



MANUAL



DTA Manual, Chapter 2: DTS Access

October 13, 2023

V1.10



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Revision History

Revision No.	Date	Authorization	Revision/Change Description	Page, Section
1.0	04/25/18	Defense Travel Management Office (DTMO)	Changed format, updated language & screenshots	All
1.1	06/22/18	DTMO	Updated URLs to “https” vs. “http”	Throughout
1.2	08/17/18	DTMO	Updated for DTS Dashboard	Sections 4-6
1.3	08/12/19	DTMO	Updated the DTS Home page Updated the Activate Account information Updated the User Information screen	Page 5 Page 8 Page 10
1.4	11/06/20	DTMO	General review and update Updated screen shot	All Page 5
1.5	11/12/20	DTMO	Updated Table of Contents format	Page 2
1.6	12/31/20	DTMO	Updated the Dashboard screen shot	Page 10
1.7	07/06/22	DTMO	Re-formatted, added new template Updated screen shots and added new wording	All Throughout
1.8	07/08/22	DTMO	Format change Added DTS time-out function	Page 1 Chapter 6
1.9	08/30/23	DTMO	Updated footers Updated DTS Home page Updated screen shots	All Page 5 Section 3.1
1.10	10/12/23	DTMO	Updated Self Registration screen	Page 8

Chapter 1: Defense Travel System (DTS) Overview

The [Defense Travel System \(DTS\)](#) is the DoD's fully integrated, electronic, end-to-end travel management system for processing Temporary Duty (TDY) and local travel supporting travelers, Authorizing Officials (AOs), and Defense Travel Administrators (DTAs). The system 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 contains specific programming to adhere to the [Joint Travel Regulations \(JTR\)](#) policy on travel and transportation allowances and triggers **Pre-Audit** flags and **Reason Codes** to alert travelers and AOs when travel selections fall outside of policy.

DTS is available 24 hours a day, 7 days a week to Service members, DoD Civilian employees, a dependent of a Service member or Civilian employee and an invitational traveler. The information paper, [Who May Use DTS](#) provides more details for system use.

The information paper [DTS Overview](#) describes the specifics on the following:

- DTS Features and Benefits
- Trip Planning Process
- DTS Roles
- Training Resources
- Help Support

This chapter provides getting started instructions for using DTS and includes:

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

A Defense Travel Administrator (DTA) can access DTS to perform employee in-processing and out-processing actions, assist in document processing, answer traveler and AO travel questions, conduct maintenance for their organization's structure (e.g., routing lists and profiles), use the reporting tools to effectively manage their organization's *Pre-Travel* and *Post-Travel* needs, and support *Travel Audits* for compliance. To assist with understanding DTA duties, the DTMO website provides an abundance of resources such as:

- DTA Manual Chapters 1-12 and the Appendices
- DTS Guides 1 – 5
- DoD DTS Best Practices Guide
- Information Papers and Trifolds
- Web-based training in TraX

To learn more about DTS, the many DTMO supported travel programs, and obtain training resources, visit the DTMO's website at <https://www.travel.dod.mil/Training/>.

Chapter 2: The DTS Home Page

The DTS Home page (Figure 2-1) is located at <https://dtsproweb.defensetravel.osd.mil/dts-app/pubsite/all/view/>.

From top to bottom, the page contains:

1. **DTS Status icon** (Indicator 1). Typical green status informs you the systems are working. When a yellow or red icon appears, select it to see specific system statuses.
2. **Travel alerts** (Indicator 2). These warnings 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.) Provides information for those who are new to DoD official travel.
5. **DoD Travel News** and **DTS Notices** (Indicator 5). Travel information that – while important – is less urgent than the travel alerts, as well as important information about DTS.
6. **Travel Resources** (Indicator 6). Provides fast access to A) DTS Training on TraX, B) Live Chat with a TAC (DoD travel Help Desk) analyst, C) TSA’s PreCheck Program, and D) Travel Policy (Joint Travel Regulations and other policies).
7. **Assistance and Services Links** (Indicator 7). Directs you to additional support and travel-related services.

