GUIDE

DefenseTravel

Management Office

Enterprise Web Training System Guide

December 12, 2023

V6.2

Table of Contents

Revision History

Revision	Date	Authorization	Change Description	Page, Section
5.5	08/17/18	DTMO	General rewrite and content scrub	Throughout
5.6	05/21/21	DTMO	General rewrite, added browser information, and added new screen shots	Throughout
5.7	08/23/21	DTMO	Updated PKI certificate process	Chapter 3
5.8	07/21/22	DTMO	Reformatting due to Rebranding effort Updated to remove IE as a supported web browser Updated screen shots and wording	Throughout
5.9	11/03/22	DTMO	Updated due to PKI process change Added additional screen shots Removed EWTS Request Form Added Practical Exercises	Throughout Chapters 7 & 8 Appendix A Appendix B
6.0	04/10/23	DTMO	Added Firefox steps clearing the Remember this decision option	Pages 21,22
6.1	09/18/23	DTMO	Update email link Updated Training screen shots	Page 13 Pages 4 & 5
6.2	12/12/23	DTMO	Updated Training Search Tool screen shot Updated EWTS Access screen shot Updated Privacy and Ethics screen shot Updated LOA Search screen shot	Page 5 Page 9 Page 25 Page 31

Chapter 1: Enterprise Web Training System (EWTS) Overview

The Enterprise Web Training System (EWTS) is an online practice environment with a user interface and functionality that mirrors the Defense Travel System (DTS). It is approved for DoD use and managed by the Defense Travel Management Office (DTMO). There are two ways to access EWTS from the DTMO website:

- Home > Training > Training Search

  https://www.travel.dod.mil/Training/Training-Search/ (Figure 1-1a)

- Home > Training > Instructor Resources > DTS Training Resources

  https://www.travel.dod.mil/Training/Instructor-Resources/DTS-Training-Resources/ (Figure 1-1b)
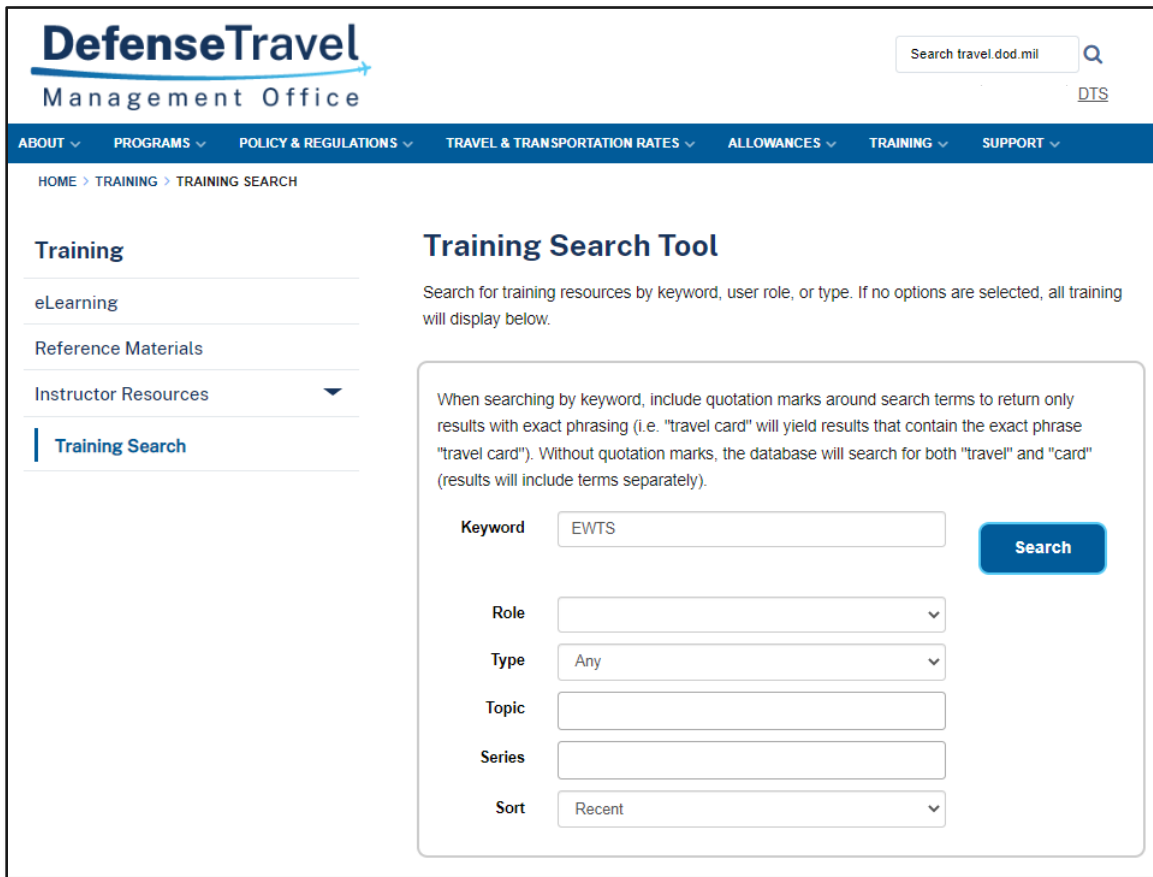
Figure 1-1a: EWTS Access – Training Search Tool
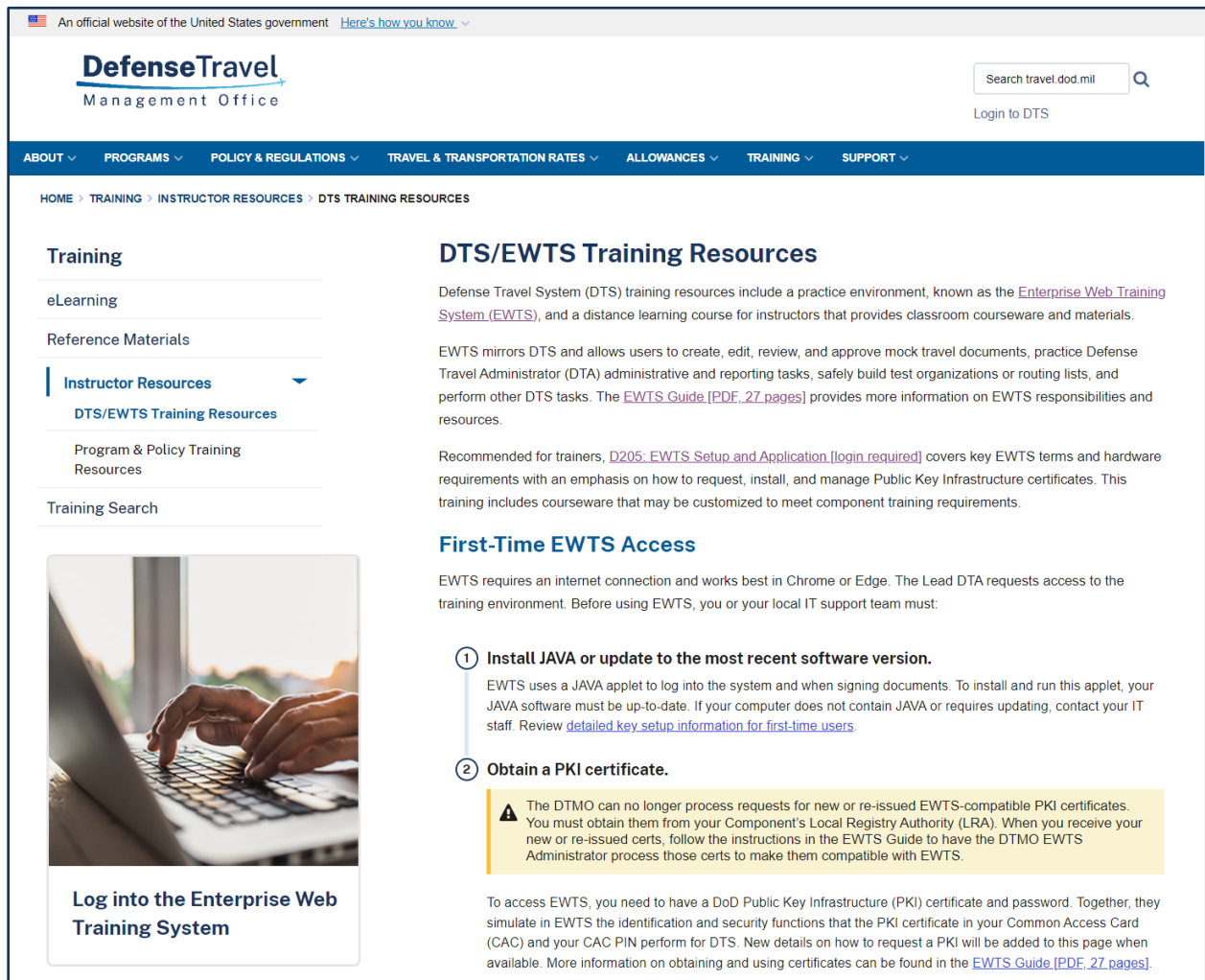
Figure 1-1b: EWTS Access – Training Resources

The purpose of EWTS is to provide users a safe means to practice performing DTS tasks including:

- Creating and editing travel documents

- Reviewing and approving travel documents

- Performing DTA administrative and reporting tasks

The benefits using EWTS include:

- Improved user skills

- Customized setup

- Advanced access to updates before they appear in DTS

EWTS simulates DTS by having the same look and feel, but there are a few differences between the two systems, such as:

- EWTS does not create live reservations, but simulates the functions performed by a Travel Management Company (TMC) (e.g., booking and ticketing reservations).

- EWTS does not obligate or disburse any unit funds, but imitates the functions performed by a DoD financial system and updates documents (e.g., POS ACK and PAID stamps).

For the remainder of this guide, "you" refers to the EWTS Administrator or DTS Trainer for a site or organization providing training for DTS users.

Chapter 2: EWTS Requirements

EWTS is available 24/7, unless there is scheduled required maintenance. There is no cost associated to using the training system, but there are some specific requirements such as:

- Only access from the DTMO website (page 4)

- Internet connectivity

- Install JAVA software on PC (Section 2.1)

- Current browser configured to work with EWTS/DTS (contact IT Staff)

- Use an active PKI Training certificate (Section 2.2)

- Access with an assigned EWTS profile with at least permission level 0 (Section 3.2.2)

- NEVER access with a CAC

- NEVER use real SSNs

- NEVER use real GTCC information

- NEVER use real EFT data

- Organizations formatted to support database purge requirements (Section 5.1, Organizations)

Note: EWTS is compatible with different browsers such as Mozilla Firefox, Google Chrome, and Microsoft Edge browsers. Sites adhere to different compliance and security rules. Before accessing EWTS, check with your IT staff for approved browser use, administrative and other local system requirements.

