



Defense Travel Training Resources

Enterprise Web Training System Guide

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Revision History

| Revision No. | Date | Authorization | Revision/Change Description | Chapter |
|---------------------|-------------|---|---|----------------------------|
| 5.0 | 6/19/14 | Defense Travel Management Office (DTMO) | Updated screenshots in Chapter 3. Updated format throughout the guide. Revised instructions for importing certificates. | All Chapters Appendix A |
| 5.1 | 1/21/15 | DTMO | Updated EWTS certificate request email address | Appendix A |
| 5.2 | 9/2/15 | DTMO | Updated the EWTS certificate request Form. | Appendix A |
| 5.3 | 9/10/15 | DTMO | Updated Chapter 3 to exclude Google Chrome as a web browser that supports EWTS. | Chapter 3 |
| 5.4 | 6/8/17 | DTMO | Updated regarding error messages during login | Chapter 3 |
| 5.5 | 8/17/18 | DTMO | General rewrite and content scrub | Throughout |

Chapter 1: Enterprise Web Training System Overview

The Enterprise Web Training System (EWTS) is an online environment that has a user interface and functionality that generally mirrors the Defense Travel System (DTS). The purpose of EWTS is to provide many DTS users – primarily travelers, Authorizing Officials (AOs), and Defense Travel Administrators (DTAs) – practice performing DTS tasks such as:

- Creating and editing travel documents
- Reviewing and approving travel documents
- Performing common DTA tasks

As a training environment, EWTS simulates the DTS experience by having the same look and feel of DTS; however, there are functional differences between the two systems, such as:

- EWTS does not create real-world reservations, but simulates the functions performed by a Travel Management Company (TMC) (e.g., making reservations, creating a Passenger Name Record [PNR]).
- EWTS does not create expend any unit funds, but simulates the functions performed by a DoD financial system (e.g., creating obligations, making payments).

Chapter 2: Computer Requirements

To access EWTS, a computer must have internet connectivity. If training will be provided to multiple people at the same time, a computer lab environment is highly recommended.

Before using EWTS, you or your local IT support team may need to:

- Install JAVA; for best results, make sure it is updated to the most recent version.
- Obtain a PKI certificate (see Appendix A).
- Learn how to use EWTS (useful if troubleshooting becomes necessary).

2.1 Install JAVA

EWTS uses a JAVA applet called the “DBsign Universal Web Signer (UWS)” to log into the system and when signing document. In order to install and run this applet, your JAVA software must be up-to-date.

- Visit java.com and select “Free JAVA Download”.
- View detailed instructions about the JAVA installation process.

2.2 Obtain a PKI Certificate

To access EWTS, you need to have a DoD Public Key Infrastructure (PKI) certificate and password. Together, they simulate in EWTS the identification and security functions that the PKI certificate in your Common Access Card (CAC) and your CAC PIN perform for DTS.

However, we strongly advise you to NEVER use your CAC to log onto EWTS. Because EWTS only contains fictitious information, the same protections are not built into it that are built into DTS. Any real information placed on EWTS will therefore be at risk.

2.3 Using EWTS

The DTMO offers many tools available that you can use to learn about DTS, and many of them are also useful for becoming familiar with EWTS. In addition to this guide, the Distance Learning class, *D205: Enterprise Web Training System (EWTS) Setup and Application*, is an excellent starting point.

Chapter 3: Obtaining and Using EWTS Certificates

The site's Lead Defense Travel Administrator (LDTA) or the individual who conducts training for your organization should be the site's point of contact for obtaining EWTS certificates. All individuals who want to use EWTS for training purposes should contact that individual for assistance.

The form located on the last page of this guide is the form used to request EWTS certificates.

EWTS certificates are valid for three years. The expiration date is normally determined when the certificates are issued, but may be locked down when the certificates are created. It is important to keep track of certificate expiration dates, so you can request reissued certificates well in advance of the expiration date.

