

Defense Travel System

DTA Manual, Chapter 2: DTS Access

August 12, 2019

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Revision History

Revision No.	Date	Authorization	Revision/Change Description	Page, Section
1.0	4/25/18	Defense Travel Management Office (DTMO)	Change format, updated language & screenshots	All
1.1	6/22/18	DTMO	Update URLs to “https” vs. “http”	Throughout
1.2	8/17/18	DTMO	Update for DTS dashboard	Sections 4-6
1.3	8/12/19	DTMO	<ol style="list-style-type: none"> 1. Update the DTS Homepage 2. Update Activate Account information 3. Update User Information Screen 	Page 5 Page 8 and 9 Page 10

1 Introduction

The Defense Travel System (DTS) is a fully integrated, electronic, end-to-end travel management system that automates temporary duty (TDY) travel for the Department of Defense (DoD). It allows travelers to create authorizations, book reservations, receive approval, generate vouchers for reimbursement, and direct payments to their bank accounts and the Government Travel Charge Card (GTCC) vendor, via a single web portal. DTS is available 24 hours a day, 7 days a week.

The information paper titled, *Defense Travel System Overview*, provides more information on:

- DTS features and benefits
- The trip planning process
- DTS roles
- Training resources, and
- Help support

This chapter provides “getting started” instructions to get you started using DTS. It includes information about:

- The DTS Home Page
- Login Instructions
- Creating and Activating a DTS Profile
- Using Multiple Profiles
- Logoff Instructions
- Helpful References

2 The DTS Home Page

The **DTS Home Page** (Figure 2-1) is located at <https://www.defensetravel.osd.mil/>. From top to bottom, it contains:

1. **DTS and ETWS status icons** (indicator #1) let you know when the systems are working. When a yellow or red icon appears, select it to see specific system statuses.
2. **Travel alerts** (indicator #2), when posted, appear below the status icons to provide immediate information about current critical travel situations.
3. A **Log In** button (indicator #3) allows you to launch DTS – the process may include creating and activating your own DTS account, if necessary.
4. A **step-by-step travel process summary** (indicator #4) is especially useful if you’re new to DoD official travel.

5. **DoD Travel News** and **DTS Notices** (indicator #5) open travel information that – while important – is less urgent than the travel alerts, as well as important information about DTS.
6. **Buttons** (indicator #6) give you fast access to A) DTS Training, B) chat with a TAC (DoD travel Help Desk) analyst, C) TSA’s Pre✓ program, and D) the Joint Travel Regulations.
7. **Links** (indicator #7) lead to additional assistance and travel-related services. **1**