2.1 Install JAVA

EWTS uses a JAVA applet called the "DBsign Universal Web Signer (UWS)" to log into the system and when signing documents. To install and run this applet, your JAVA software must be up-to-date. If your computer does not contain JAVA or requires updating, contact your IT staff. The DTS Home page provides key setup information for **First Time Users** (Figure 2-1). You find the information at the bottom of the page.
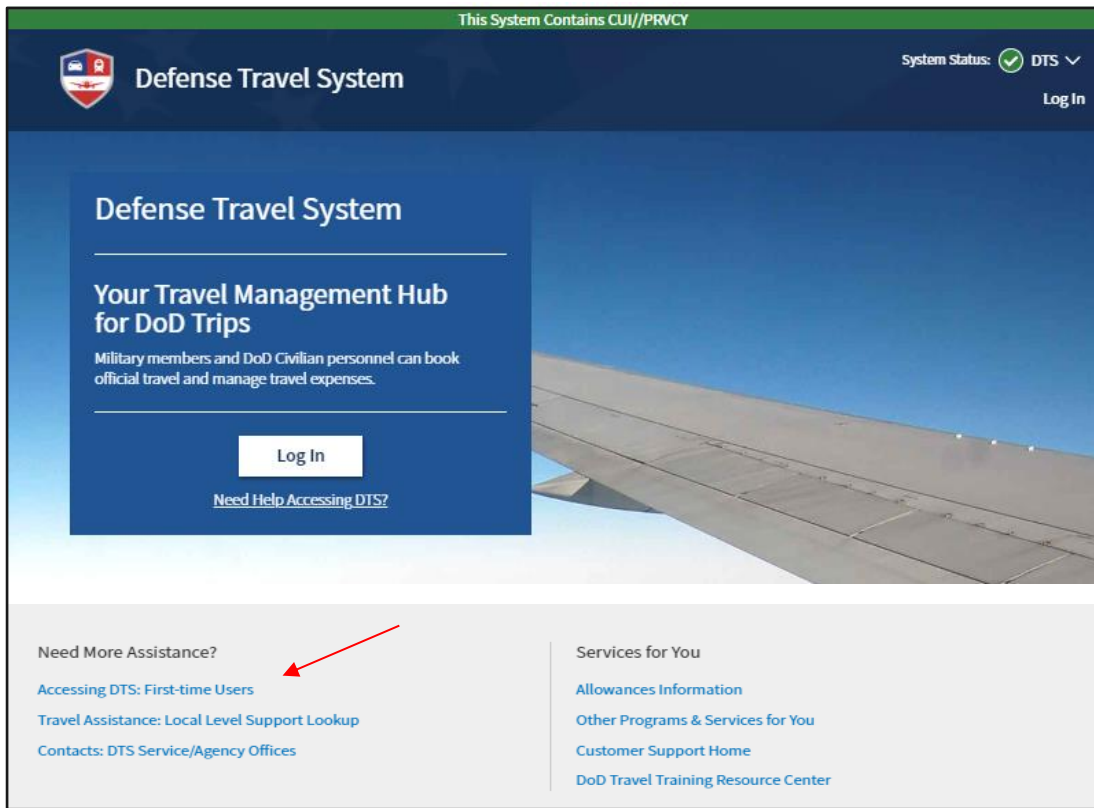
Figure 2-1: DTS Home Page - Need More Assistance?

1. Select the link Accessing **DTS: First-time Users**. The **Accessing DTS** information page loads (Figure 2-3). A few setup checks listed with an indicator of successful or action required. Contact your IT POC if your PC requires configuration changes to allow DTS or EWTS access.
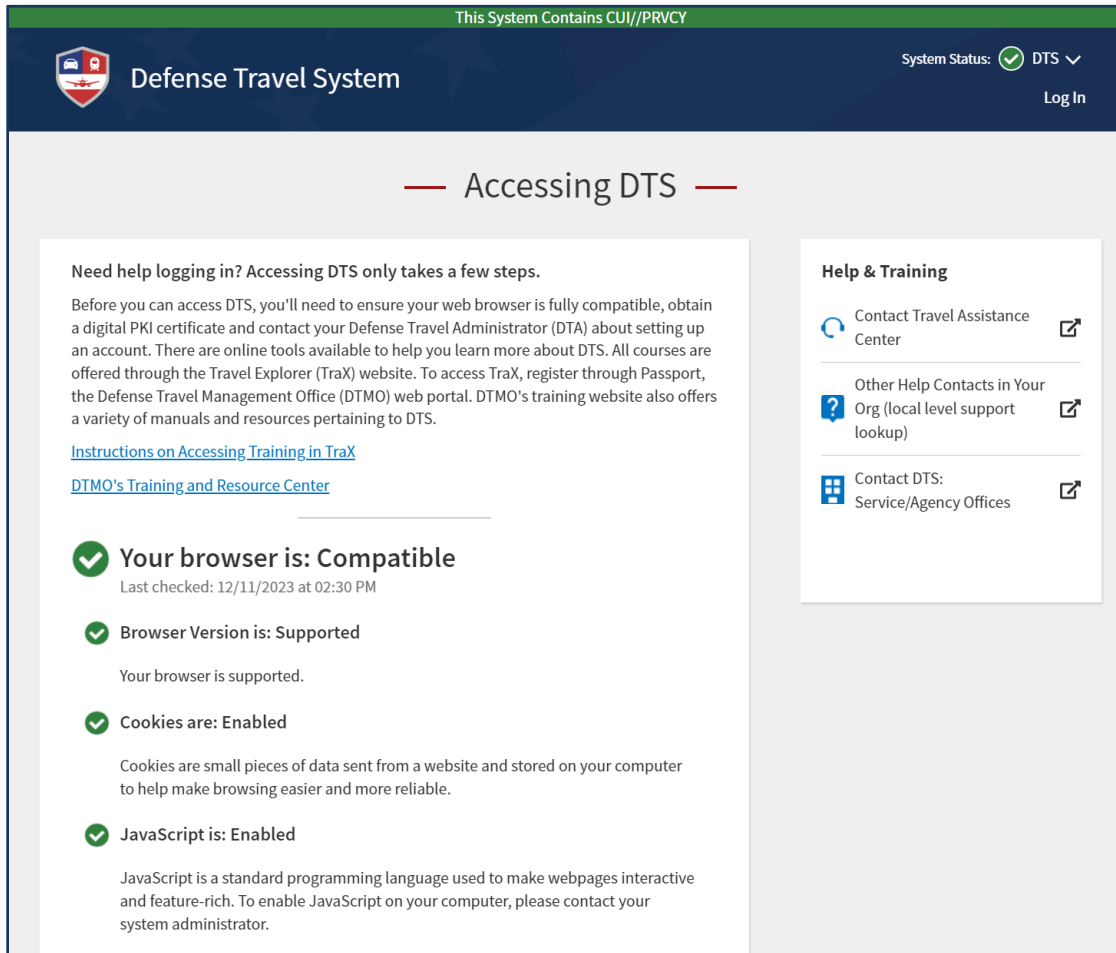
Figure 2-2: Computer Requirement Checks

2. If you scroll further, the screen provides information regarding **Enabling Browser Pop-ups** and **Your DTS Account**.

2.2 PKI Certificate

To access EWTS, you need 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 the Defense Travel System (DTS). You should never use your CAC PKI certificate to access EWTS as you risk PII exposure. Instead, only use the PKI training certs to log into EWTS. See Section 3.3 on how to request certificates.

Chapter 3: Training Preparation

Finding time to train users may not be easy. How much time or how little drives what you can provide in a single session. Training may require multiple sessions and/or individuals may need to fulfil some prerequisites before attending a class. Your organization may have an existing training program for you to start with or you may need to build your program from the ground up.

In this section, we address key considerations, resources, and the PKI Cert process, which is necessary to coordinate a training opportunity.

3.1 Getting Started

Here are a few key considerations to help you as a DTS Trainer prepare for training users:

- Determine the need for training
    - New employees
    - High number of Audit findings
    - Delays in processing vouchers
    - Financial rejects
- Decide who needs training
    - Travelers
    - AOs
    - DTAs
- Determine how you deliver training
    - Individually
    - Group
    - Classroom with computers
    - Virtually using MS Teams or Zoom
    - Demonstrations
- Develop a Training Plan
    - Define how often to train
    - What functions to train based upon user role
    - What aids to use for training
    - What will determine the measure of success
    - Common issues and resolutions
    - Help Resources
- Create a Class Agenda per each class outlining schedule of events

- Create Practical Exercises for users to complete in EWTS

- Gather training aids and resources; JTR, local business rules, DTMO website

- PKI Certs; request, verify, and manage for training needs (See Section 3.3)

3.2 Resources

When you are working on a training plan you can use resources already available and tailor the information based upon your organization's needs. The DTMO website offers an abundance of resources for travel. You can access them from the DTMO main *Training* page (Figure 3-1). In addition to this guide, there are Web-based Training (WBTs) classes, FAQs, Distance Learning (DL) sessions, and other travel aids.
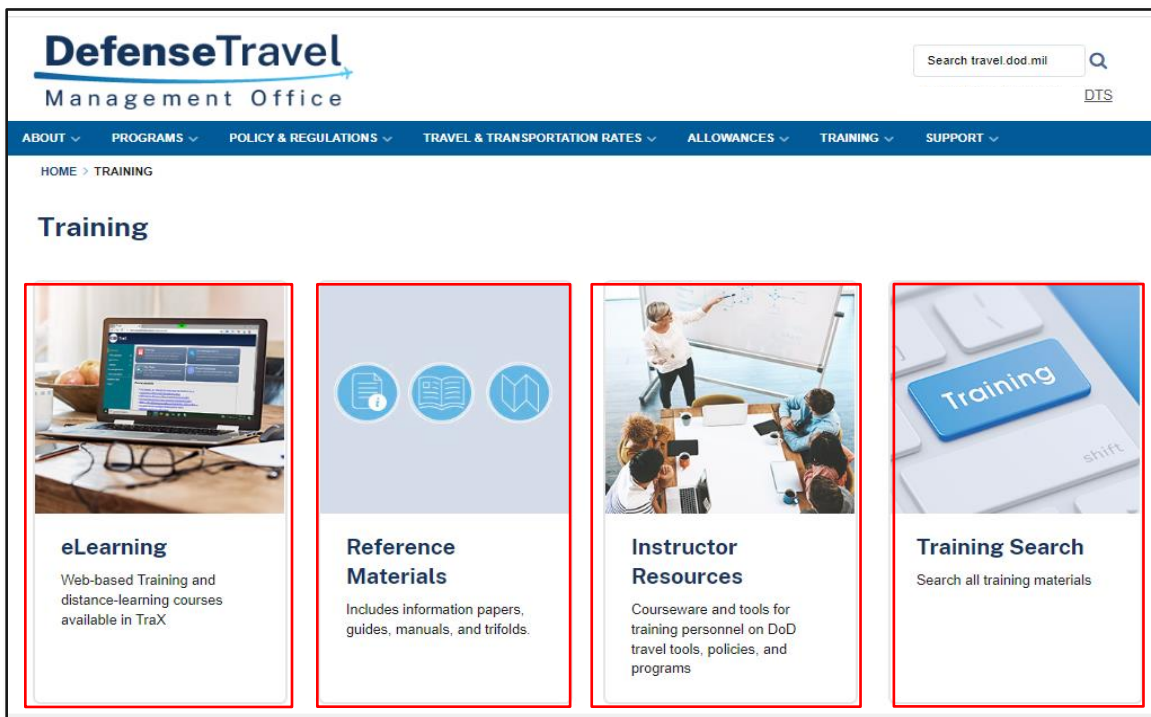

Figure 3-1: DTMO Website – Main Training Page

- Through the DTMO Passport application, *TraX* provides access to online WBT sessions covering the DTA Administrative actions, document processing, and much more. Also, in *TraX*, is the **Knowledge Center** provides an abundance of FAQs addressing assorted travel questions and links to vital resources.

- The DTMO provides the DL session **D205: Enterprise Web Training System (EWTS) Setup and Application** using Microsoft Teams. See the DTMO website for the *Distance Learning Schedule*.

- The DTMO website (Figure 1-1a) provides access to the *Training Search Tool* containing over 100 travel related guides, information papers, and much more.

3.3 PKI Certificates

The EWTS Site Administrator for a site or organization maybe be a Lead DTA (LDTA) or DTS Trainer. The EWTS Site Admin is responsible for obtaining EWTS PKI certificates, managing PKI storage, and tracking who has access

to them. If there is not a EWTS Site Admin for your organization, reach out to your Component Rep for assistance.

The EWTS PKI certificates are:

- Required to access EWTS
- Typically valid for three years from the certificate issuance date
- Last name formatting of cert and EWTS profile must match

Check the expiration date by:

- Referring to the instructions provided by the PKI certificate issuing authority.

-OR-

- Review Chapter 5 on how to import certificates into a browser and access a browser to locate imported certificates.

3.3.1 Requesting PKI Certificates

The EWTS Site Admin should work with the Component Representative to obtain PKI certificates from the serving Registration Authority (RA) based upon your internal process. Record the cert information: naming format, expiration date, password, and trainer who will use them. The EWTS Site Admin must verify the password upon receipt of the certs from the RA. The EWTS Site Admin will provide the PKI certs, passwords, and instructions to the DTS Trainers following their local business rules.

Hands-on training classes require each student to have a PKI certificate to access EWTS. The instructor and students upload the certs into the PC's browser. The DTS Trainer should have enough certs to meet the training needs. Part of the pre-planning is to determine how the certificates will associate to a EWTS role. For example, if you are training 20 students to learn the traveler role, then you need 20 PKI certs. If you are training 15 students on the traveler and AO roles, then the 15 students each need two PKI certs to complete the training tasks. As an instructor, you need at least three PKI certs, to fulfill the traveler, AO, and DTA functions. Work with the issuance authority when naming certificates and your IT POCs for cert storage.

