



Having and Using Multiple Profiles in DTS

Introduction

To access the Defense Travel System (DTS) an individual must have an established personal profile associated to an organization. DTS limits the number of personal profiles an individual may obtain to enter the system and only permits one profile per assigned organization. Imposing profile restrictions reduces the potential for fraudulent DTS use and increases DTS audit compliance. This information paper explains the rules for having and using multiple profiles.

The available types of DTS profiles are:

- **User/Traveler profile:** Provides DTS access for individuals traveling on official DoD business containing data necessary to support reservations and payment processing.
- **User profile:** Provides DTS access for individuals who do not travel on official DoD business containing only the basic profile data. Typically, this profile type is for those who serve in a support role such as Defense Travel Administrators (DTAs).

For more information about profiles, see the [DTA Manual, Chapter 7: People](#).

**In this information paper, unless stated otherwise, “you” are a traveler or anyone who creates documents for a traveler, such as a Non-DTS Entry Agent or travel clerk.*

Maximum Number of User/Traveler Profiles

The maximum number of personal profiles an individual may hold varies based on the profile type and the date the profile was established (the profile restrictions began in August 2015). Limits are:

1. **User/Traveler profiles created in August 2015 or later:** Most military members and DoD civilians require one User/Traveler profile per Common Access Card (CAC). The only exception is Reserve Component (RC) – that is, National Guard or Reserve – members, who may have a second User/Traveler profile. A person may have a maximum of two User/Traveler profiles, and those profiles must be in different DTS organizations. Therefore, RC profiles incorporate a special identifier with the SSN to distinguish the two profiles. For more information about profiles, see the [DTA Manual, Chapter 7: People](#).
2. **User/Traveler profiles created before August 2015:** All profiles created before August 2015 remain in their existing organizations and with their existing designations until a profile update, activation, or import forces the system to perform a “maximum number of profiles” validation check. Once the check occurs, the profiles are subject to the limitation rules.

**Maximum
Number of
User/Traveler
Profiles
(continued)**

Note 1: Each DTS profile is distinguished by a Social Security number (SSN). The system does not allow two profiles to have the same SSN, as mandated by auditability rules. Those rules also demand that multiple profiles belonging to the same person may not be in a single DTS organization. RC member and some special administrator profiles (see item 3 in the **Valid SSNs** section, below) are distinguished by an additional character after the SSN.

Note 2: Follow your local business rules for establishing and tracking administrator user profiles.

**Creating a
DTS Profile**

There are two methods you can use to create a DTS profile:

- **Self-Registration:** You create your own profile, which a DTA must validate.
 1. Try to log onto [DTS](#). When the system determines you do not have an active profile, the **Activate Account** screen (Figure 1) displays.

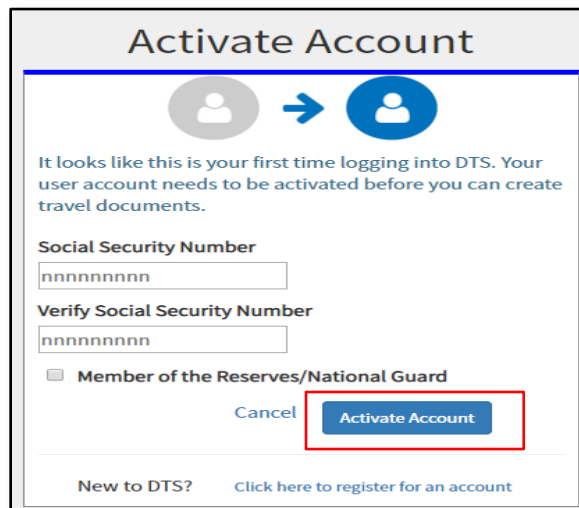


Figure 1: Activate Account Screen

2. Enter your SSN twice (numbers only; no dashes). If you want to create a RC profile, select the **Member of the Reserves/National Guard** checkbox; otherwise, leave the checkbox empty.
3. Select **Activate Account**. The DTS **Dashboard** (Figure 2) opens.

