



# DEFENSE TRAVEL MANAGEMENT OFFICE

## Live Chat Users Guide

In an effort to improve the customer experience, the Travel Assistance Center has launched a live chat capability to resolve DTS and DTMO Passport login issues. Users will be able to click on a link on the DTS homepage or on the Passport login help screen to connect directly to a TAC analyst who will work with users to resolve login issues. Live chat is available Monday through Friday, 8am-5pm ET.

### I. Using Live Chat

To access chat, click on the “Live Chat” icon on the DTS homepage or on the Passport login help screen to connect directly to a TAC analyst who will work to resolve login issues (see Figures 1 and 2).



Figure 1: DTMO Passport Login Help Button

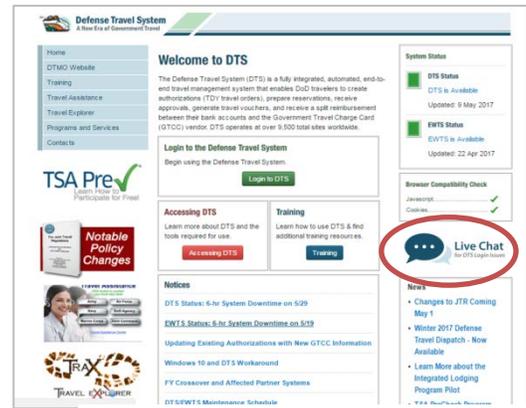


Figure 2: DTS Homepage

Upon selecting the Live Chat icon, you will be directed to the Live Chat splash page (see figure 3) where you are required to select the specific login issue (Passport or DTS) and complete the fields for name, email, and phone number before selecting “Submit Request.” Outside of Live Chat hours of operation, the fields on this screen will be greyed out and indicate that live chat is not available.

Your contact information will be used to create a DTMO Passport account if you do not already have one, and/or to send a copy of the transcript when the chat session has ended.

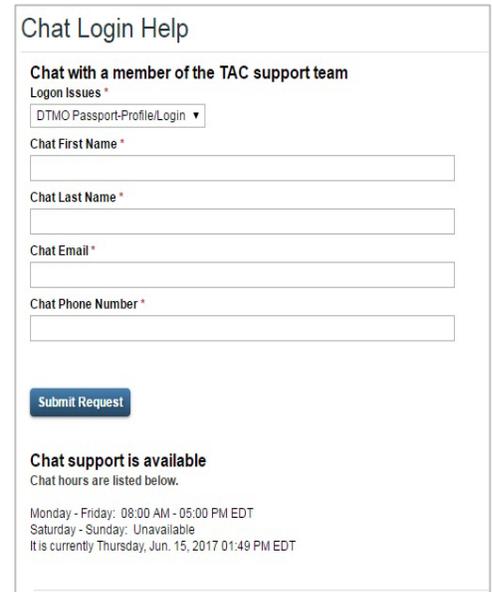


Figure 3: Live Chat Initial Screen

Upon submitting the chat request, a new pop-up will indicate that it is searching for an available analyst and note your number in the queue (see figure 4). When more than one chat user is in the queue, the tool will also display an approximate wait time. If no analysts are available, the message will state that the chat session has been cancelled and to try again later.

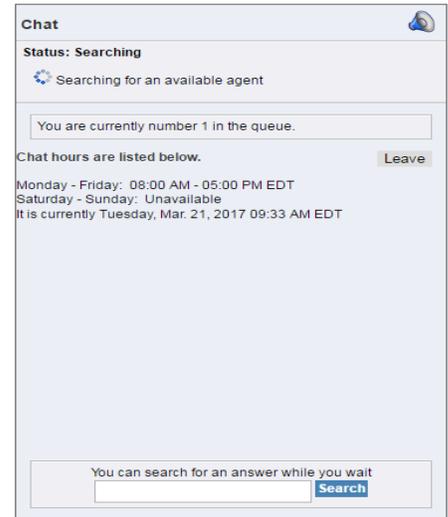


Figure 4: Live Chat Screen

As soon as a TAC analyst is available, the display will indicate the analyst's name and ask how he/she can help you. At this time, you can begin the chat session by typing your message in the text box below the conversation box (see figure 5).

From this screen, you may also attach files to the message, send encrypted information such as PII through the "Off the Record" feature\*, print the conversation for your records or end the chat.

To end the chat, select "Disconnect."

Upon ending the session, a pop-up box will appear with a short customer satisfaction survey. Additionally, you will receive an emailed transcript of the conversation and a help desk ticket with the transcript is created. You can access the "closed" help desk ticket from the Help Desk Tickets screen in Travel Explorer (TraX), [www.defensetravel.dod.mil/Passport](http://www.defensetravel.dod.mil/Passport). If you did not have a Passport account prior to the chat session, one was created for you so that you can access your chat session transcripts.

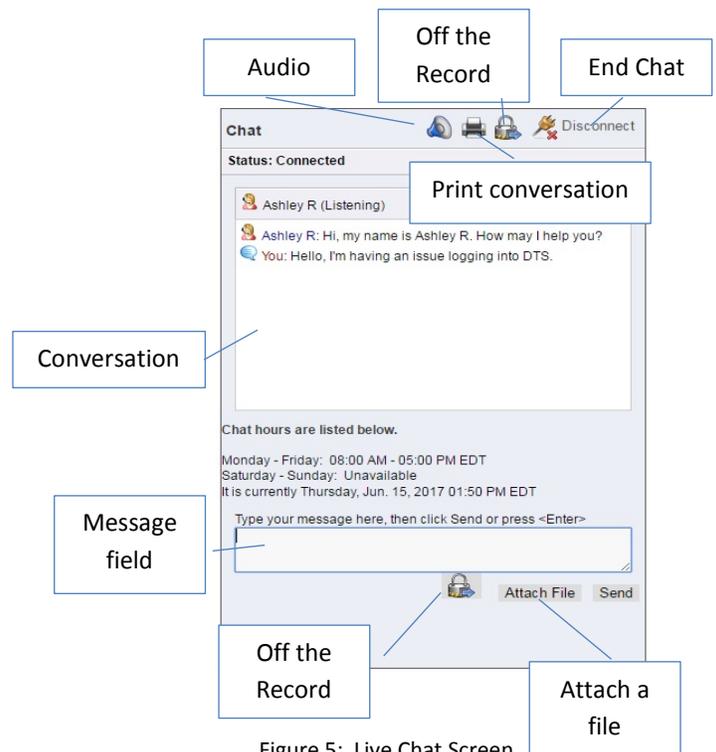


Figure 5: Live Chat Screen

\* Any information transmitted via the "Off the Record" feature is automatically removed from the official transcript.