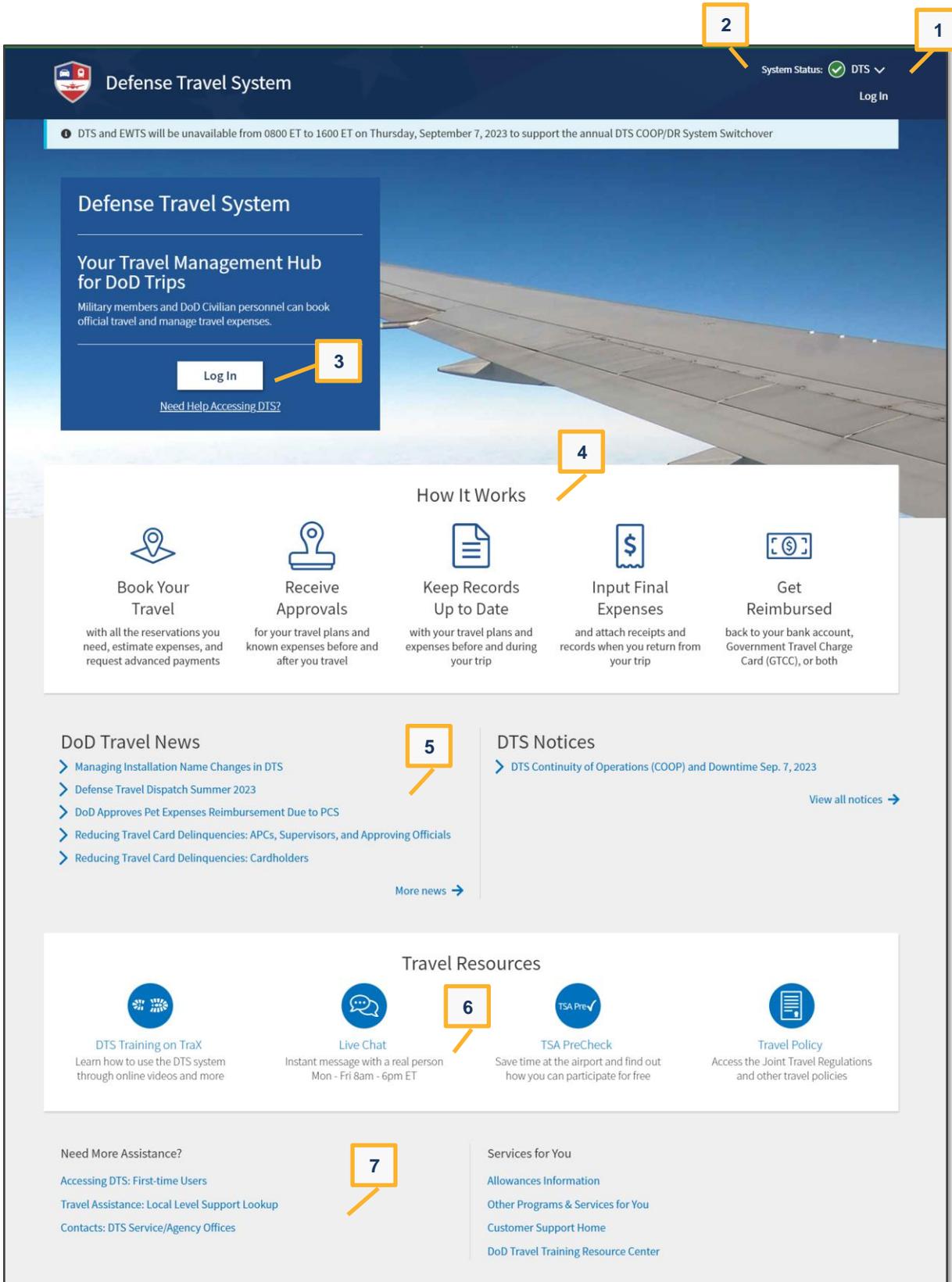


Figure 2-1: DTS Home Page

Chapter 3: Logging into DTS

Before accessing DTS an individual must have a Common Access Card (CAC) to log in and sign documents, a profile attached to an organization, a fully compatible web browser (e.g., Chrome, Firefox, or Edge), enabled browser pop-ups and cookies, along with DBsign (used for signing and authenticating to web based applications), and JAVA (see your local IT for application and version) loaded on their pc. **Note:** When requesting IT support, you can refer them to the [DTS Home](#) page requirements for *First Time Users*.

There are two types of DTS profiles; *User* only and *User/Traveler*. Below describes both profile types. **Note:** This manual focuses mainly on the *User/Traveler* profile.

- A DTS *User* profile contains information that allows a travel manager or administrator to perform specialized DTS functions, such as accessing another person's official documents or updating an organization's routing lists. Personnel who interact with DTS, but never perform official travel have a DTS *User* profile. **Note:** DTA must establish in the **DTA Maintenance Tool**, People table.
- A DTS *User/Traveler* profile contains information that allows a person to travel, such as GTCC and EFT to support reservations and payments along with options to enter travel preferences. All personnel who expect to go on official travel must have a **User/Traveler** profile.