3.1 Requesting EWTS Certificates

Before you start using EWTS at your site, you will need to obtain EWTS certificates. To request EWTS certificates, complete and submit the request form located at: https://www.defensetravel.dod.mil/Docs/Training/EWTS_Request_Form.pdf.

When you fill out the form, please take time to fill it out completely and correctly. Incomplete or incorrect requests can delay the receipt of your certificates.

One of the most important pieces of information on the form is the number of traveler, AO, and LDTA certificates that you need, which depends on the type of training that you will be conducting. Although the "standard set" includes 5 traveler certificates, 5 AO certificates, and 1 LDTA certificate, we recommend that you request one set for each student (or student workstation in your computer lab), plus 1 set for the instructor.

After you complete the form, you can either email or fax the form to the DTMO using the information located on the form.

***Note:** Allow 2-3 weeks for DTMO to process and send your certificates to you.

3.2 EWTS Certificates

After DTMO processes your certificate request, it returns your EWTS certificates and password to you via encrypted email. You may copy your new certificates to a portable storage device or to a computer's hard drive.

Before you (or your students) can use the EWTS certificates, you must import them into each training computer. Because certificates are tied to each user's profile, there are two ways to import EWTS certificates onto your training computers:

1. If each person logs onto the computer using a unique profile (e.g., using their CAC), each certificate must be imported for each unique user. This is usually best handled by the students themselves, following the instructor's guidance, during class.
2. If all the people who log onto the computer use the same ID and password, the certificates will only have to be imported once. This can easily be done by one person before class begins.

The location of the certificate store varies by web browser. The most popular web browser for DoD use is Internet Explorer. Instructions for this browser are explained below. If you use any other browser (e.g., Chrome, Firefox, Safari), see your IT staff for assistance.

3.2.1 Locate Certificate Store in Internet Explorer

Figure 3-1 illustrates how to locate the certificate store if you use Internet Explorer.

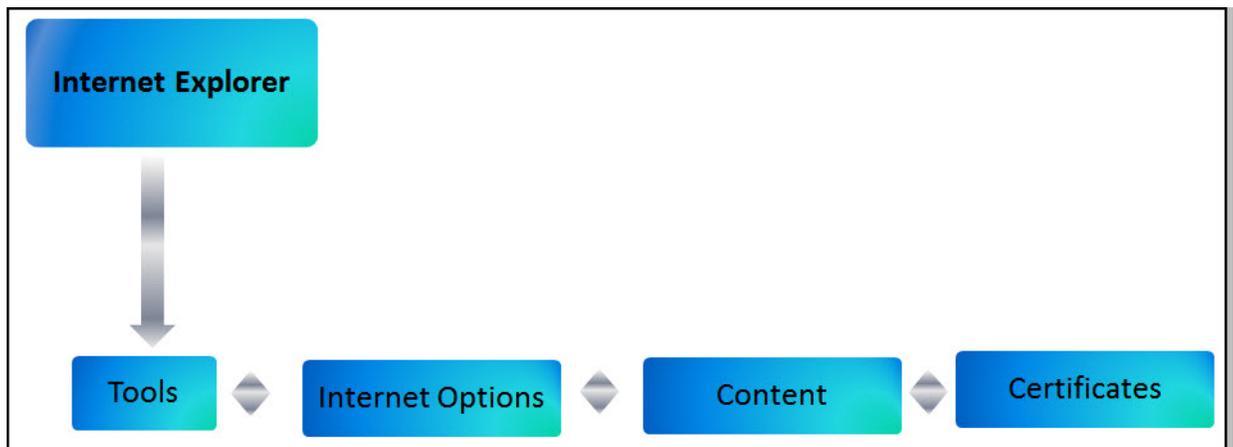


Figure 3-1: Locate Certificate Store using Internet Explorer

1. Select **Tools** from the menu bar, and then select **Internet Options**.
2. Select the **Content** tab.
3. Select the **Certificates** button.

3.3 Import Certificates to the Certificate Store

Again, this guide explains how to import certificates using Internet Explorer. If your computer uses any other browser, contact your IT support staff for assistance.