Please contact your IT for PKI guidance and comply with your local procedures. Reference: JTF-GNO CTO 07-015, Public Key Infrastructure (PKI) Implementation, section E Task 4. "Per JFHQ-DODIN DoD agencies should NEVER store software certificates and private keys (.p12/.pfx files) on a local drive (computer hard drive) or network (Intranet/Internet) locations."

Chapter 4: Request for Training Organization

Before accessing EWTS to create documents, the structure or the framework must be in place. The DTMO EWTS Administrator establishes the initial setup (1 organization, 1 routing list, 1 group, GGMRs, 1 LDTA profile, 1 LOA and budget), provides designated SSN list for EWTS profiles, and detailed instructions to the DTS Trainer. **Note**: The DTMO EWTS Administrator creates the organization name based upon the Component (i.e. Navy, Air Force, etc.). The DTS Trainer customizes the setup for their organization using the SSN list for profiles, resources, and instructions provided by the DTMO EWTS Administrator.

The following sections discuss the EWTS setup process in-depth.

4.1 Lead DTA/DTS Trainer

Once the Lead DTA or DTS Trainer receives their PKI certificates, they should reach out to the DTMO EWTS Administrator to request an organization, profile setup assistance, and general guidance for EWTS use. The Lead DTA or DTS Trainer will provide two encrypted emails using the centralized mailbox at *dodhra.mc-alex.dtmo.mbx.ewts-requests@mail.mil*.

For the first email, the Subject should contain, "EWTS Setup Request (Customer Last Name, First Name – Service or Agency)" and should include:

- Site or Organization Name (e.g., Army Financial Management Office)
- Site or Organization Location (e.g., 111 Soldiers Drive, Ft. Belvoir, VA)
- Site POC full name
- Site POC work email address (i.e., .edu or .mil)
- Site POC work phone number
- Number of training certificates received from local issuing authority
- Name of each training certificate received from local issuing authority
- EWTS Organization Name, if known or if unknown the DTMO EWTS Administrator will assign the organization name based upon the Component and formatting requirements (e.g.,TAZARMOFB).
- Attach a PKI certificate for DTA profile setup in EWTS

For the second encrypted email, Subject should contain, "EWTS Setup Request - PW (Customer Last Name, First Name – Service or Agency)" and should include the password issued for the PKI certificate. **Note**: The passwords are case sensitive, so be sure to provide the password as sent to you by the RA or certificate issuance authority.

4.2 DTMO EWTS Administrator

The DTMO EWTS Administrator receives and reviews the two encrypted emails from the Lead DTA/DTS Trainer. If any data is missing, the DTMO will contact the Lead DTA/DTS Trainer for further clarification.

The DTMO EWTS Administrator will conduct the following actions:

- Determine if the site has an EWTS Organization setup. If not, build the organization and record the exact naming sequence. See Chapter 6 of this guide for more about setting up the organization.
- Extract the PKI certificate for DTA profile setup from requestor's encrypted email.
- Upload the PKI certificate into browser using the dedicated password; should be in second email.

- Determine if the site has an allotted set of SSNs. If not, assign the SSN list for the site and track the set.
- Determine if the site has a DTA profile in the EWTS organization. If not, using the SSN list build a profile and set the permissions and access levels for DTA role.
- Log into EWTS to activate the account, verify the certificate and password word.

The DTMO EWTS Administrator notifies the Lead DTA/DTS Trainer of completed actions and provides detailed instructions for finalizing setup and logging into EWTS. The email should include:

- The assigned EWTS Organization name.
- The Default Routing List name.
- The name for the created the DTA profile and the permissions and access levels granted.
- Confirmation the certificate and password worked for the DTA. **Note**: If the password is incorrect, notify the Lead DTA/DTS Trainer to check the password. If the password still won't work, then a new certificate is required with a valid password.
- Provide the allotted set of SSNs for the site to use for profile setup. Indicate the SSN used for the DTA profile.
- Provide instructions for uploading the certificates into a browser.
- Provide instructions for finalizing EWTS setup (e.g., Orgs, Routing Lists, Groups, Profiles, LOAs and Budgets).
- Provide links to additional resources (e.g.,TraX, DTMO main Training page, EWTS link).

The DTMO EWTS Administrator will monitor for additional questions from the Lead DTA/DTS Trainer and provide support.

Chapter 5: Importing Certificates into Brower

Once the DTMO EWTS Administrator establishes the organization and DTA profile, the Lead DTA or DTS Trainer will import the PKI certificates into a browser on the instructor PC and then confirm the certificates (with the expiration dates) appear in the browser.

Note 1: You can use Chrome, Edge, or Firefox browsers to access EWTS, but do not use IE. Check with your local IT for which browsers are allowable.

Note 2: If the DTS Trainer already imported the certs and confirmed passwords, and located the certs in a browser, then skip Section 5.1 and Section 5.2. Begin with Section 5.3. If not, review the import cert process below.

5.1 Import Certificates to the Certificate Store

The certificate store is located on the computer's hard drive. It is a special key database used to store digital certificates and may contain the certificate's private key. The location of the certificate store varies by web browser. Typical browsers used to import the certificates are Chrome, Firefox, and Edge. If your organization uses a browser not listed in this guide, then contact your IT staff for assistance.

As discussed previously, you receive the PKI certificates from the issuance authority. Local procedures determine certificate delivery; encrypted email or from a downloadable location.

Importing certificates from email:

1. Locate the encrypted email and open the email to see the list of certificates (Figure 5-1). **Note**: Figure 5-1 is a .p12 cert example. Your actual certificates may have a different naming convention.
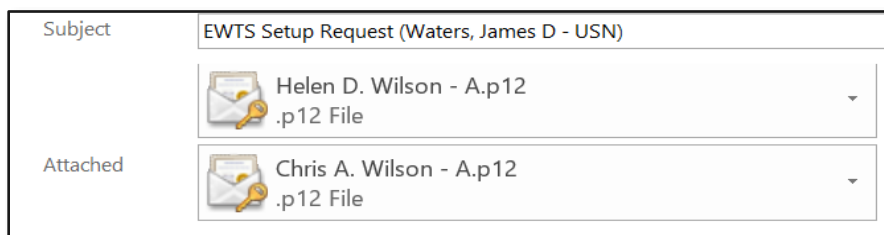

Figure 5-1: Sample Certificates in Email

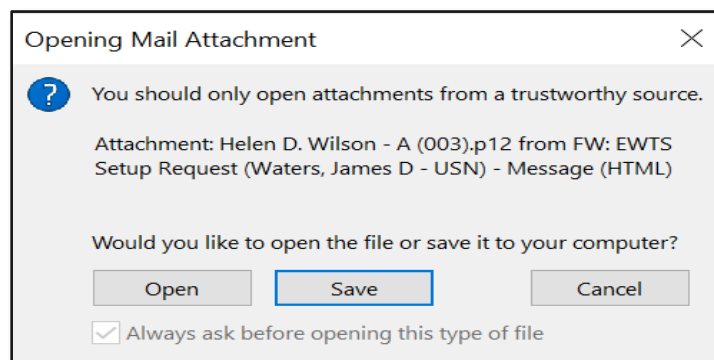2. Double-click one certificate (.p12 file). An information message appears (Figure 5-2).

Figure 5-2: Opening Mail Attachment Message

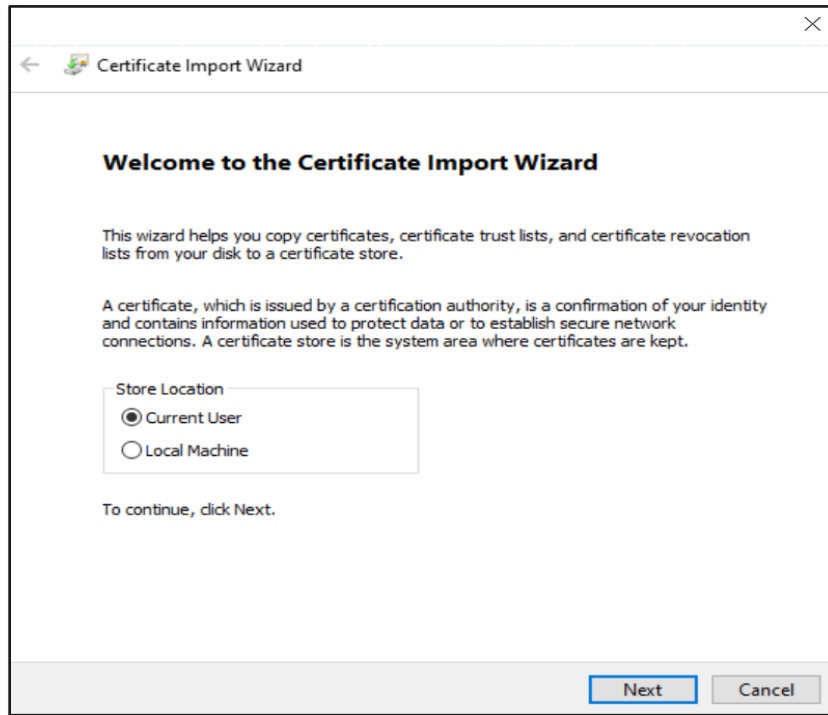3. The **Certificate Import Wizard** opens (Figure 5-3).

Figure 5-3: Certificate Import Wizard Screen

4. Select **Next**. The **File to Import screen** (Figure 5-4) opens. Do not change the pre-populated information in the **File Name** field.
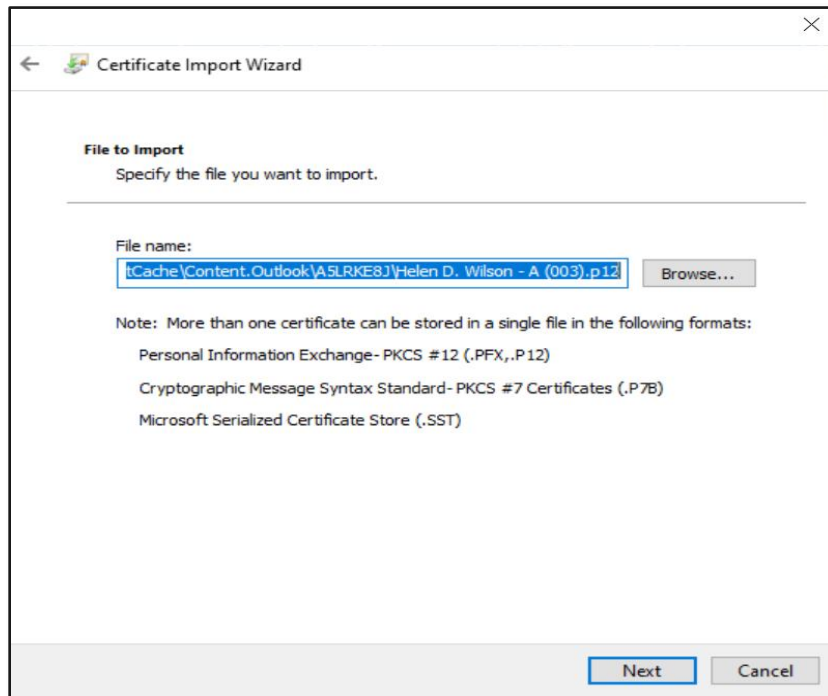

Figure 5-4: File to Import Screen

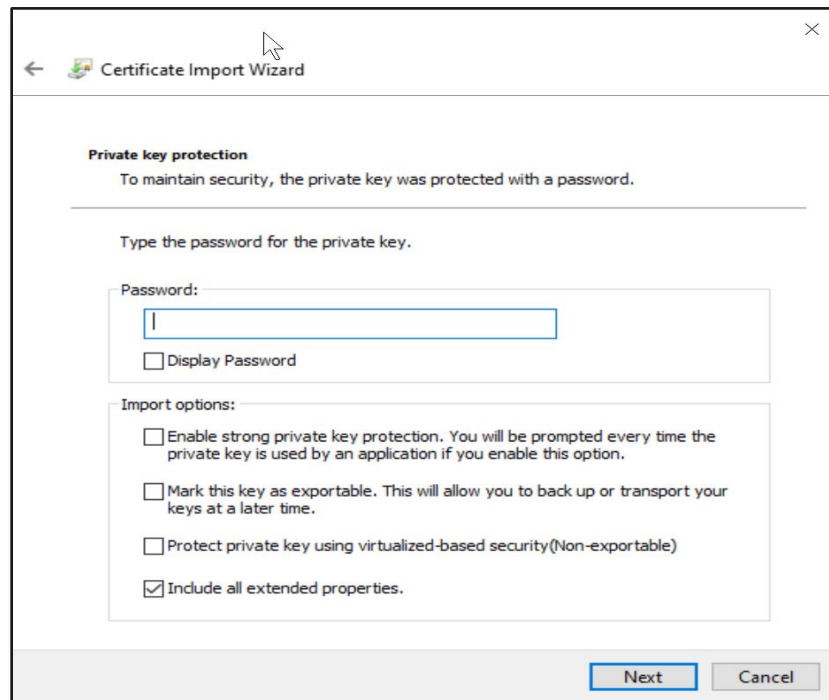5. Select **Next**. The **Password** field appears (Figure 5-5).