Let's take a closer look at logging into DTS.

To create a document, you* must have an active DTS traveler profile meaning you are assigned to an organization [i.e., an organization must have a routing list with at least one Approver, at least one group associated to the org, and there is a least one Line of Account (LOA) with a Budget item containing funds].

Note: In this chapter, "you" are a traveler, although the steps could apply to anyone who needs access to or creates documents in DTS. This information will also benefit the Defense Travel Administrator's (DTAs).

DTS provides two options for creating *User/Traveler* profiles using either:

- Self Registration Tool
- DTA Maintenance Tool

Although you can create your own profile as part of the log in process, your organization may prefer a DTA to perform the action. Contact your Site DTA for local guidance. If you are not sure how to reach your Site DTA, start with the DTMO website which provides general DTA contact information at <https://www.travel.dod.mil/Support/Local-Level-Travel-Assistance/>.

If a DTA creates a profile for you, they will follow the steps in the *DTA Manual, Chapter 7: People*. If you must create the profile yourself, obtain the DTS Site and Organization name from your DTA, then follow the steps available in this guide, Section 3.1.

Here's how the DTS login process works:

1. With your CAC, select **Log In** (near the top of the screen) on 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 locates 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 **Dashboard** opens; go to section 4.
- DTS can't locate 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.

Error 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, for instance with a space between the names or without the hyphen (i.e., Smith Jones or SmithJones). For the name verification, Smith-Jones simply doesn't match Smith Jones or SmithJones, so DTS generates an error.

You can try to resolve the problem using the below actions.

- 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.
- Make sure the last name in your **User/Traveler** profile matches the last name on the CAC.
- 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 enter your CAC PIN incorrectly three times in a row, DTS locks you out. If this happens, you must contact your Local Registration Authority (LRA) or CAC Office to unlock your CAC.

3.1 Activating a DTS Profile and Self-Registering

When you try to log onto DTS, but the system cannot locate 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 complete the following:

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 **Member of the Reserves/National Guard** box.
3. Select **Activate Account**.
 - If you have an inactive DTS account, DTS activates it, opens the DTS **Dashboard**, and displays the **Tool Bar**. Your account is now active, skip to Section 4, DTS **Dashboard** further below.
 - If you don't have a DTS account, the DTS provides a **Self Registration** option (Figure 2-3) instead. See Step 4, directly below, to complete **Self Registration**.

Figure 2-3: Self Registration (Option) Screen

4. Select **Self Registration** (Figure 2-3. 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** to support a profile request.
- **Home.** Presents an overview of the tool and staging profile removal option (Figure 2-4, Indicator 1).
 - **Basic Information.** Provides the required data fields, which are necessary to support document processing, reservations, and ticketing (Figure 2-4, Indicator 2).
 - **Additional Information.** Permits residence data entry, travel preferences, frequent flyer, and rewards information. (Figure 2-4, Indicator 3).
 - **Submit Self Registration.** Allows submission of the profile for DTA review and acceptance or rejection (Figure 2-4, Indicator 4).