3.3.1 Importing Certificates

Open the email you received from the DTMO EWTS Administrator. Drag and drop the certificates to a location that you will remember. To import the certificates to your browser:

1. Navigate to where the certificates are stored on your computer.
2. Identify the certificate to import (Figure 3-4). You can only import one certificate at a time.

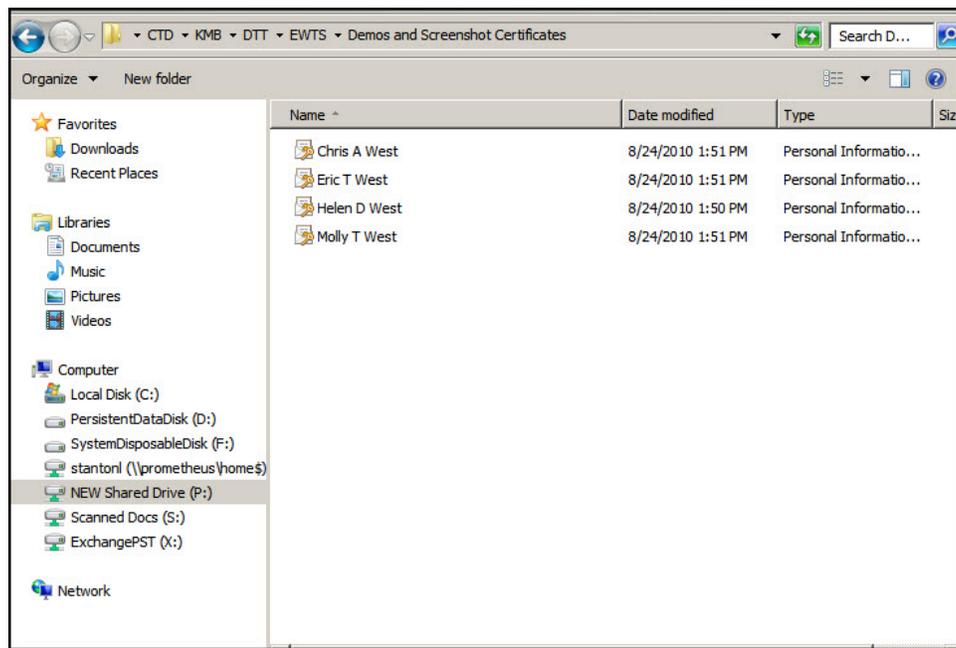


Figure 3-4: Identify Certificate to Import

3. Double-click the certificate. The Certificate Import Wizard (Figure 3-5) opens.



Figure 3-5: Certificate Import Wizard

4. Select **Next**. The File to Import screen (Figure 3-6) opens.

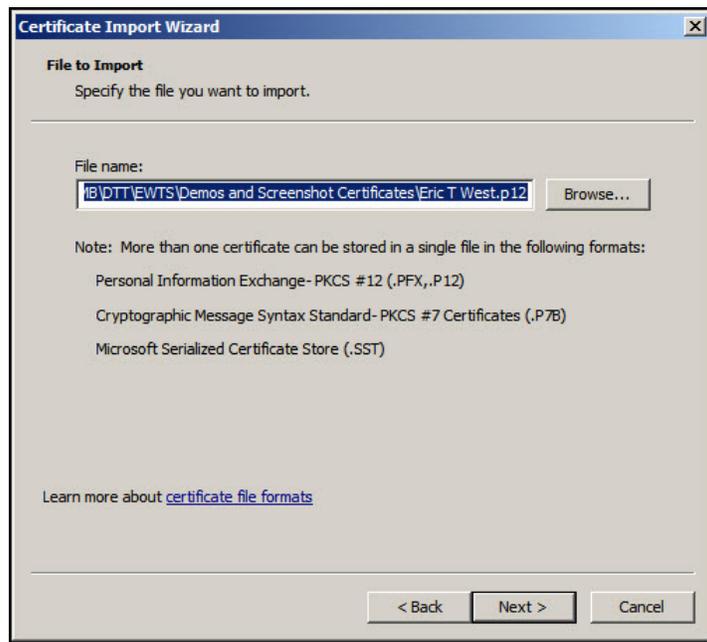


Figure 3-6: File to Import screen

5. Do not change the pre-populated information in the File Name field.
6. Select **Next**. The Password screen opens (Figure 3-7).