Figure 5-5: Password Screen

- Enter the certificate password into the **Password** field. This is the one provided to you by the issuing authority. **Note**: The password is case sensitive, so type it as provided to you.

- Uncheck the **Enable strong private key protection box** (unless it's unchecked by default).

- Leave the **Mark this key as exportable** and **Protect private key using virtualized-based security (Non-exportable)** boxes unchecked.

- Select the **Include all extended properties** box.

6. Select **Next**. The **Certificate Store** screen opens (Figure 5-6). The "Automatically section" option is active 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.
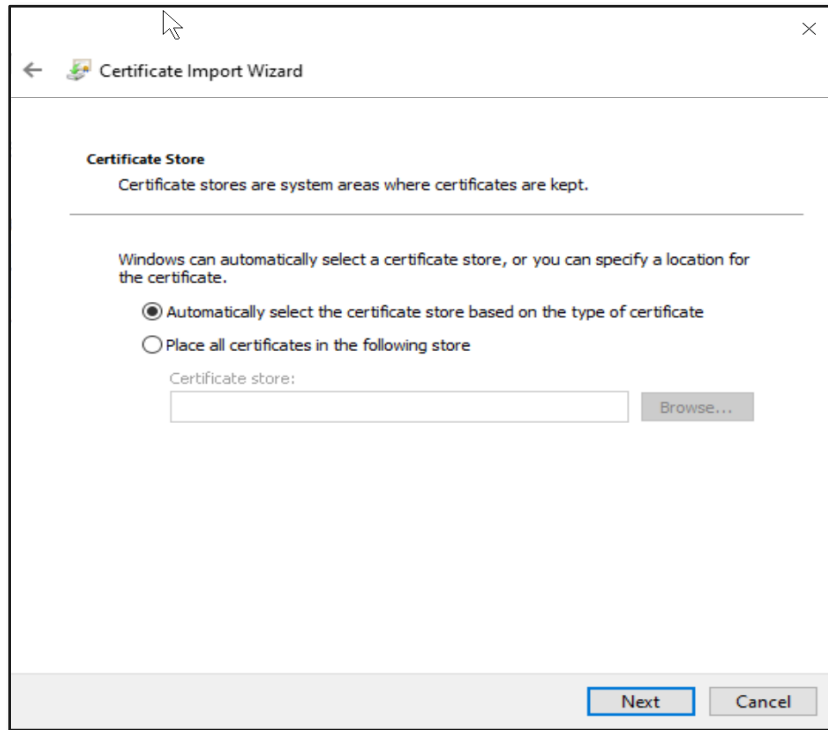
Figure 5-6: Certificate Store Screen

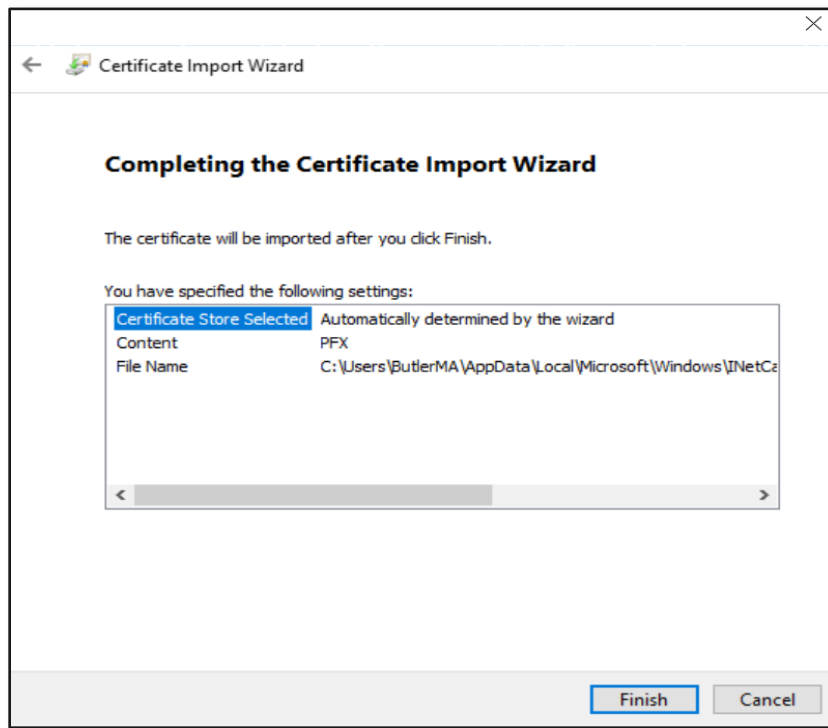7. Select **Next**. The **Completing the Certificate Wizard** screen opens (Figure 5-7).

Figure 5-7: Completing the Certificate Import Wizard Screen

8. Select **Finish**. The **Certificate Import Wizard** pop-up message displays the following text: The import was successful (Figure 4-8).
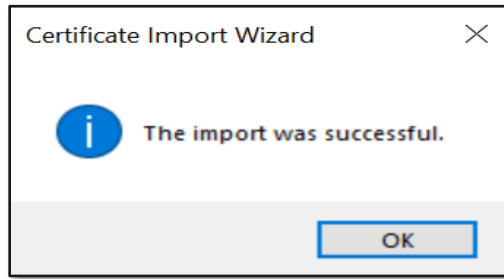
Figure 5-8: Pop-up Message

9. Select **OK** to close the message.

10. You will repeat the same process until you import all the certificates necessary for your training class.

11. Verify the certs appear in a browser.

Importing Certs from other than email location:

1. Verify with your EWTS Administrator where to locate the PKI certificates. **Note**: Follow your local processes for certificate storage.

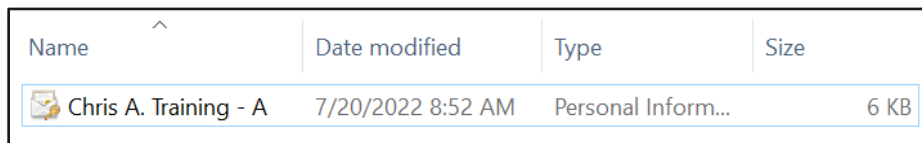2. Open the folder or determined cert location. Double click on the certificate to open the file (Figure 5-9).

Figure 5-9: PKI Certificate

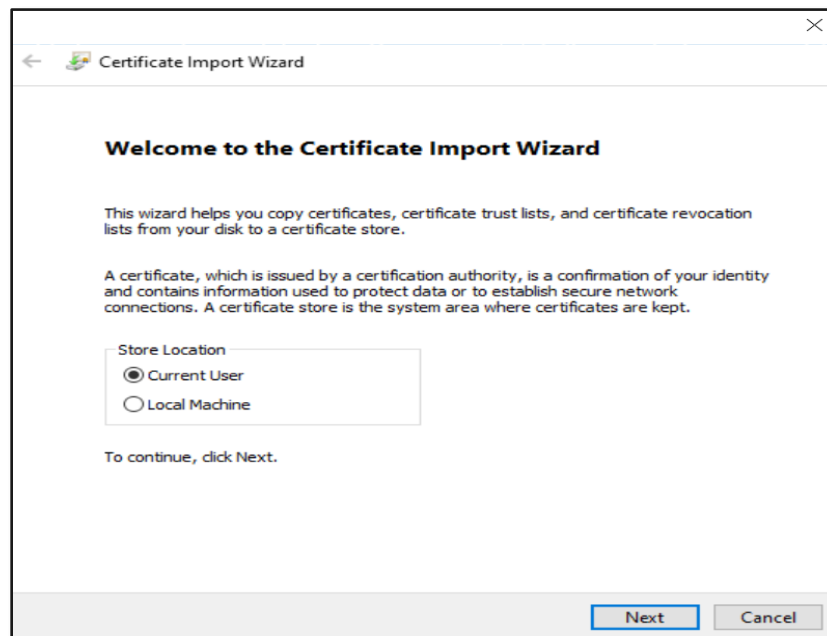3. The **Certificate Import Wizard** opens (Figure 5-10).

Figure 5-10: Certificate Import Wizard Screen

4. Follow the same process as outlined in *Importing Certificates from Email*, Steps 4-9.

5. You will use the same method until you import all the certificates necessary for your training class.

6. Verify the certs appear in a browser, using the same steps.

5.2 Locate Certificates in Browser

This section describes how to locate the PKI certificates after importing them into a browser. If the DTS Trainer already completed this step, then skip to Chapter 6.

The section examples include a diagram and the required steps using Chrome (Figure 5-11), Firefox (Figure 5-12), and Edge (Figure 5-13) which are compatible with EWTS and DTS.
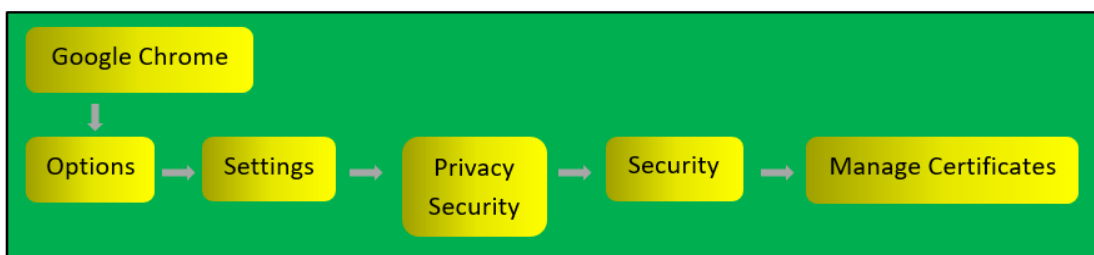
5.2.1 Google Chrome

Figure 5-11: Locate Certificate Store using Google Chrome

1. Open the browser. On the right side of the screen, select the **Options** (3-dots vertical) icon and then choose **Settings**.

2. On the **Settings** page, scroll down and select **Privacy and security**.

3. Select **Security**. Under the Advanced area, select **Manage Certificates** (Manage HTTPS/SSL certificates).

4. The **Certificates** window opens, displaying a list of imported certs.

5. Select **Close** to exit.
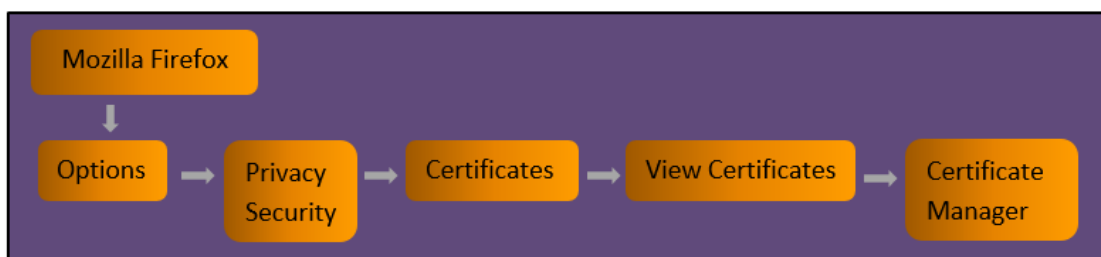
5.2.2 Mozilla Firefox

Figure 5-12: Locate Certificate Store using Mozilla Firefox

1. Open the browser. On the right side of the screen, select the **Options** (cog) icon.

2. The new page opens. Select **Privacy and Security**.

3. Scroll down to the **Certificates** area and select **View Certificates**.

4. The **Certificate Manager** window opens, displaying a list of imported certs.

5. Select **Close** to exit.
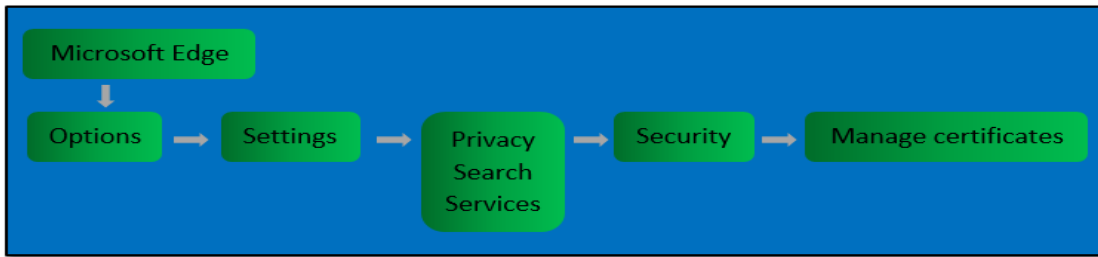
5.2.3 Microsoft Edge

Figure 5-13: Locate Certificate Store using Microsoft Edge

1. Open the browser. On the right side of the screen, select the **Options** (3-dots horizontal) icon, then scroll down and select **Settings**.