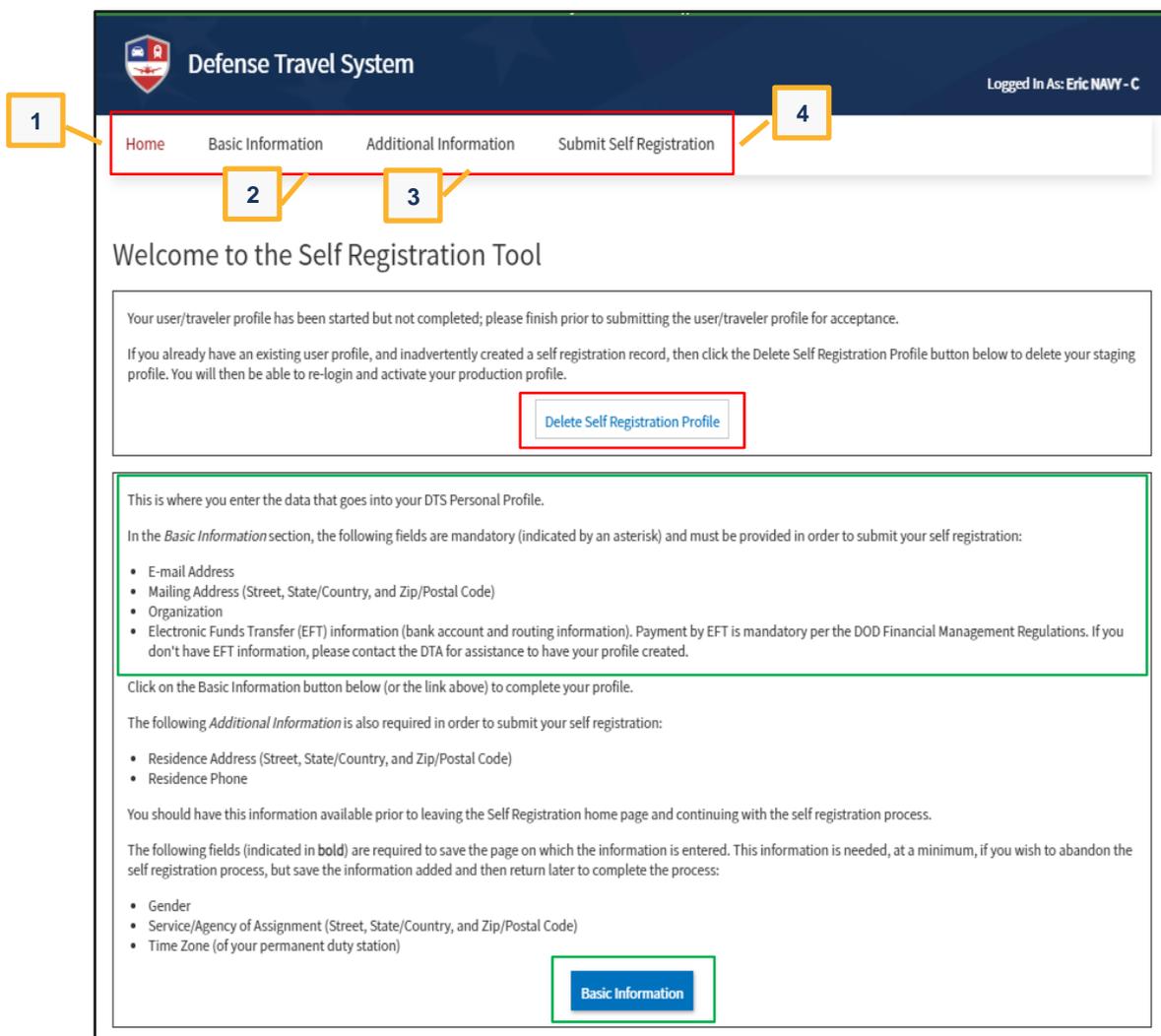


Figure 2-4: Welcome Self Registration Tool Screen

5. Select **Basic Information** on the **Navigation Bar** (Figure 2-4, Indicator 2). The **Basic Information** screen opens (Figure 2-5).

6. Enter your personal data. Fields with an asterisk or red triangle indicate mandatory information. The **First Name**, **Last Name**, and **SSN** (pulled from the CAC) automatically appear on the profile screen (view only). Other key data includes the **Email Address**, **Mailing Address**, **Duty Station Address**, **DTS Organization**, **EFT (Checking or Savings)**, and **Government Travel Charge Card (GTCC)**. **Note:** If you are unsure about any of the required information, contact your DTA before submitting the **Self-Registration** profile.

Figure 2-5: Basic Information Screen

7. Complete all required fields and then select **SAVE AND PROCEED**.
8. On the **Additional Information** tab, enter all mandatory information. You may choose to enter optional data.
9. Select **Submit Self Registration**. A pop-up screen opens (Figure 2-6).
10. Select **SUBMIT**. DTS emails the DTA, who will review and either accept or reject your self registration request.

Figure 2-6: Submit Self-Registration Screen

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 1: The most common reason a DTA will reject a profile is due to the wrong DTS **Organization** selection. If you enter the wrong organization, your **Self Registration** profile request routes to the incorrect DTA (**Organization Email Address**), who does not know you. The DTA will **Reject** the submission, provide **Comments** explaining you selected the wrong organization, and advise you to contact your DTA or supervisor for assistance.

Once you have the valid DTS **Organization**, make the correction in the **Self Registration** form, then re-submit the profile for review.



Note 2: If you unintentionally create a self registration profile, you can remove the entry. Select **Delete Self Registration Profile** on the **Welcome to the Self Registration Tool** screen to remove the partial profile (Figure 2-4). An information window opens (Figure 2-7a). Select **DELETE**. This removes the staging profile.