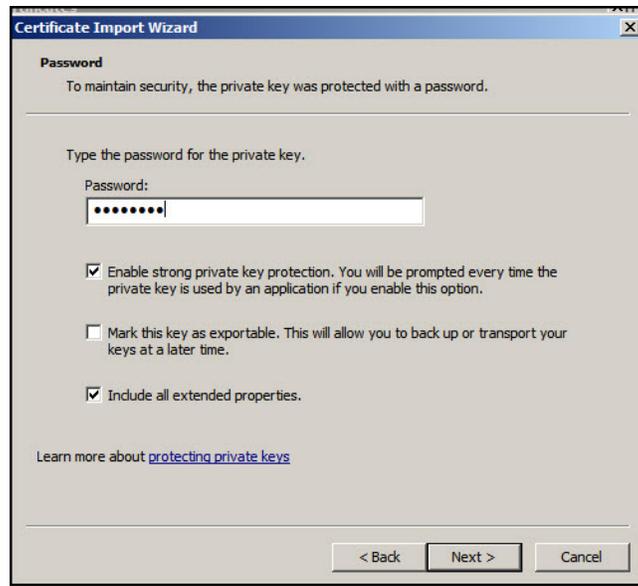


Figure 3-7: Password screen

7. Enter the certificate password into the **Password** field. You can find the password in the email from the DTMO.
8. Uncheck the **Enable strong private key protection** box (unless it's unchecked by default).
9. Select the **Mark this key as exportable** box if you want to be able to export the certificate from the destination computer at a later time.
10. Select the **Include all extended properties** box (unless it's already selected by default).
11. Select **Next**. The **Certificate Store** screen (Figure 3-8) opens. The **Automatically select...** option is selected by default. While you can change it to the **Place all certificates in the following store** option, it's generally a good idea to accept the default certificate store.