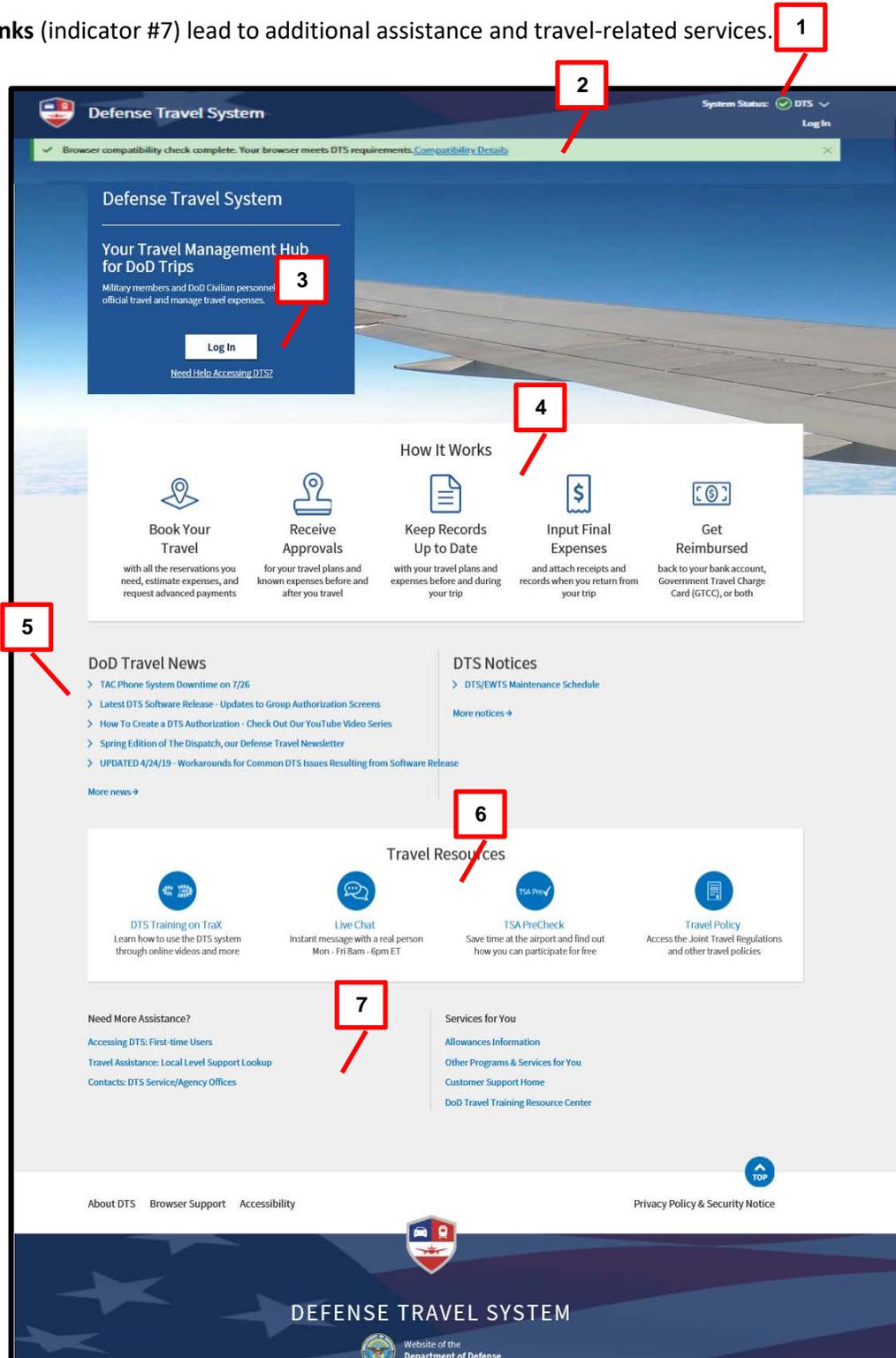


Figure 2-1: DTS Home Page

3 Logging into DTS

You* must have an active DTS profile to log into DTS. Although you can create your own profile as part of the login process, your organization may prefer to have a Defense Travel Administrator (DTA) create a profile for you. Contact a DTA at your site for guidance on this process. DTA contact information is available online at:

<https://www.defensetravel.dod.mil/site/localSupport.cfm>.

Note: In this chapter, “you” are a traveler, although the steps could apply to anyone who needs access to or creates documents in DTS.

The DTS login process is as follows:

1. With your CAC into the CAC reader, select **Log In** in the large blue box near the top of the **DTS Home Page** (Figure 2-1).
2. Read and **Accept** the DoD Privacy and Ethics Policy statement.
3. Enter your **PIN** and then select **OK**. DTS compares the last name and SSN on the CAC certificate against the DTS database to try to find a match. The following results are possible:
 - DTS finds an active account registered under your last name and SSN.
 - The first time you log in, DTS assigns your account a **User ID**, which allows the system to log you on without checking the last name and SSN again. This status lasts until you reset your profile (see Section 5), which deactivates your account. **Note:** For an example of why you might reset your User ID, see Section 7.
 - The DTS Welcome screen opens; go to section 4.
 - DTS cannot find an account registered under your SSN or finds your account, but it is inactive (e.g., if you reset your User ID as mentioned above).
 - The User Activation Screen opens; go to Section 3.1.
 - An error prevents DTS from creating an account for you.
 - DTS displays an error message.

Example: You have a hyphenated last name – Smith-Jones – which is how you (or the DTA) entered it in DTS when creating your account. Unfortunately, your CAC certificate reflects your last name differently, say with a space between the names or without the hyphen (i.e., *Smith Jones* or *SmithJones*). To a computer, *Smith-Jones* simply doesn’t match *Smith Jones* or *SmithJones*, so DTS generates an error.

Try to resolve the problem using the actions listed below.

- Make sure you seat your CAC securely in the CAC reader and it remains in place the entire time you are using DTS.
- If you receive an error message, regardless of the type of error message, select **OK** or **Retry Login** and begin again.
- If the problem persists, contact your DTA, local help desk, or travel office for assistance. Make sure you note the content of the error message DTS displayed, to help them troubleshoot the problem.