Creating a DTS Profile (continued)

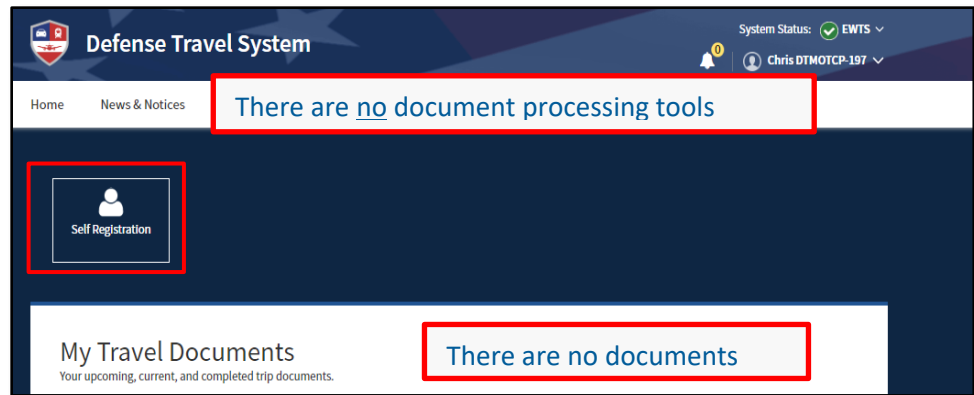


Figure 2: Self Registration Screen

4. Select **Self Registration**. The **Self Registration Tool** opens. It lets you enter your own profile information, then submit it to the DTA for acceptance.

Note 1: Self-Registration only supports establishment of User/Traveler profiles. If you need a User profile, a DTA will have to create one for you (see below).

Note 2: Be sure you know the correct DTS organization name to select for the profile before starting to enter information. Ask a DTA if you're not sure.

Note 3: Until the DTA accepts the profile, you cannot perform any actions in DTS.

For more details on the self-registration process, see the [DTS Guide 1: Getting Started](#).

- **DTA Maintenance Tool:** A DTA can create a profile for you. These instructions are for that DTA:
 1. Log onto the **DTA Maintenance Tool's People** module and select **Create Person**. The **Create Person** screen (Figure 3) opens.

Figure 3: Create Person Screen

2. Entering a valid **SSN** (see the **Valid SSNs** section, below), check **Yes** or **No** to the question regarding travel, and check the box if you are creating a **Reserve/National Guard** member; otherwise, leave it unchecked. The **Create Person** screen opens.

Creating a DTS Profile (continued)

3. Complete all mandatory information on the **Create Person** screen and as much optional information as you need to, then select **Save Person**.

For more information about DTS profiles, see [DTA Manual, Chapter 7: People](#).

Valid SSNs

DTS only accepts SSNs in the following formats:

1. **User/Traveler profiles created in August 2015 or later:** The SSN must contain exactly 9 digits (no letters). DTS validates and enforces this profile format every time at create, update, activate, and import actions.
2. **User/Traveler profiles created before August 2015:** DTS allows “SSNs” of up to 12 alphanumeric characters, including the common use of “SSN+1” (e.g., 123456789R).
3. **User profiles:** Profiles established in August 2015 or later follow rule #1. Profiles established before August 2015- can follow rule #2, but DTS will enforce the 9-digit standard if a DTA ever changes that User profile to a User/Traveler profile.

Logging onto DTS

When you log onto DTS, the system automatically logs you on using your “active profile,” which is the profile you selected the last time you logged into the system. If you do not have an active profile – because either you have never used DTS before or you used the **Profile Reset** button (see below), you must activate a profile before you may log on. The activation process varies depending on your profile type:

1. **User/Traveler profiles created in August 2015 or later:** Enter your SSN (9 digits, no letters) twice. If you have and want to use a RC profile, check the **Member of the Reserve/ National Guard** checkbox (Figure 2); otherwise, leave the checkbox empty. Then select **Submit**.
2. **User/Traveler profiles created before August 2015:** Enter (twice) the SSN or SSN+1 (see above) that identifies the profile you want to use. **Note:** DTS does enforce the 9-digit SSN standard (see above) if you did not log onto DTS with that profile before August 2015.
3. **User profiles:** Enter your SSN twice and select **Submit**.

For more details on accessing DTS, see the [DTS Guide 1: Getting Started](#).

Switching Between DTS Profiles

If you have multiple profiles and need to access DTS using a profile that is not your active profile (see above):

1. Log onto DTS using your active profile.
2. On the DTS **Dashboard** (Figure 4), select your name in the top right corner of the screen. A drop-down menu opens (Figure 4, red highlight).

