**DEFENSE TRAVEL
MANAGEMENT OFFICE**

Defense Travel System
A New Era of Government Travel

Deleting Temporary Internet Files and Cookies

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

After a DTS software release or patch is implemented, some anomalies may arise within documents while attempting to adjust them. This can include saving, adding, or removing expenses under My Expenses. Users may also be unable to see any system changes that were implemented in the latest DTS update. To resolve these issues, the TAC recommends deleting your browser's temporary internet files and cookies after each software release or patch.
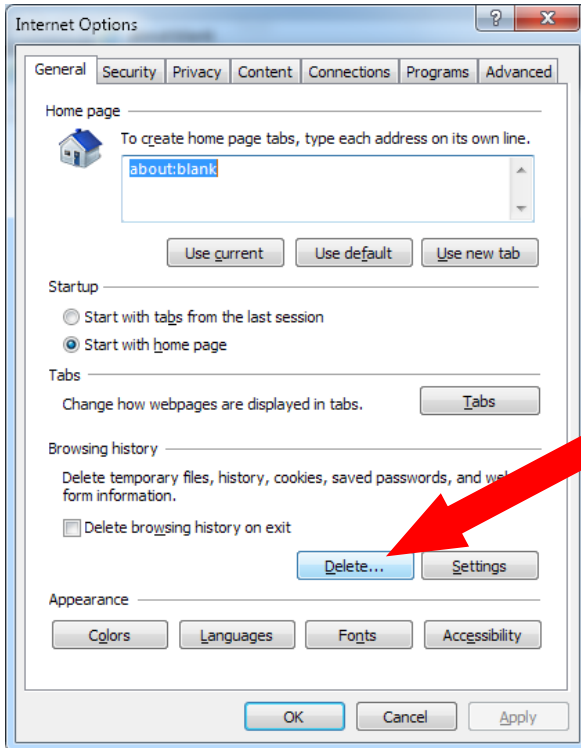
II. Workaround

Note: Pressing "Ctrl-Shift-Delete" while in any browser will allow you to skip to Step 3.

1. While in Internet Explorer, select **Tools** and then **Internet Options**.
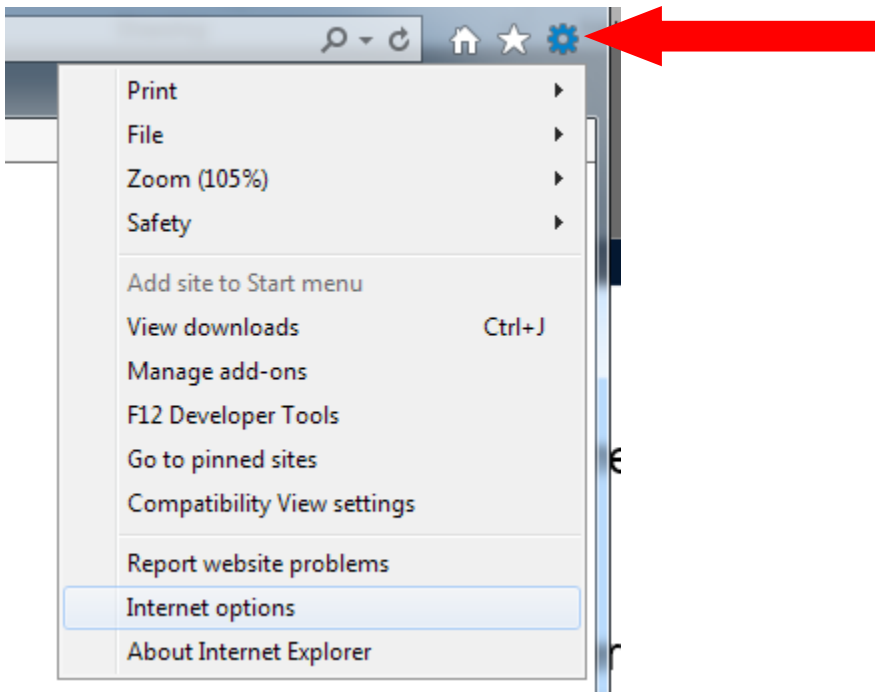
2. Under Browsing History, select **Delete**.

3. **Un**check the box for "**Preserve Favorites website data**", check the box for "**Temporary Internet files and website files**" and "**Cookies and website data**".