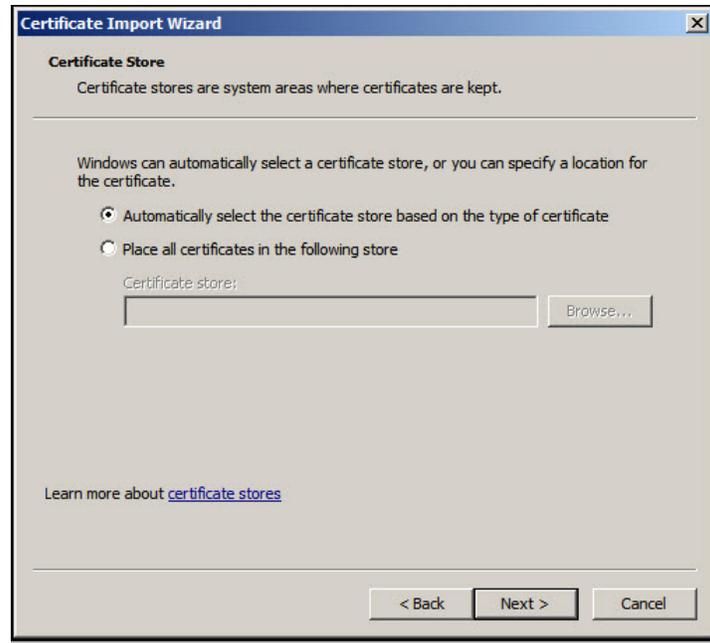


Figure 3-8: Certificate Store screen

12. Select **Next**. The **Completing the Certificate Wizard** screen (Figure 3-9) opens.

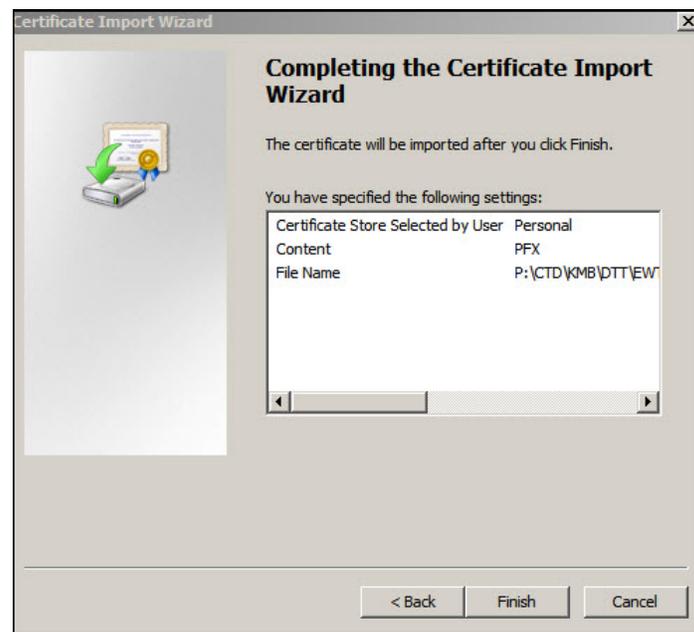


Figure 3-9: Completing the Certificate Import Wizard

13. Select **Finish**. The **Certificate Import Wizard** pop-up message displays the following text: *The import was successful* (Figure 3-10).

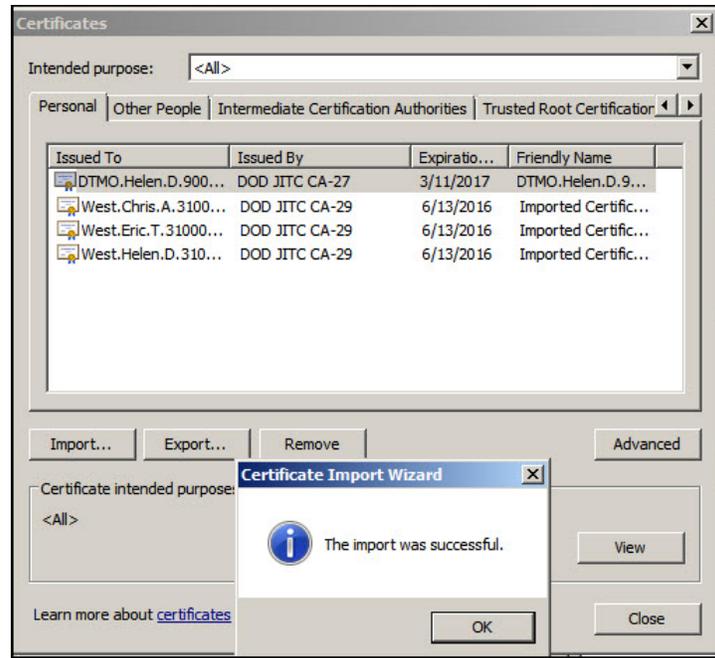


Figure 3-10: Pop-up window and Certificates screen

14. Select **OK**.

3.3.2 Reloading Certificates

Sometimes you need to change certificates during a single session; however, after you log off the first certificate, EWTS* may automatically reload it when you try to use the second.

Example: You used your Eric certificate to create a document. Now you need to load your Helen certificate to perform a DTA task, but EWTS automatically loads Eric when you access EWTS.

*This problem is normally seen with Internet Explorer, and may include an error messages that the “site is experiencing technical difficulties” and/or include a DBsign “305” error code. Following these steps should ensure that your browser prompts for the certificate when logging into EWTS.

In order to get EWTS to recognize that you want to select a different certificate, you must perform a small housecleaning task on your computer. It’s known as clearing your SSL slate, and here’s how you do it:

Clear Your SSL Slate

1. Select **Tools**.
2. Select **Internet Options**.
3. Select the **Content** tab.
4. Select **Clear SSL State**. A pop-up window appears with a message “The SSL cache was successfully cleared.”
5. Select **OK**.
6. Log onto EWTS again.