***Note:** If you ever enter your CAC PIN incorrectly three times, DTS locks you out. If this happens, you must contact your Local Registration Authority (LRA) or CAC Office to unlock your CAC.

2.1 Activating a DTS Profile and Self-Registering

When you try to log onto DTS, but DTS cannot find an account registered under your SSN or finds an inactive account, DTS displays the **Activate Account** screen (Figure 2-2).

Figure 2-2: Activate Account Screen

On the **Activate Account** Screen:

1. Enter your Social Security number (SSN) in both text fields.
2. (optional) If you are in the Reserves or National Guard and want to use your Reserve Component profile, check the **Reserve/National Guard** box

3. Select **Activate Account**.

- If you have an inactive DTS account, DTS activates it and opens the **DTS Welcome** screen; go to Section 4.
- If you don't have a DTS account, the **Self Registration** screen opens (Figure 2-3) to provide a self-registration option. Continue to step 4.

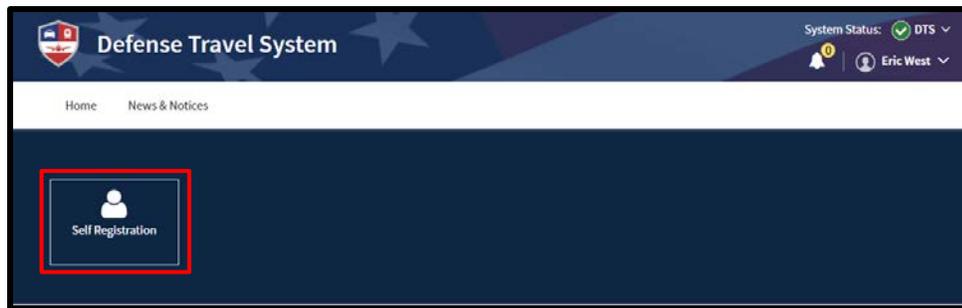


Figure 2-3: Self Registration (option) Screen

4. Select **Self Registration**. The **Welcome to the Self Registration Tool** screen opens (Figure 2-4). There are four selectable tabs across the top of the page: **Home**, **Basic Information**, **Additional Information**, and **Submit Self-Registration** supporting a profile request.

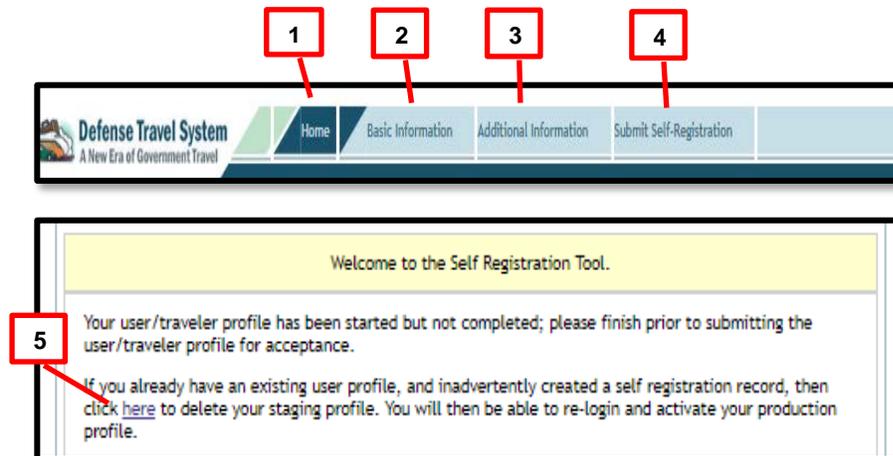


Figure 2-4: Welcome to Self Registration Tool Screen

5. Complete all required fields and then select **SAVE AND PROCEED**. The **Submit Self-Registration** screen opens. **Note:** Required information is mostly personal (name, contact information, etc.), but if you are unsure about any of the required information (e.g., organization) you should, contact your DTA.
6. Select **SUBMIT**. DTS emails the DTA, who will review and either accept or reject your self-registration request. DTS emails the result to you.
- If accepted, log on again using steps 1-3 above.

- If rejected, correct the information that caused the DTA to reject the request and resubmit it following the instructions above.