Switching Between DTS Profiles (continued)

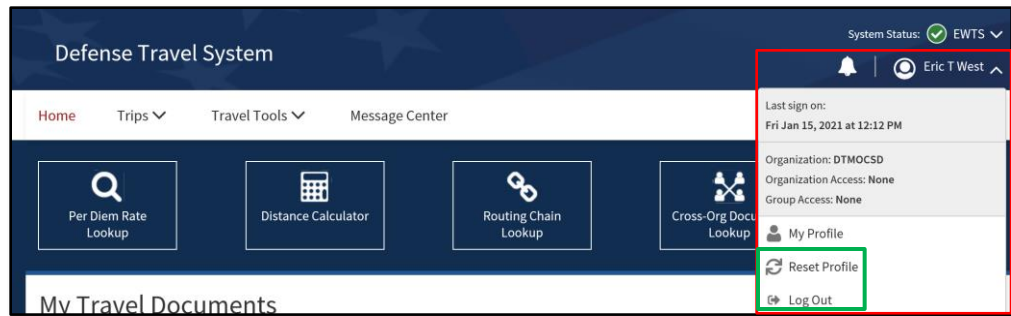


Figure 4: Log in Information - Current Session

- From the drop-down menu, select **Reset Profile** and then **Log Out** (Figure 4, green highlight).

When you next log onto DTS, use the account activation process (see above) to activate the desired profile. **Note:** As long as the profile has an assigned organization and meets validation rules, you can access the system. If your profile is new, if your last log on was 60 or days ago, or if your GTCC will expire within 30 days, DTS will prompt you to verify your profile data before proceeding.

Maintaining Multiple Profiles

For more information about switching profiles, see [DTS Guide 1: Getting Started](#).

If you have multiple User/Traveler profiles (e.g., civilian employee and RC member), there a few key things to keep in mind

- If you can't see the option to **Reset Profile** (Figure 4), someone detached your other profile from the system. You'll need a DTA to **Receive** the profile, then update it and select the **Reset User ID** button (Figure 5). After they save the change, DTS will prompt you for account activation the next time you log on.

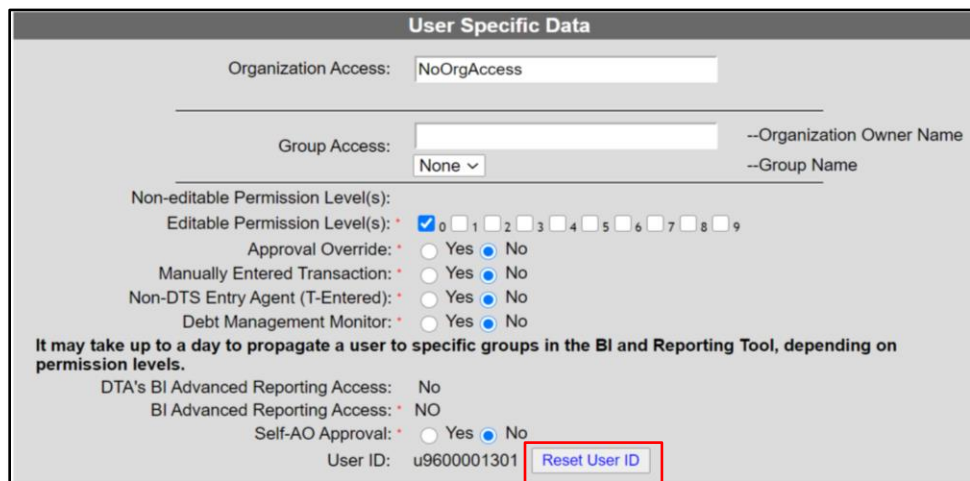


Figure 5: User/Traveler Profile Update Screen

**Maintaining
Multiple
Profiles
(continued)**

- If you last logged in using a profile that is now detached, you won't be able to access DTS until a DTA receives that profile and uses the **Reset User ID** button as described above. You'll be prompted for account activation the next time you log on.
- Each profile is a separate identity in DTS. If you make updates in one of your profiles, the change is not duplicated in any other profiles. For example, if you receive a new GTCC, you must update all your profiles independently. The [Updating Information in a DTS Profile](#) information paper provides more details on this topic.
- You must use the appropriate profile to access travel documents. When you create a travel document, the personal profile information for the active profile is associated to that trip. If you log onto DTS with a different profile, you will only see travel documents associated with that profile.
- To activate an account, you must enter your SSN twice. At that point, DTS searches for a profile with that SSN. If DTS doesn't find an account using that SSN, it displays the **Self Registration** option. If this happens, but you know you have a profile in the system, contact your DTA for assistance.
- If you get a new CAC, have a DTA reset your profile using the **Reset User ID** button (Figure 5). If your old CAC was associated with multiple profiles, make sure the DTA knows that so they can do a profile reset for all your profiles. The next time you log onto DTS, the system will enter the account activation process.