If you still cannot select a different certificate, try clearing your Temporary Internet Files and Cookies. Here’s how:

Clear Temporary Internet Files and Cookies

1. Select **Tools**.
2. Select **Internet Options**.
3. Locate “Browsing History” on the **General** tab, and select **Delete**.
4. Check the **Temporary Internet Files** and **Cookies** boxes.
5. Select **Delete**.
6. Log onto EWTS again.

Chapter 4: EWTS Access

This chapter explains how to access EWTS and how to use EWTS in a training class, desk side assistance situation, and more.

4.1 Access EWTS via DTMO Website

Open the DTMO home page (<https://www.defensetravel.dod.mil>) and navigate to **Programs & Services > Training Resources > Instructor Resources**. As a shortcut, you can simply follow this link: <https://www.defensetravel.dod.mil/site/instTools.cfm>. Either way, when you arrive on the instructor Resources screen (Figure 4-1), select the **Enterprise Web Training System** button.



Figure 4-1: DTMO website link for EWTS

4.2 Access EWTS via Travel Explorer

To access EWTS via TraX, follow the steps below:

1. Navigate to TraX at: <https://www.defensetravel.dod.mil/Passport>. The Passport Login screen opens.
2. Log in to Passport. The TraX home page opens.
3. Select **Training** near the top of the screen. The Training page opens.
4. Select the **Info** tab, the Training Options Information screen opens (Figure 4-2).



Figure 4-2: TraX Training Option Information screen

5. Select the **EWTS** button.

4.3 Access EWTS Directly

If the DTMO or TraX websites are not responding, you can enter EWTS' URL into the browser of your choice to access the system directly:

<https://dtscdcwebgov.defensetravel.osd.mil/cas>

Note: This link only avoids the need to connect through the DTMO website or TraX. It doesn't open a different system, so it won't help you if EWTS is down.

Chapter 5: Responsibilities

This section discusses the responsibilities of the DTMO EWTS Administrator and the site LDTA or trainer.

5.1 EWTS Administrator

The DTMO EWTS Administrator prepares the basic setup for your EWTS organization. See the below sub-sections for complete information.

5.1.1 Organization

The EWTS Administrator can create two types of organizations, depending on the DTS functionality you will be teaching. The DTMO EWTS Administrator determines the appropriate type of organization for each situation.

- **T<x>Z:** If you will conduct traveler or AO training, your EWTS organization name will begin with T<x>Z. The <x> identifies the service or agency of the site (A=Army, D=Defense Agencies, F= Air Force, M=Marines, N=Navy, and J=Joint Command).
- **T<x>:** If you will conduct DTA training, the organization name will begin with T<x>. The <x> is as described above.

The organization name identifies what gets purged from EWTS each week. Only documents are purged from **T<x>Z** organizations. Suborganizations, people, and documents are all purged from T<x> organizations that have at least 5 additional alphanumeric characters (e.g., TNZ12345). If your site requires a specialized setup, please contact the EWTS administrator at:

dodhra.mc-alex.dtmo.list.EWTS-Cert-Requests@mail.mil.

5.1.2 Routing List

The DTMO EWTS Administrator creates one routing list for you, but does not assign any routing elements to it. You must populate the routing elements.

5.1.3 Groups

Similar to routing lists, the DTMO EWTS Administrator creates a group for you, but you must populate it as needed.

5.1.4 People

The DTMO EWTS Administrator creates and activates the LDTA certificate with a User profile. You must create all additional profiles.

5.1.5 Lines of Accounting and Budgets

The EWTS administrator sets up a line of accounting (LOA) based on the format map for your Service or Agency and funds the associated budget for the remaining quarters in the fiscal year (i.e., if certificates are requested in June, funds are entered in the third and fourth quarter of the budget).

5.2 Site POC Responsibilities

The site POC must complete the organizational setup and create training materials. The best option is to customize the setup to reflect your actual organizational structure. Doing so allows the instructor to present material in a training environment that reflects the students' actual organizational structure.