Note: The most common reason for rejection is entering the wrong **DTS Organization**. If you enter the wrong organization, DTS routes your self-registration request to the incorrect DTA, who doesn't know you, so he or she will not accept the request. The DTA will reject the submission, providing comments explaining you selected the wrong organization, and advise you to contact your DTA or supervisor for assistance. Once you make the corrections, re-submit the profile.

Note: If you unintentionally create a self-registration profile, you can remove the entry. Select the [here](#) link on the **Welcome to the Self Registration Tool** screen to remove the partial profile (Figure 2-4, Indicator 5). An information window opens (Figure 2-5). Select **DELETE**. This removes the staging profile. Close all browser windows, then log back into DTS to activate your profile.

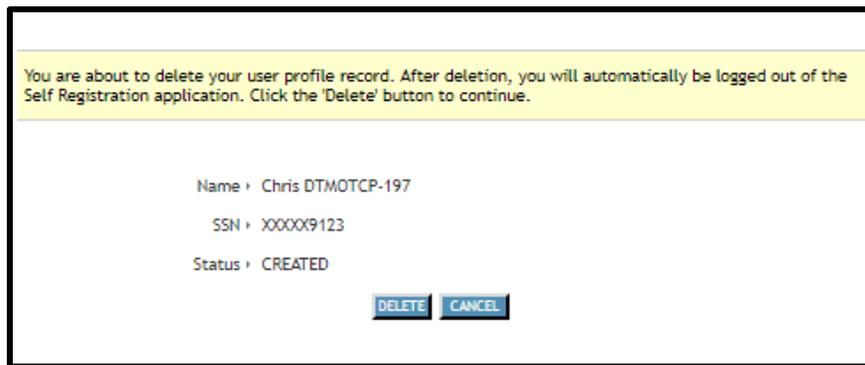


Figure 2-5: Delete Staging Profile Screen

4 Using Multiple Profiles

If you are a DoD civilian employee and are also a member of the Reserves or National Guard, or if you are located at a Component DTS office, you may need multiple DTS profiles. If you have multiple profiles, the **DTS Dashboard's** login information menu displays a **Reset Profile** button (Figure 2-6). Select your name in the upper right corner of the screen to display the login information menu.

If you are using Profile #1 and want to continue using Profile #1 when you come back, log out of DTS without hitting **Reset Profile**. When you log back into DTS, the DTS Welcome screen for Profile #1 automatically displays.

If you need to access a different profile:

1. When you are ready to log out of DTS, select **Reset Profile** to deactivate your current profile and log out of DTS.
2. When you log back into DTS, the system will see that you have no active profile and launch the Activate Account Screen (Figure 2-2).
3. To activate one of your profiles, enter the SSN associated with that profile twice (and place a check in the **Reserve/National Guard** box if necessary). When you select **Submit**, DTS activates the profile and opens the **DTS Dashboard** for that profile.

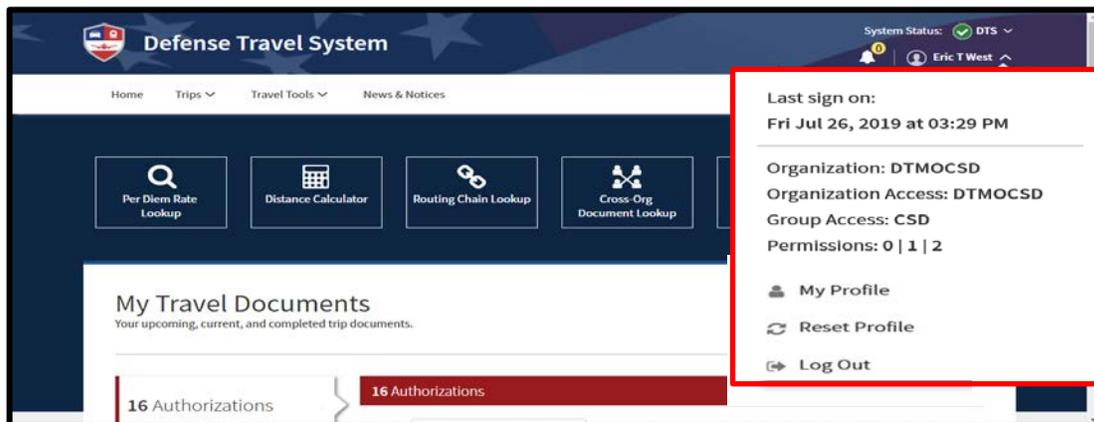


Figure 2-6: DTS Dashboard with Reset Profile Button

5 Document Lock

When you perform any action that alters a DTS travel document, DTS locks the document to prevent others from creating modifications to it simultaneously. The document lock applies to all travel documents (i.e., authorizations, vouchers, local vouchers, and group authorizations).