2. On the **Settings** screen, select **Privacy, search, and services**.

3. Under the **Security** area, select **Manage Certificates** (Manage HTTPS/SSL certificates and settings)

4. The **Certificates** window opens, displaying a list of imported certs.

5. Select **Close** to exit.

5.3 Preparing Instructor and Student PCs for Training

Depending upon the type of training and location of your students, you can deliver in-person classroom or remote training.

Classroom Training. If providing an in-person session, determine if you have to bring your own PC or an instructor PC is available. Load and verify each PKI Training certificate with the corresponding password works on the instructor PC. If possible, load the PKI certs onto the student's PCs, and verify pw in advance of training. Once in class, ensure each student can access the workstation. **Note**: It is good idea to have the local IT contact information available in case you experience any workstation or network problems.

To access a training workstation, it is normally one of two ways depending upon your local IT guidance:

1. If the students must access the training workstation with a User ID and password, then the instructor can access each PC prior to class. Create a folder on the desktop, and load the necessary training materials in the folder (e.g., class agenda, scenarios/tasks, and local business rules). Then import the certs into the browser (e.g., Chrome, Firefox, and Edge) and activate the profiles verifying EWTS access. The student will confirm access to the folders, certs, the DTMO main *Training* page, and other training links once in class.

2. If the students must access the training workstation using their CAC then you may have to create student folders in a shared location or email them their training resources prior to class. The students will confirm access to the folders, certs, the DTMO main *Training* page, and other training links one in class.

Note: Follow your local procedures for creating folders and accessing data on a workstation.

When using EWTS each student must have their own certificate. If not completed prior to class, have the students import the necessary PKI certificates into the preferred browser (e.g., Firefox, Chrome, or Edge) using the steps in Section 5.1. Your students may simulate one or more roles (e.g., traveler, AO, and DTA), so they need access to the certificates associated to that role in order to perform their training activities. When assigning certs to students ensure they understand which cert to use for the dedicated role.

Remote Learning. If providing sessions remotely ensure the PKI certs are accessible on the instructor PC and pw works. Determine how you will provide the certs to students: encrypted email, shared folder, or other means following your approved local business process. **Note**: Always send the pw to students in a separate encrypted email.

If using Microsoft Teams, Zoom, or other means, then ensure each student can access the session (link and phone number), the DTMO main *Training* page, and other training links for the class. Make sure each student has access to the certificates and training materials; email or downloadable location. If not completed prior to class, have each student import the necessary PKI certificates into the preferred browser (e.g., Firefox, Chrome, or Edge) using the steps in Section 5.1.

Demos. Along with the hands-on session, you may choose to include WBT demonstrations. If time is limited, you use may use the DTA profile to pre-stage traveler documents in EWTS. During class, you can finalize the trips with the students, and provide additional tips, and workarounds.

5.4 Reloading Certificates

When logging into EWTS, after the **Privacy and Ethics** page, a **Select a certificate** window appears prompting you to select the necessary PKI certificate. Based upon the required activity, select the certificate from the list and select **Ok** to advance. During a training session, you may need to perform different roles using different certs. You exit EWTS with one cert (e.g., traveler) and you log into EWTS with another (e.g., DTA). Sometimes after you log off EWTS with the first certificate, next log on refers to the last certificate and automatically reloads it, instead of giving you the option to select a different certificate.

In order to get EWTS to recognize that you want to select another certificate, you must perform a small house-cleaning task on your computer. In the browser, you will need to delete your temp files and browsing history.

For Chrome, if you are not prompted to select a different certificate, try the following:

1. Open a Chrome page. From the **Options** icon, select **Settings**.

2. Under **Privacy** and **Security**, select **Clear Browsing Data**. A widow opens.

3. For the **Basic** tab, the **Cookies** and **Other Site Data** and the **Cached Images** and **Files** should be checked.

4. Select **Clear Data**.

5. Close all windows and then log into EWTS again.

For Firefox, if you are not prompted to select a different certificate, the "**Remember this decision**" box might be checked, to clear the option try the following:

1. Open a Firefox page. From the **Options** (3 lines) icon, select **Settings**. The page refreshes.

2. At the top of the page, type in **Certificates** in the search box. The **Certificates** section appears

3. Select **View Certificates**. The **Certificate Manger** window opens.

4. Choose the **Authenticate Decisions** tab. Highlight the certificate you want to delete it remembering as the default. Select **Delete** and click **Ok**. The certificate is not deleted from the browser. You only reset the **User Identification Request** option, so you will be given the option to choose different certs during log on.

5. Close all windows and then log into EWTS again.

Chapter 6: Accessing EWTS

After you import the PKI certificates into a browser confirming the password is valid and you have an assigned profile to an organization, you can log into EWTS to build traveler, AO and other DTA profiles prior to class or have students build the profiles during the training event.

As provided in Chapter 1, there are two ways to access EWTS; directly from the DTMO website and through **Travel Explorer (TraX) Frequently Asked Questions (FAQs)**. This section covers access using the direct DTMO links. For the TraX FAQ steps, see Chapter 7. **Note**: When providing instructions to students provide both options.

6.1 DTMO Website

Open the DTMO main training page at *https://www.travel.dod.mil/Training/* and navigate to Instructor Resources > Training Resources > DTS/ EWTS Training Resources. As a shortcut, you can simply follow this link: *https://www.travel.dod.mil/Training/Instructor-Resources/DTS-Training-Resources/* (Figure 6-1).
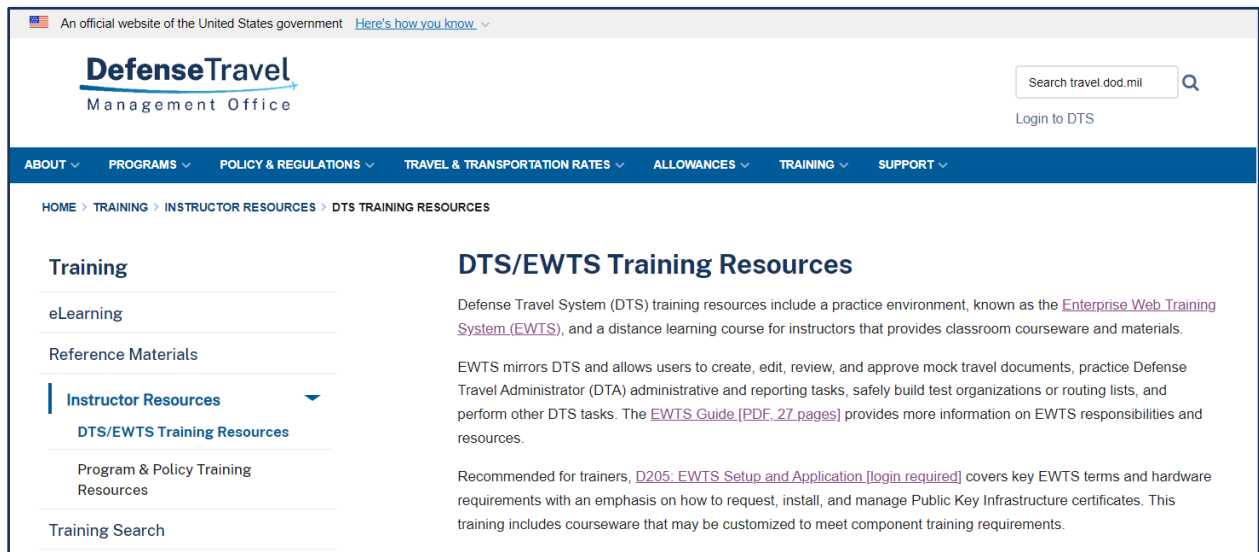

Figure 6-1: DTMO Website – Training Resources Page

From the **DTS/EWTS Training Resources** screen (Figure 6-1), select the **Enterprise Web Training System** link or the **Log into the Enterprise Web Training System** icon to enter EWTS. The **Privacy and Ethics** page appears (Figure 6-2). Review and **Accept**, to advance.
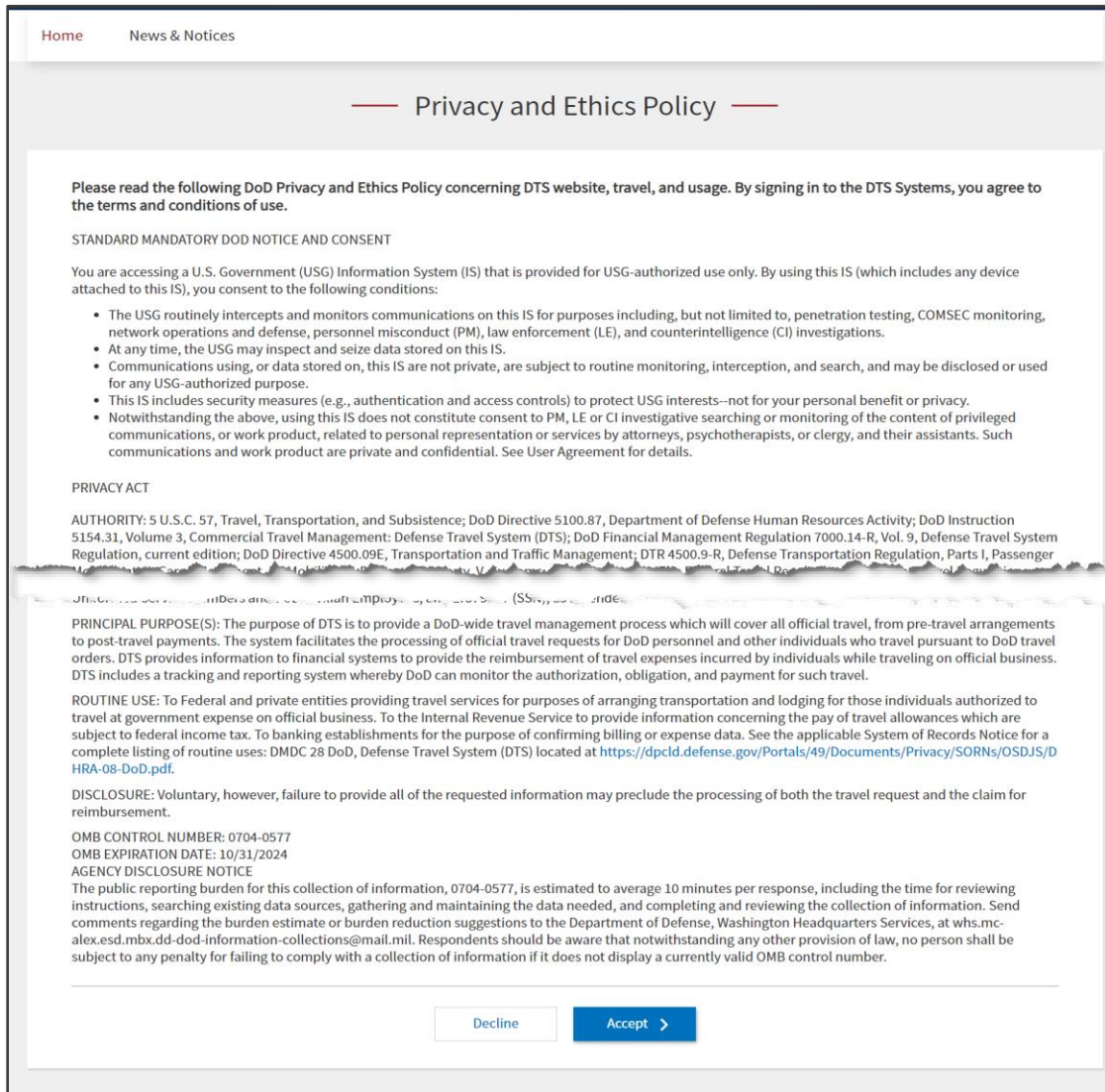
Figure 6-2: Privacy and Ethics Policy (Partial) Page – EWTS Access