5.2.1 Routing List

The site POC routing list must populated the routing elements before any documents will route for approval.

Note: Although EWTS is not connected to a live reservation system, the **CTO SUBMIT** and **CTO BOOKED** stamps must be placed in the routing in sequential order at their appropriate levels. Documents with reservations will not route without these stamps in the routing list.

5.2.2 Groups

If the site will be using groups, the site POC must populate the group with the people created within EWTS. Do not enter actual data about real personnel.

5.2.3 People

You must use the Helen certificate to create profiles for all personnel that students will use during training. Remember the points listed below when adding people into EWTS:

- Use the LDTA certificate to log into EWTS and create the profiles using the Social Security numbers (SSNs) and names that accompanied the certificates. Do not change the assigned names or SSNs or they will not work.
- Do not enter data about real personnel into EWTS.

- In a traveler's profile, do not enter a real Government Travel Charge Card (GTCC) number. Instead, enter 4242424242424242 and any future expiration date into the GTCC fields in the traveler's profile.
- Electronic funds transfer (EFT) is mandatory for DTS; therefore, EWTS requires a routing number account number in the traveler's profile. Use the following fictitious numbers in the EFT fields: 114000653 (routing number) and 101010101 (account number).
- Remember to assign the appropriate permission levels and accesses to profiles with actual certificates (i.e., the ones the students log in as during class). You can determine the roles to assign to the certificates, but we recommend using:
 - The Eric certificates as your travelers
 - The Chris certificates as your AOs
 - The Helen certificates as your DTAs

Chapter 6: Supporting Resources

6.1 EWTS Help

EWTS is accessible 24 hours a day, seven days a week, except for scheduled maintenance outages. Scheduled outages are announced via the TraX Announcements section. The current system status is also displayed on the DTS Home page.

For assistance with issues related to initial access or connectivity problems, contact your LDTA. If they are unable to resolve the issue, contact the Travel Assistance Center (TAC) via a help desk ticket in TraX.

For functionality questions, a list of possible issues is posted to the Knowledge Center in TraX. If you cannot find a resolution to your issue in the Knowledge Center, please submit a help desk ticket with a description of the problem and include screen shots.

6.2. Training Materials

DTMO has made training materials available on the DTMO website (<https://www.defensetravel.dod.mil/site/training.cfm>) and in the TraX Knowledge Center. These materials include the DTA Manual, the DTS Guides, quick reference guides, and tri-folds.

The DTMO also provides the *D205: Enterprise Web Training System (EWTS) Setup and Application* distance learning class to provide you with more information on EWTS. The schedule can be found in the Training section of TraX.

Appendix A: EWTS Training Certificates Request Form

To access this form select the following link:

https://www.defensetravel.dod.mil/Docs/Training/EWTS_Request_Form.pdf



Defense Travel Management Office (DTMO)
EWTS TRAINING CERTIFICATE REQUEST FORM

Instructions:
Complete all fields and e-mail the completed form to dodhra.mc-alex.dtmo.list.EWTS-Cert-Requests@mail.mil
(Allow 3-5 weeks when requesting certificates. These certificates are not to be used to complete the D310 Developmental Activity Prep Exercises.)

Requestor Contact Information:

Date: (mm/dd/yyyy) Branch of Service:

Name: (Last, First, & MI)

E-Mail:

Phone #

Organization Information:

Organization Name (e.g. MCAS Yuma):

Address:

City: State: Zip Code:

Country: Time Zones:

DTS Information:

What is your role in DTS?

Number of certificates needed?
(Recommended standard set: 5 Traveler, 5 Authorizing Official (AO), and 1 Lead Defense Travel Administrators (LDTA))

Travelers: Eric -

(AO) Chris -

(LDTA) Helen -

If requesting more than 10 certificates for any role, please provide justification:

FOR DTMO USE ONLY:

EWTS Organization Name

Submit Completed form by E-mail

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