Important: You should always use the **Home** link to exit a document or the **Log Out** option to quit DTS. Using the “X” button browser’s “X” button closes DTS and locks the open document for 30 minutes or until a DTA manually unlocks it.

DTS locks travel documents when they are open in an editable mode, including:

- Manual processing, such as:
 - Initial creation
 - Adjustments and amendments
 - Reviews and approvals
- Electronic processing, such as document:
 - Reservation processing by the Travel Management Company (TMC)
 - Document being removed
 - Document being cancelled
 - Reservations in document being auto-cancelled

Documents do not lock during actions that do not include active editing, such as viewing or printing, opening via Read Only Access (ROA) or certain Import/Export (I/E) options, or when interacting with the Payment module.

The following actions all allow a locked document to unlock:

- The person who locked the document:
 - Leaves the document inactive for 30 minutes
 - Closes the document
 - Allows their DTS session to time out
 - Logs off DTS
- A DTA performs an administrative unlock via the **Document Lock Admin** module.

DTS provides information regarding documents in a locked status:

- If you attempt to open a locked document, a popup notifies you who has it locked.
- If a DTA unlocks the document, you get a popup to let you know.
- If a DTA unlocks the document, the person who had it locked gets an email to let them know who unlocked it, and to let them know that unsaved changes have been lost.

6 Logoff Instructions

Remember to logoff DTS when you are done completing actions.

1. Generally, to close DTS screens, select **Home** from the **Administrative Functions** area. DTS returns you to **My Travel Documents** listing.
2. To exit DTS, select **Log Out** under your name at the top of the **DTS Dashboard**.

7 The DTA Manual: Contents & Links

DTA MANUAL CHAPTER: TOPIC	URL (SELECT OR CUT & PASTE)
Chapter 1: DTS Overview	https://www.defensetravel.dod.mil/Docs/Training/DTA_1.pdf
Chapter 2: DTS Access	https://www.defensetravel.dod.mil/Docs/Training/DTA_2.pdf
Chapter 3: DTS Site Setup	https://www.defensetravel.dod.mil/Docs/Training/DTA_3.pdf
Chapter 4: Organizations	https://www.defensetravel.dod.mil/Docs/Training/DTA_4.pdf
Chapter 5: Routing Lists	https://www.defensetravel.dod.mil/Docs/Training/DTA_5.pdf
Chapter 6: Groups	https://www.defensetravel.dod.mil/Docs/Training/DTA_6.pdf
Chapter 7: People	https://www.defensetravel.dod.mil/Docs/Training/DTA_7.pdf
Chapter 8: LOAs	https://www.defensetravel.dod.mil/Docs/Training/DTA_8.pdf
Chapter 9: Budgets	https://www.defensetravel.dod.mil/Docs/Training/DTA_9.pdf
Chapter 10: Reports	https://www.defensetravel.dod.mil/Docs/Training/DTA_10.pdf
Chapter 11: MIS Administration	https://www.defensetravel.dod.mil/Docs/Training/DTA_11.pdf
Chapter 12: ROA Administration	https://www.defensetravel.dod.mil/Docs/Training/DTA_12.pdf

DTA MANUAL APPENDIX: TOPIC	URL (SELECT OR CUT & PASTE)
Appendix A: Self-Registration	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_A.pdf
Appendix B: Acronyms	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_B.pdf
Appendix C: Definitions	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_C.pdf
Appendix E: Emails	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_E.pdf
Appendix F: Import / Export Module	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_F.pdf
Appendix G: Error Codes	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_G.pdf
Appendix J: Help Process	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_J.pdf
Appendix K: DTS Tables	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_K.pdf
Appendix L: Reorganizations	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_L.pdf
Appendix M: Ranks and Grades	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_M.pdf
Appendix N: Country Codes	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_N.pdf
Appendix Q: Org Naming Sequence	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_Q.pdf
Appendix R: LOA Formats	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_R.pdf