A **Select a certificate** screen appears. Based upon the role (e.g., traveler, DTA, or AO), select the certificate and **Log In**. The **EWTS Dashboard** appears (Figure 6-3).
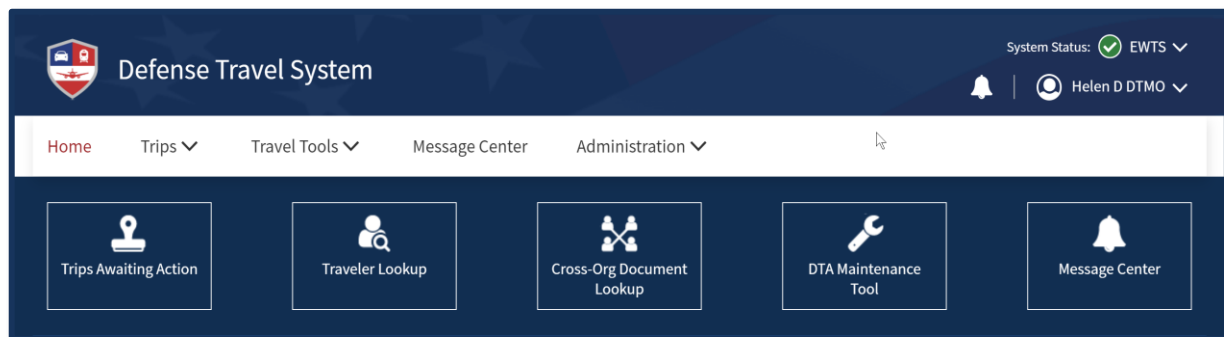

Figure 6-3: EWTS Dashboard Screen

Chapter 7: Roles and Responsibilities

The benefits of using EWTS is to establish a mock organization, simulate typical DTS roles for managing travel, provide training to gain an understanding of system capabilities, practice document processing, and enhance skills before using DTS.

The DTMO EWTS Administrator and the DTS Trainer both have certain responsibilities for setting up the EWTS organization. Both accomplish the majority of the setup using the **DTA Maintenance Tool**. Both will access the **Budget Administration Tool** to establish, view, or update Budgets with targets. This chapter explores in more detail how each role participates in the setup process.

7.1 DTMO EWTS Administrator

The DTMO EWTS Administrator prepares the basic setup for your EWTS organization following a specific format. See the below sections for complete information.

7.1.1 Organization

The organization provides the framework and the other tables within the **DTA Maintenance Tool** (sub-orgs, routing lists, groups, profiles, LOAs) all tie to the org as well as budget and reporting capabilities. The DTMO EWTS Administrator can create two types of organizations, depending on the training needs. The organization contains several data elements and many are mandatory such as TMC (i.e., CTO data to support PNR simulation), and Organization email (i.e., self-registration).

Org structure can be:

- 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.

EWTS organizations are subject to a purge or clean out on a routine basis. This effort reduces the data footprint in the system. The purge normally occurs over a weekend. The EWTS organization name dictates the type of purge

- If your organization is set up to train travelers and Authorizing Officials (i.e., contains a **Z**), then the purge clears all documents from the organization.
- If your organization is set up to train LDTAs/ODTAs, the purge will remove all sub-organizations, profiles, and documents under the main organization. **Note**: Be sure to assign your DTA profile at a higher organization level to prevent profile removal.

The **DTA Manual, Chapter 4** provided more about organizations. If your site requires a specialized setup, please contact the DTMO EWTS Administrator at *dodhra.mc-alex.dtmo.mbx.ewts-requests@mail.mil*.

7.1.2 Routing List

The DTMO EWTS Administrator creates one routing list for the org, but does not assign any routing elements or people to it. You must populate the routing elements after creating the profiles. There is always at least one

routing list in an organization and is identified as the Default RL. The purpose of the routing list is define how the documents will follow in the system. See the *DTA Manual, Chapter 5* for more information.

7.1.3 Group

The DTMO EWTS Administrator creates a group for the org, grants the DTA profile access to the primary group. Purpose of the group is allow anytime access to traveler's documents. The established group rules will add members to the group as you create profiles and assign them to the organization. There must be a least one group in the organization. See the *DTA Manual, Chapter 6* for more on groups.

7.1.4 People

The DTMO EWTS Administrator creates and activates the LDTA User profile. Additional profiles (i.e., travelers, AOs, and other DTAs) are the responsibility of the DTS Trainer. The DTMO EWTS Admin provides details for establishing profiles (e.g., fake SSNs, GTCCs, and EFT) to the DTS Trainer and assist with troubleshooting.

Note: You can setup the EWTS profiles to allow a single role such as a traveler or more than one role such as traveler and AO. See the *DTA Manual, Chapter 7* for more information on profiles.

7.1.5 Lines of Accounting (LOA) and Budgets

The DTMO EWTS Administrator sets up a LOA based on the format map for your Component (i.e., your Service or Agency) and funds the associated budget for the remaining quarters in the fiscal year.

Note: At the beginning of the next FY, you will need to either roll over or copy your LOAs and establish new budget targets. See the *DTA Manual, Chapters 8* and *DTA Manual, Chapter 9* for *LOA and Budget* information. In addition, review the *FY Cross-Over Guide for LOAs and Budgets* available on the DTMO website.

7.2 EWTS Site Administrator or DTS Trainer

In EWTS, you have the ability to use a s simple organization structure or establish multiple organizations to support your training classes. Once you finalize setup, you can create mock authorizations, vouchers, and local vouchers to simulate your organizations CONUS and OCONUS travel and because EWTS includes the same policy checks as DTS, you can address *Joint Travel Regulations (JTR)* and local policy requirements.

7.2.1 Organization

The DTMO EWTS Administrator provides the main *Organization* which is similar to your actual org, but conforms to the EWTS requirements. As the Lead DTA or DTS Trainer, you must complete the organizational setup and create training materials.

You can:

- Customize the main org to reflect some of your actual organizational structure such as a Duty Station address. Doing so allows you to present material in a training environment that reflects an organizational structure.
- Create additional sub-organizations based upon main organization formatting and class type.

You log into the DTA MT and select **Organizations**. The **Search Organization(s)** screen appears (Figure 7-1).
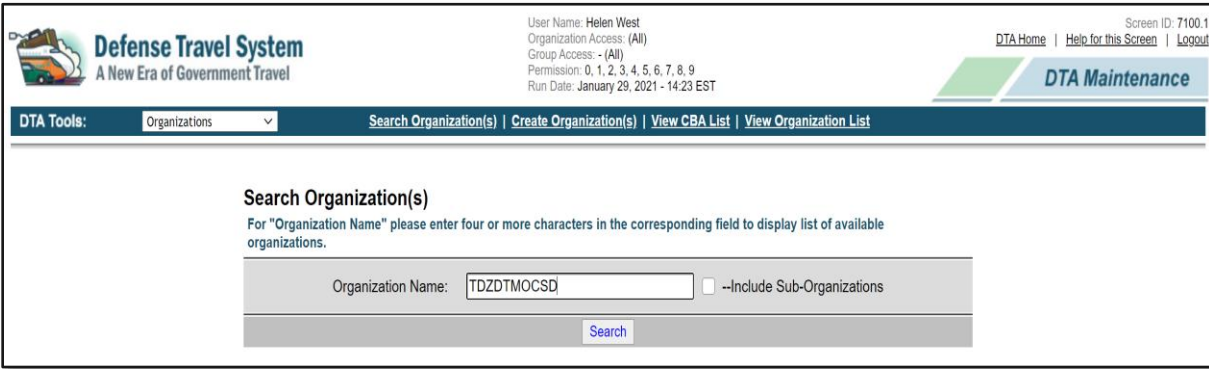
Figure 7-1: Search Organization Screen

You can use the [DTA Trifold](#) or review the [DTA Manual, Chapter 4](#) to assist you with the steps to update and/or create a new sub-organization.

7.2.2 Routing List

Your main organization contains a *Default Routing List,* but you must populate the routing elements before any documents will route for approval (Figure 7-2). Although EWTS does not connect to a live reservation system, the **CTO SUBMIT** and **CTO BOOKED** stamps must be in the routing in sequential order at their appropriate levels and before any other stamp. Documents with reservations will not simulate the TMC action without these stamps in the routing list. You will need to identify which certificate and EWTS profile to setup as a *Routing Official*. After you create the profiles, then you can add individuals to the routing list. You may choose to add **REVIEWED**, but it is not required. The **APPROVED** stamp must be last one on the routing list to ensure proper document flow.

Select **Routing Lists** from the DTA MT drop down list. The **Routing List(s) (Search Results)** screen appears (Figure 7-2).
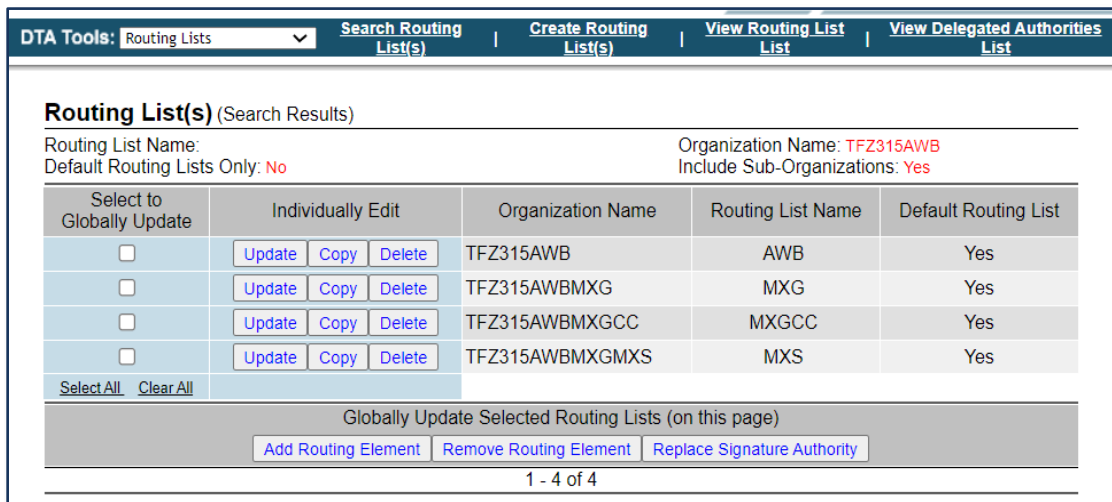
Figure 7-2: Routing List (Search Results) Screen

To modify a routing list, select **Update**. The **Update Routing List** window opens (Figure 7-3).

Figure 7-3: Update Routing List Screen

You can use the [DTA Trifold](#) or review the [DTA Manual, Chapter 5](#) to assist you with creating and updating the routing lists.

7.2.3 Group

The DTMO EWTS Administrator provides the *Main* or *Primary Group* associated to the *Main Organization* and setup group rules, which will automatically add members to the group upon creating profiles and assigning an organization. The purpose of a group is to allow anytime access to traveler's documents.

The DTA profile must be a member of the group and have access to the *Main Group*. If you want to create additional groups, you can do so. After you create the group, you manually populate the group members and then identify which profile will have access to the *Secondary Group.*

In the **DTA MT** and select **Groups** from the drop down list. The **Search Group(s)** window opens (Figure 7-4).

Figure 7-4: Search Groups Screen

You can use the [DTA Trifold](#) or review the [DTA Manual, Chapter 6](#) to assist you with creating a **Group** and adding **Individual Group Members**.

