



Information Paper:

DTS Profile Changes to Increase Audit Compliance

Background

In August 2015, the Defense Travel System (DTS) was updated to change the number of personal profiles a person may have, the way those profiles are created, and the organizations to which they may be assigned. The purpose of these changes was to reduce the potential for fraudulent DTS use and to increase DTS audit compliance. This information paper explains those changes.

The available types of DTS profiles remain the same:

- **User/Traveler profile:** Used by:
 - People who travel on official DoD business and also have a DTS role (e.g., Defense Travel Administrator [DTA]).
 - People who travel on official DoD business, but have no DTS role.
- **User profile:** Used by people who do not travel on official DoD business.

See [DTA Manual, Chapter 7](#) for more information about DTS profiles.

Maximum Number of Profiles

The maximum number of profiles a person may have varies based on the profile type.

1. **User/traveler profile (if created after the change was implemented):** Most people are only allowed one user/traveler profile per Common Access Card (CAC). Only Reserve Component (RC; means National Guard or Reserve) members are allowed a second user/traveler profile. Nobody is be allowed more than two.
2. **User/traveler profile (if created before the change was implemented):** All profiles created before the change was implemented continue to be valid.
3. **User profile:** Same as #2.

A person may not have more than one profile assigned to the same organization. There are two exceptions to this rule:

1. Profiles created before the change was implemented were retained in their current organizations, and will stay there until a profile update, activation, or import forces the system to perform a maximum number of profiles validation check.
2. The limitation does not apply to user profiles.

Creating DTS Profiles

Options for creating DTS profiles:

1. **Self-Registration:** A person may create their own profile, which a DTA will validate through the self-registration process. When DTS determines that a user attempting to logon to DTS does not have an active profile, the User Activation screen (Figure 1) will display. The individual will enter (twice) a valid (see below) Social Security number (SSN). If they want to create a RC profile, they must check the **Reserve/National Guard** checkbox; otherwise, they must leave the checkbox empty.



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User Activation

Your user account needs to be activated.

If you would like your account activated, complete the form below. The form requires that you enter your social security number twice. **Please enter your SSN exactly as it appears in your profile and indicate whether you are a member of the Reserve Component (Reservist or National Guard)**

Enter Social Security Number:

Reenter Social Security Number:

Reserve/National Guard:

If the values entered match an account in Defense Travel System , you will automatically be logged in.

Selecting the "Cancel" button will terminate the activation process.

Figure 1: User Activation Screen

See the [Document Processing Manual, Appendix A](#) for more information about self-registration.

2. **DTA Maintenance Tool:** A DTA can use the DTA Maintenance Tool's People module to create a profile. After entering a valid (see below) SSN, they must check the **Reserve/National Guard** checkbox (Figure 2) to create a RC profile. Leaving the checkbox empty will create a non-RC member profile.

See [DTA Manual, Chapter 7](#) for more information about creating DTS profiles.

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User Name: Sam New Damon
Organization Access: (All)
Group Access: - (All)
Permission: 0, 1, 2, 3, 4, 5, 6, 7, 8, 9
Run Date: May 19, 2015 - 10:49 EDT

Screen ID: 760
[DTA Home](#) | [Help for this Screen](#) | [Log](#)

DTA Maintenance

DTA Tools: People Search People | Create Person | Receive Person | View Person Lists

Create Person

SSN: *

Is this person going to travel?: * Yes No

Reserve/National Guard:

Figure 2: User Activation Screen

See [DTA Manual, Chapter 2](#) for more information about logging onto DTS.



Valid SSNs

DTS only accepts SSNs in the following formats:

1. **User/traveler profile (if created after the change was implemented):** SSN must contain exactly 9 digits (no letters). DTS will validate and enforce this format every time a profile is created, updated, activated, or imported.
2. **User/traveler profile (if created before the change was implemented):** DTS will allow “SSNs” of up to 12 alphanumeric characters, including the common use of “SSN+1” (e.g., 123456789R).
3. **User profile:** Same as #2. However, DTS will enforce the 9-digit standard if the DTA changes the profile to a user/traveler profile.

See the [Document Processing Manual, Chapter 2](#) for more information about switching profiles.

Logging onto DTS

If a person has used DTS before, DTS will log them on using their “active profile,” which is the profile they used the last time they logged onto DTS. People who do not have an active profile (either because they have not previously used DTS or have used the Profile Reset button) will have to activate a profile before they may log on. The activation process will vary depending on the profile type:

1. **User/traveler profile (if created after the change was implemented):** The individual must enter (twice) a valid SSN (9 digits, no letters). If they have and want to use a RC profile, they must check the **Reserve/National Guard** checkbox (Figure 2); otherwise, they must leave the checkbox empty.
2. **User/traveler profile (if created before the change was implemented):** The person must enter (twice) the “SSN” or “SSN+1” (see above) that identifies the profile they want to use. Note: DTS will only enforce the 9-digit SSN standard (see above) for profiles that never logged onto DTS before the change was implemented.
3. **User profile:** Same as #2.

See the [Document Processing Manual, Chapter 2](#) for more information about logging onto DTS.

Switch Between DTS Profiles

If a person who has multiple profiles wants to log onto DTS using a profile that is not their active profile (see above), they must first log onto DTS. From the DTS Welcome screen, they will select **Reset Profile** and log off DTS. When they next log onto DTS, they will use the account activation process (see above) to activate the desired profile. Using the **Reset Profile** button will not force a profile to undergo the 9-digit SSN validation process.

See the [Document Processing Manual, Chapter 2](#) for more information about switching profiles.

DTS Documents

This section only applies to user/traveler profiles, since user profiles have no DTS documents associated with them.

All documents will remain associated with the profile that created it. All standard actions (e.g., remove, amend) will remain available.