Figure 2-7a: Delete Partial Profile Screen

The **Logout** message appears (Figure 2-7b). Close all browser windows, then log back into DTS to activate your profile.

Figure 2-7b: Delete Partial Profile Screen

Chapter 4: Using Multiple Profiles

The DTS *User/Traveler* profile is assigned to a single organization. If you are a DoD civilian employee and are also a member of the Reserves or National Guard, then you have a profile assigned to your Civilian org and a different profile assigned to your Reserves or National Guard org. Another example of multiple profiles is if you are located at a Component DTS office.

If you have multiple profiles, the DTS **Dashboard's** *Login Information* menu displays a **Reset Profile** button option (Figure 2-8). When select your name in the upper right corner of the screen, DTS displays the *Login Information* menu.

If you are using Profile #1 as a DoD civilian employee 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 **Dashboard** for Profile #1 automatically displays.

When you need to switch to a different profile follow these steps:

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.

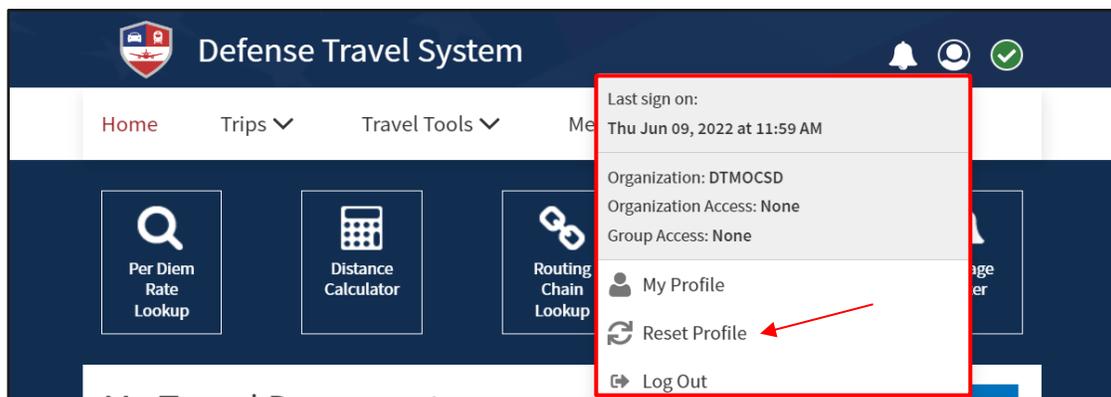


Figure 2-8: DTS Dashboard with Reset Profile Option

Chapter 5: Document Lock

When anyone performs an action that alters a document, DTS locks that document to prevent others from making changes to the document at the same time. Document lock applies to all DTS 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.

Performing the following actions causes DTS to lock a document:

- Create
- Edit
- Adjust
- Amend
- Review
- Approve
- TMC actions
- Remove
- Cancel (both automatic and manual)

DTS does not lock the document when view-only actions take place, such as viewing, printing, or accessing document in the **Read Only Access (ROA)**, **Import/Export (I/E)**, or the **Payment** modules.

The following actions cause DTS to unlock a locked document:

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

DTS provides information regarding documents in a locked status:

- If you attempt to open a locked document, a pop-up notifies you who has it locked.
- If a DTA unlocks the document, you get a pop-up 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.

Chapter 6: System Checks and Logout

DTS implements security measures with a secure CAC logon to authenticate user access and digital signature when stamping (i.e., **SIGNED, REVIEWED, APPROVED, RETURNED, CANCELLED**) documents. The system restricts entry to modules and functions with the use of access and permission level controls. In addition, to prevent multiple users accessing a document simultaneously, DTS executes the **Document Lock** feature.

DTS also institutes the following conditions:

1. Verifies browser compatibility.
 - DTS checks the browser version and provides a message - Browser Version is: Not Supported or Supported.
 - If Browser Version is: Not Supported such as Internet Explorer (IE) then close the browser window and launch a different browser (e.g., Chrome, Edge, or Firefox).
2. Prevents multi-session logins.
 - For each application, users can't start multiple sessions. **Example:** A user is logged in a browser (Chrome), then logs in to a different browser (Firefox). The user is logged out of the Chrome session and loses any unsaved data.
3. Allows multiple open tabs of an application in the same browser, as this is the same session. **Example:** You can open **DTA Maintenance Tool** and open a traveler's document.
 - Applies a timeout rule after 10 minutes of user inactivity.
 - The user may receive a pop-up notification or the Privacy and Ethic page appears.
 - If the timeout rule occurs, close all browser windows
 - Launch DTS and login.