7.2.4 People

Anyone who requires access to EWTS or DTS must have a profile assigned to an organization. For training, as an instructor you need at least three profiles to simulate the basic roles: traveler, AO, and DTA. You will use the

LDTA profile to manage your EWTS organization and create profiles for your students to use in class. Remember each student will need a PKI cert and profile to access EWTS and complete skill drills.

There are two profile types:

- User - Admin functions; DTA, DMM, or CBA Specialists

- Traveler - Document processing; reservations & payments

Both profile types:

- Contain Common Data: SSN, first and last name, organization name (Assignment), email, accesses, and permissions.

Travel profile:

- Contains additional data to support reservation and documents processing.

Remember the key points when creating profiles in EWTS:

- Don't access EWTS with a CAC.

- Do use PKI Certs to log into EWTS.

- Do use the DTA profile to create the profiles (i.e., travelers, AOs and DTAs) using the SSN list provided by the DTMO EWTS Administrator. Do not use real SSNs.

- Do format the name on the PKI certificate and EWTS profile to match or you can't log in.

- Do use the fake Government Travel Charge Card (GTCC) number provided by the DTMO Admin (i.e., 4242 repeating until a 16-digit number) and any future expiration date.

- Do use the fake Electronic Funds Transfer (EFT) routing and account number (i.e., 114000653 (routing) and 101010101 (account).

- 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 profiles for the PKI certificates, but we recommend:

  - Identify at least one traveler certificate and profile. Assign permission level 0, no org or group access.

  - Identify at least one Approving Official certificate and profile. Assign permission level 0 and 2.

    - Routing Officials are added to the DTS routing list with a specific stamp and granted a permission level 2, so they can access **Trips Awaiting Action** to retrieve documents. At a minimum, there must be an Approver for all 3 document types with backups to support travel needs. **Note**: You can have a Reviewer but that action comes before **APPROVED**.

    - Routing Officials only see the documents in **Trips Awaiting Action** when it's their turn to act. To have any time access to travel documents and use **Traveler Lookup** to search for documents, the Routing Officials would need group access to the appropriate group.

- If you grant group access to the Routing Official they can view a document before it routes to them or revisit an approved document. Be sure to grant access to the appropriate group. **Example**: Org Name: TNZ890CRU with Group Name: CRU
- If you grant permission level 1 and org access to the AO they can view the DTS Budget Balance report. **Note**: They can't edit the DTS Budget with a permission level 1.

o Your DTA profile has the permissions and org and group access set by the DTMO EWTS Administrator and at the appropriate level.

o If you are setting up additional DTAs identify which certs and profiles for the role, assign permissions are 0-6 and org and group access at the level that they will take action.

In the **DTA MT** and select **People** from the drop down list. The **People (Search Results)** window appears (Figure 7-5).

Figure 7-5: People (Search Results) Screen

You can use the [DTA Trifold](#) or review the [DTA Manual, Chapter 7](#) to assist you to Create People, and Update a profile.

7.2.5 Lines of Accounting (LOA) and Budgets

You can opt to use only one LOA and Budget for your organization or choose to create additional LOAs and Budgets.

In the **DTA MT** and select **Lines of Accounting** from the drop down list. The **Lines of Accounting (Search Results)** window appears (Figure 7-6).
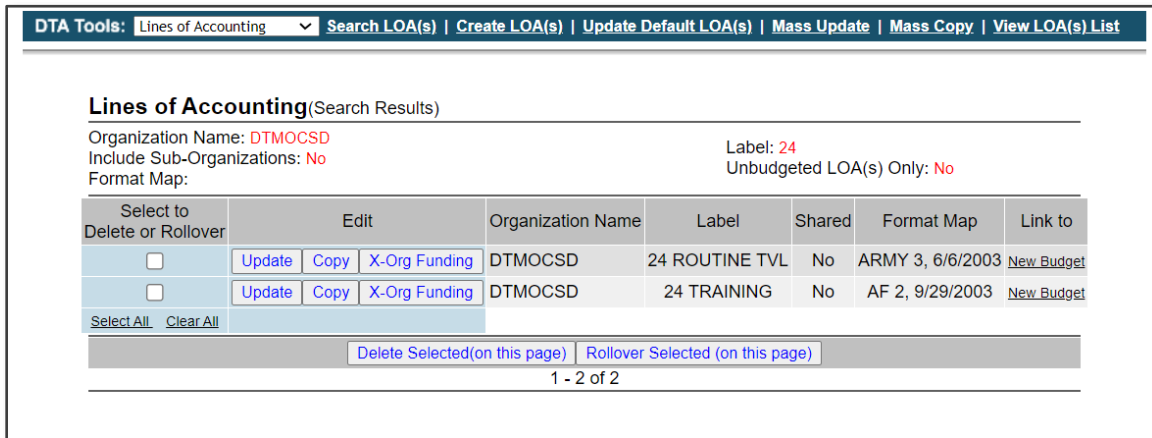
Figure 7-6: LOA (Search Results) Screen

You can use the *DTA Trifold* or review the *DTA Manual, Chapter 8: LOAs* to assist with creating, updating, copying, and rolling over LOAs.

After you create LOAs then you build Budgets. From the **Administration** menu, select **Budget Tool**. The **Welcome to the DTS Budget Administration Tool** screen opens. The page describes the features and capabilities of the **Budget Tool**. Select **Budget Maintenance** on the light blue **Navigation Bar** and the page refreshes (Figure 7-7).
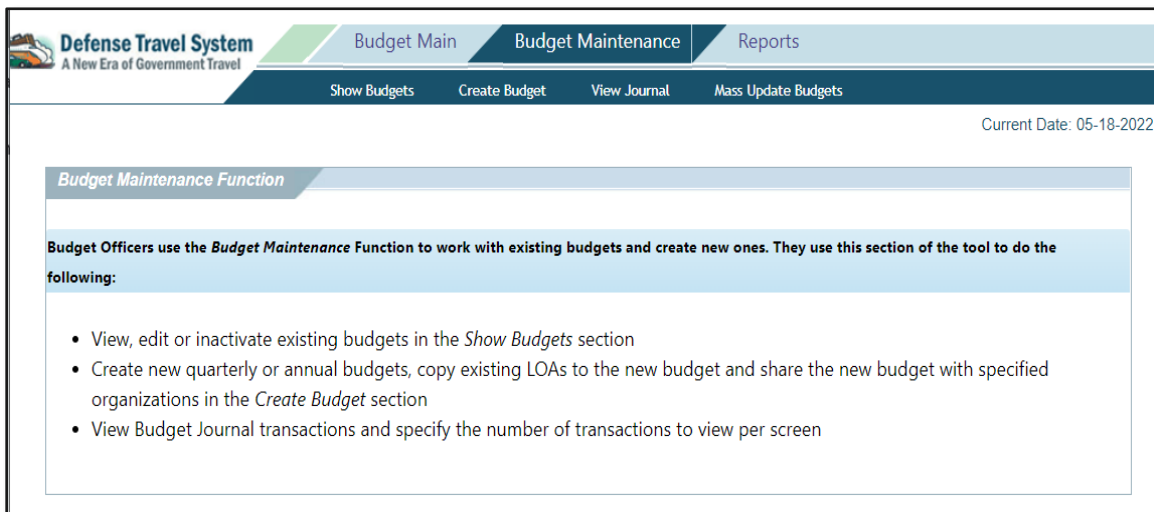

Figure 7-7: Budget Maintenance Screen

You can use the *DTA Trifold* or review *the DTA Manual, Chapter 9: Budgets* to assist with updating targets and creating new Budgets and track funding.

Note: At the beginning of the next FY, you will need to either create new, roll over or copy your LOAs and establish new budget targets. Review the *FY Cross-Over Guide for LOAs and Budgets* available on the DTMO website.

Chapter 8: Resources and Support

There is an abundance of resources and support for training.

You can:

- Reach out to other DTAs, AOs, and frequent travelers to gather training ideas, current issues, and local travel impacts to include in your training plan.
- Use information available on the DTMO website at *https://www.travel.dod.mil/Training/* and tailor to meet your organization's needs.
- Take any number of TraX, Web-based Training (WBTs) classes.
- Attend TAC Outreach sessions.

8.1 EWTS Support

EWTS is accessible 24 hours a day, seven days a week, except for scheduled maintenance. The **EWTS Dashboard** displays the current system status in the top right side of the screen (Figure 8-1). **Note**: Select the down arrow to see specific modules or functions information.
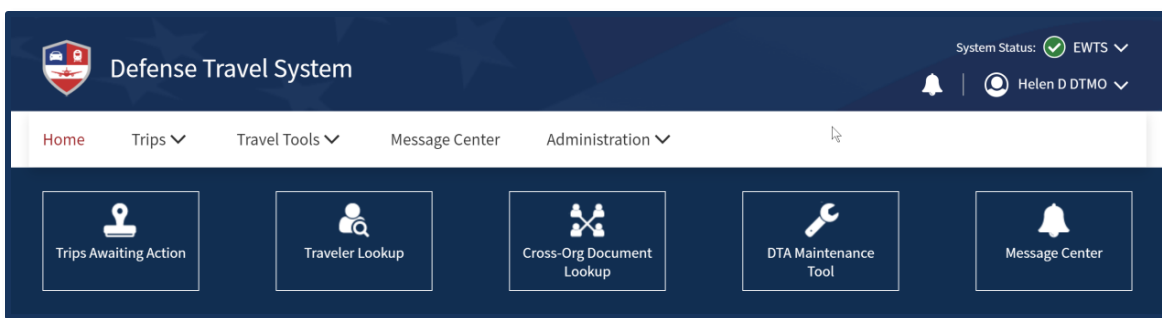

Figure 8-1: EWTS Dashboard

If the system is scheduled for an outage, then the either a banner on the **DTS Home** page, an *Alert* (bell) or status would display under the **Message Center** (Figure 8-2).
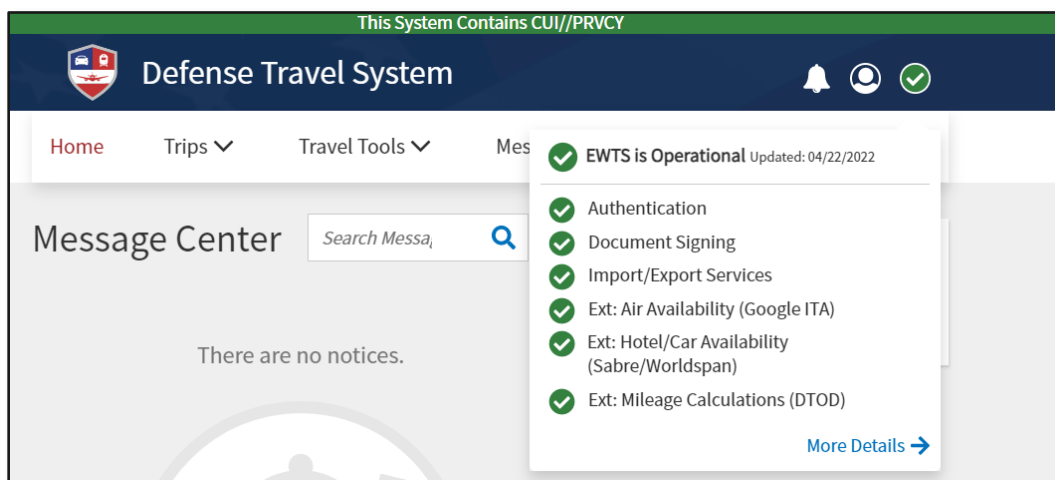

