

1. **User/traveler profiles created in August 2015 or later:** Enter (twice) your SSN (9 digits, no letters). If you have and want to use a RC profile, check the **Reserve/National Guard** checkbox (Figure 2); otherwise, leave the checkbox empty. Then select **Submit**.
2. **User/traveler profiles created before August 2015:** Enter (twice) the “SSN” or “SSN+1” (see above) that identifies the profile you want to use. **Note:** DTS only enforces the 9-digit SSN standard (see above) for profiles that never logged onto DTS before the implantation audit change.



3. **User profile:** Enter your SSN (twice) and select **Submit**.

For more details on accessing DTS, see the [DTS Guide 1: Getting Started](#).

Switch Between DTS Profiles

If you have multiple profiles and need to access DTS using a profile that is not your active profile (see above), you must first log in using your active profile, so you can switch profiles.

From the **DTS Dashboard**, select your name in the top right corner of the screen, then from the drop-down menu, select **Reset Profile** then **Log Out** (Figure 4).

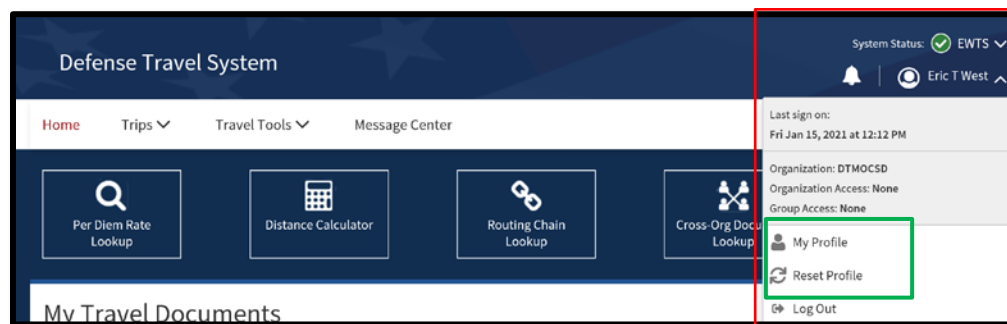


Figure 4: Log in Information - Current Session

When you next log on to DTS, use the account activation process (see above) to activate the desired profile. **Note:** As long as the profile has an assigned organization, meets validation rules, you can access the system. If your account is new, last log on has been 60 days or greater, or your GTCC will expire within 30 days, DTS will prompt you to verify your profile data before proceeding.

For more information about switching profiles, see [DTS Guide 1: Getting Started](#)

Maintaining Multiple Profiles

If you sustain dual user/traveler profiles (e.g., primary and RC member), there a few *key* things to keep in mind.

- If you log into DTS and from the **Dashboard** view your current session, but don't see the option to **Reset Profile** (Figure 3), then the secondary profile is detached from the system. You will need to contact the supporting organization's DTA to **Receive** the profile back into DTS. The DTA should update the profile selecting the **Reset User ID** button (Figure 5) and save the change to prompt account activation at your next log on.



Maintaining Multiple Profiles (continued)

User Specific Data

Organization Access:

Group Access: --Organization Owner Name
--Group Name

Non-editable Permission Level(s):
Editable Permission Level(s): * 0 1 2 3 4 5 6 7 8 9

Approval Override: * Yes No

Manually Entered Transaction: * Yes No

Non-DTS Entry Agent (T-Entered): * Yes No

Debt Management Monitor: * Yes No

It may take up to a day to propagate a user to specific groups in the BI and Reporting Tool, depending on permission levels.

DTA's BI Advanced Reporting Access: No
BI Advanced Reporting Access: * NO

Self-AO Approval: * Yes No

User ID:

Figure 5: Traveler Profile - User ID

- If your last profile log in is with a detached profile, you won't be able to access DTS until that account is received back into the system. The DTA should **Reset User ID** button in the profile, prompting account activation at next log on. Then you can use both accounts.
- The dual profiles are separate identities in DTS. They do not interact. For example, if you receive a new GTCC and you update one profile, the other profile doesn't change unless you access it to make changes. You need to update both profiles individually to update GTCC data and any data, which applies to both such as address, phone number, or EFT. The [Updating Information in a DTS Profile information paper](#) provides more details on this topic.
- At the time of document creation, a copy of the personal profile with key data (e.g., org, routing list) is associated to that trip and remains related permanently. When you log in with the primary account, you don't see trips created with the RC member account. You must use the appropriate profile to access your trips.
- To activate the account, you enter your SSN (twice) and DTS searches for an assigned profile. If DTS does not find an existing account to validate with the CAC (SSN and last name), DTS provides the **Self Registration** option. However, if you know you have a profile, but can't log on to the system, contact your DTA for assistance.
- If you obtain a new CAC, contact the DTA to reset the **Reset User ID** button in the profile. DTS will validate your credentials allowing you system access. If you use one CAC with dual profiles, ensure a reset occurs for both.