Once you complete your actions in the system, log out of DTS.

Here are some general rules for log out:

1. To close DTS screens, select **Home** from the DTS **Dashboard**. 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**.

Note 1: A DTA should always use the **Return to traveler's documents** option available on the **Progress Bar** to exit a document. Closing out by selecting other **Administrative** functions may cause DTS to lock the document for 30 minutes or until a DTA manually unlocks it.

Note 2: A traveler does not have the **Return to traveler's documents** option to exit their document. Instead, the traveler must use **Home** from the **Administrative Functions** area to exit the document and return to **My Travel Documents** to view all documents.

Chapter 7: The DTA Manual: Contents & Links

DTA MANUAL CHAPTER: TOPIC	URL
Chapter 1: DTS Overview	https://media.defense.gov/2022/May/11/2002994773/-1/-1/0/DTA_1.PDF
Chapter 2: DTS Access	https://media.defense.gov/2022/May/11/2002994797/-1/-1/0/DTA_2.PDF
Chapter 3: DTS Site Setup	https://media.defense.gov/2022/May/11/2002994799/-1/-1/0/DTA_3.PDF
Chapter 4: Organizations	https://media.defense.gov/2022/May/11/2002994824/-1/-1/0/DTA_4.PDF
Chapter 5: Routing Lists	https://media.defense.gov/2022/May/11/2002994853/-1/-1/0/DTA_5.PDF
Chapter 6: Groups	https://media.defense.gov/2022/May/11/2002994838/-1/-1/0/DTA_6.PDF
Chapter 7: People	https://media.defense.gov/2022/May/11/2002994837/-1/-1/0/DTA_7.PDF
Chapter 8: LOAs	https://media.defense.gov/2022/May/11/2002994836/-1/-1/0/DTA_8.PDF
Chapter 9: Budgets	https://media.defense.gov/2022/May/11/2002994835/-1/-1/0/DTA_9.PDF
Chapter 10: Reports	https://media.defense.gov/2022/May/11/2002994832/-1/-1/0/DTA_10.PDF
Chapter 11: MIS Administration	https://media.defense.gov/2022/May/11/2002994834/-1/-1/0/DTA_11.PDF
Chapter 12: ROA Administration	https://media.defense.gov/2022/May/11/2002994833/-1/-1/0/DTA_12.PDF

DTA MANUAL APPENDIX: TOPIC	URL
Appendix A: Self-Registration	https://media.defense.gov/2021/Nov/15/2002893136/-1/-1/0/DTA_APP_A.PDF

Appendix B: Acronyms	https://media.defense.gov/2021/Nov/15/2002893141/-1/-1/0/DTA_APP_B.PDF
Appendix C: Definitions	https://media.defense.gov/2021/Nov/15/2002893143/-1/-1/0/DTA_APP_C.PDF
Appendix E: Emails	https://media.defense.gov/2021/Nov/15/2002893222/-1/-1/0/DTA_APP_E.PDF
Appendix F: Import / Export Module	https://media.defense.gov/2021/Nov/15/2002893234/-1/-1/0/DTA_APP_F.PDF
Appendix G: Error Codes	https://media.defense.gov/2021/Nov/15/2002893232/-1/-1/0/DTA_APP_G.PDF
Appendix J: Help Process	https://media.defense.gov/2021/Nov/15/2002893231/-1/-1/0/DTA_APP_J.PDF
Appendix K: DTS Tables	https://media.defense.gov/2021/Nov/15/2002893230/-1/-1/0/DTA_APP_K.PDF
Appendix L: Reorganizations	https://media.defense.gov/2021/Nov/15/2002893229/-1/-1/0/DTA_APP_L.PDF
Appendix M: Ranks and Grades	https://media.defense.gov/2021/Nov/15/2002893228/-1/-1/0/DTA_APP_M.PDF
Appendix N: Country Codes	https://media.defense.gov/2021/Nov/15/2002893227/-1/-1/0/DTA_APP_N.PDF
Appendix Q: Org Naming Sequence	https://media.defense.gov/2021/Nov/15/2002893226/-1/-1/0/DTA_APP_Q.PDF
Appendix R: LOA Formats	https://media.defense.gov/2021/Nov/15/2002893225/-1/-1/0/DTA_APP_R.PDF