Figure 8-2: Message Center

On the **TraX Home** page, known scheduled outages appear, and the **TAC Outreach Call** information appears under the **Announcements** section (Figure 8-3).
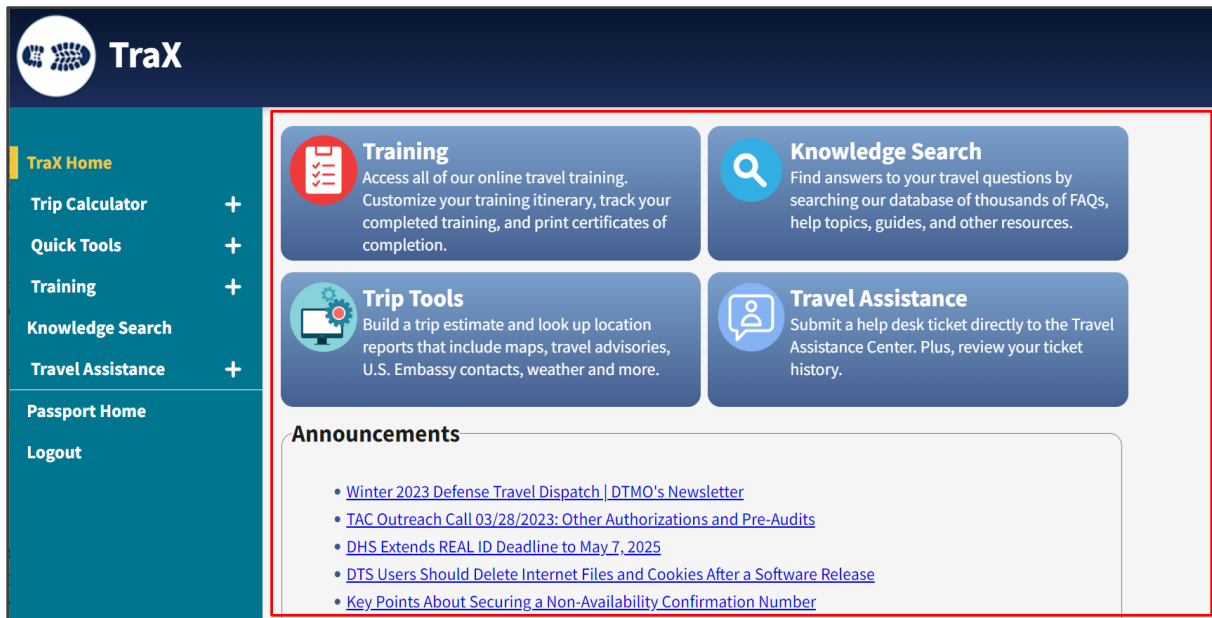

Figure 8-3: TraX Home Page – Announcements Section

The TAC Outreach slides are available directly under the Travel Assistance Center at *https://www.travel.dod.mil/Support/Travel-Assistance-Center/*. These monthly sessions occur on the second and fourth Tuesday of the month and cover system updates, current concerns, a functional topic, and additional resources. You can view prior *TAC Outreach slides*, under the TAC session *https://www.travel.dod.mil/Support/Travel-Assistance-Center/TAC-Outreach/*.

8.2 EWTS Access - TraX Knowledge Search

If you need to look up a link, obtain a resource, or resolve a question, you can use the **TraX**, **Knowledge Search** following the steps below:

1. Navigate to TraX at *https://www.defensetravel.dod.mil/neoaccess/login.php*. The **Passport Login** page opens.

2. Log into Passport with either your CAC or User ID and password. The **Passport Home** page displays.

3. Select **TraX**. The **TraX Home** page provides the available options (Figure 8-4).

Figure 8-4: TraX Home Page

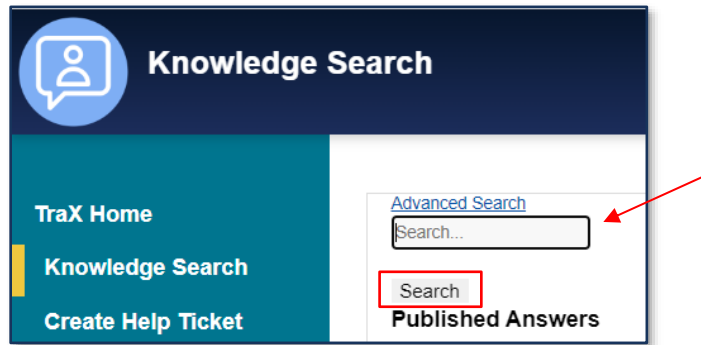4. Select **Knowledge Search** (Figure 8-5). The screen refreshes.

Figure 8-5: Knowledge Search Screen

5. In the text box, type in one or more words and then select **Search** (Figure 8-5). The system brings back a list of items based upon your entry and display under **Published Answers** and other items related to your topic.

6. You can search for the *EWTS Guide*, *D205 EWTS Setup Distance Learning, and Web-Based Training (WBTs)* resources to assist with using EWTS (Figure 8-6).
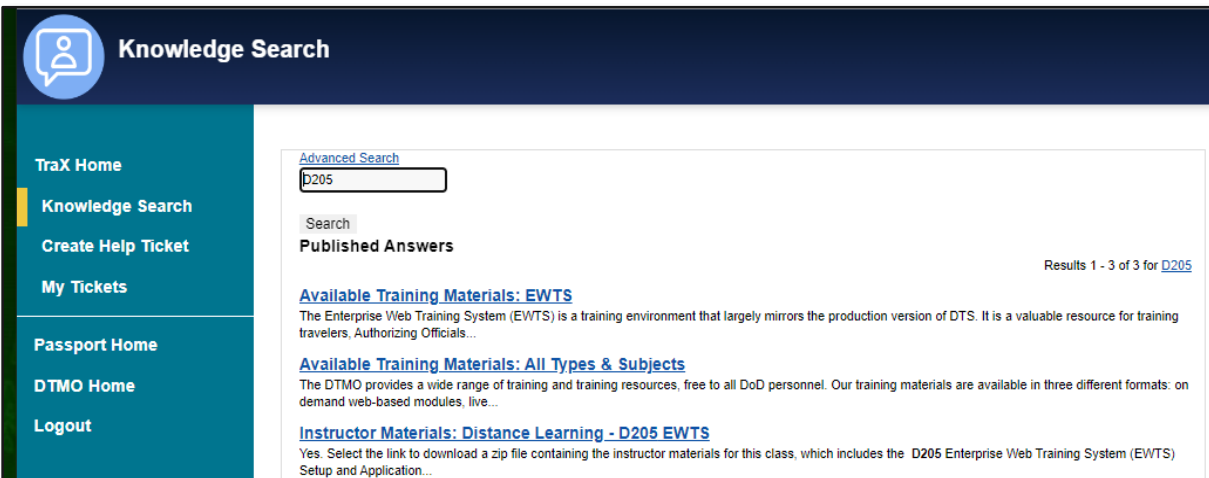

Figure 8-6: Knowledge Search - Results

8.3 EWTS Connectivity Problem

If you or your students experience initial access or connectivity problems to EWTS, contact your LDTA or Local Help Desk for assistance.

If the local support can't resolve the issue, then contact the **Travel Assistance Center** (**TAC)** by accessing **TraX**. On the **TraX Home** page, select **Travel Assistance** (Figure 8-7) and then select **Create Help Ticket**. You can learn more about Help Tickets in the information paper, *Required TAC Ticket Information*.

For functionality questions, the **TraX Knowledge Center** allows you to search on a variety of topics. If you cannot find a resolution using **Knowledge Center**, then submit a **TraX Help Ticket** (Figure 8-7). The TAC will respond to your ticket and provide a timely resolution.

Figure 8-7: TraX Create Help Ticket

8.4 Training Materials

The DTMO website provides access to training resources on the main *Training* page. You can use the **Training Resources Lookup Tool** to search for all or specific guides, manuals, information papers, and trifolds. These tools assist with administrative setup, document processing, accessing TraX for WBTs, and much more. Training aids you may find helpful include:

- *DTA Manual
- *DTS Guides
- * DTA Flow Chart
- *AO Checklist and Instructions
- *DTS Basics WBT
- *Auth, Vch & Local Vch (Trifolds)

*These resources are also available under the **TraX Knowledge Center** using **Search**.

8.5 Training Classes

The DTMO conducts the *D205: Enterprise Web Training System (EWTS) Setup and Application* Distance Learning (DL) session covering EWTS basics. You can view the upcoming DL schedule on the Training page under *eLearning*. The schedule also appears in the **Training** section of **TraX** (Figure 8-8).

Once you **Schedule** the DL class, TraX provides you an email with all the class specifics.

Figure 8-8: TraX Available Training Schedule Screen

Appendix A: Assigning DTS Access and Permission Levels

A.1 Background

Access and permission levels allow personnel to perform functions within DTS. Permission levels ensure separation of duties and protect the accuracy and integrity of information by limiting access to DTS functions or traveler data.

Permission levels in DTS are numbered 0 through 9. Every individual who uses DTS must have at least one permission level – 0 – which allows access to DTS document preparation functions. A person may have as many permission levels as necessary to accomplish their assigned duties (e.g., 0, 1, and 5).

There are three kinds of access in DTS:

- **Organization access**: Allows a DTA to modify a DTS organization's administrative and financial assets, such as routing lists and budgets.
- **Group access**: Allows a person such as a travel clerk or NDEA to access individual's travel documents without being on a routing list.
- **Special access**: Assigns a person a specialized role such as DMM, NDEA, or Self-AO.

EWTS mirrors the live system in most aspects and does contain the same three access types. In EWTS, you may simulate most roles and provide access and permission to functions with the exception of:

- CBA Module
- DMM Module
- DTS Report Scheduler
- BI Tool
- Permission Levels 8 and 9

For more information about permission levels and related system functions, see the *DTA Manual, Chapter 3*.

A.2 Regulatory Guidance

Before using DTS, review the key information about permission levels and access types and follow your local business processes. Remember:

- Each organization must adhere to their Component directives regarding permission levels and access at all times enforcing separation of duties and protection of sensitive information.
- Before assigning a permission level, the appropriate person (based on Component Business Rules) must verify that the appointee has completed all required certification training and (where applicable) has the appropriate appointment letter are on file.

Appendix B: Sample Practical Exercises

When training DTS users consider providing a detailed skill drill or practical exercise for the students to follow. You can create a practical exercise (PE) for each role or functional area. Below are examples, use and tailor them or develop your own training aids.

B.1 Traveler Sample Practical Exercise

You must go TDY to Ft. Sam Houston, TX to attend the Annual Financial Review meeting. You should arrive on Monday 09/18/23 for the Tuesday - Friday 09/19/23 – 09/22/23 session. You are authorized airfare, a rental car, and lodging. Costs over per diem are not permissible unless the AO approves in advance. Book your reservations according to JTR policy. All lodging and expenses of $75.00 require receipts, so keep them for vouchering purposes. One checked bag permitted. Estimate a gas expense for your rental car.

- Create An Authorization – Use Authorization Trifold as an aid

    o Step 1 - Log into EWTS using the traveler profile Eric T. Brown.

    o Step 2 - From the Dashboard, select Create New Document, then Routine TDY Trip.

    o Step 3 - Create the itinerary. Enter your travel dates, TDY location, Trip Type, Trip Purpose, and Description.

    o Step 4 - Enter your TSA information.

    o Step 5 - Book airfare, rental car, and lodging.

    o Step 6 - Enter Expenses of $35 for a baggage fee, $60 for rental car fuel, and $35 for a TMC fee.

    o Step 7- Add the FY24 Travel LOA label to the authorization.

    o Step 8 - Justify any Pre-Audit flags and/or Reason Codes, add comments to AO, if needed.

    o Step 9 - Sign the authorization.

    o Step 10 - Contact the AO to review and approve trip.

B.2 AO Sample Practical Exercise

Review an upcoming trip for your traveler. You must ensure they booked reservations according to JTR policy. Verify they estimated typical expenses such as baggage fee, rental car gas, and TMC fee. For the voucher, verify they attached all required receipts to the document (receipts are required for all lodging and expenses of $75.00 or more). Validate all Pre-Audit and Reason Code justifications are policy compliant.

- Review an Authorization – Use RO/AO Trifold as an aid

    o Step 1 - Log into EWTS using the AO profile Chris A. Johnson.

    o Step 2 - From the Dashboard, select Trips Awaiting Action.

    o Step 3 - Locate the trips requiring approval and select a trip.

    o Step 4 - Check the travel dates, TDY location, Trip Type, Trip Purpose, Description, and comments.

    o Step 5 - Review booked airfare, rental car, and lodging for JTR compliance.

- o Step 6 - View projected expenses: $35 for a baggage fee, $60 for rental car fuel, and a $35 TMC fee.
- o Step 7 - Check for attached documentation and review.
- o Step 8 - Verify the proper LOA FY24 Travel is on the authorization
- o Step 9 - Ensure valid justification for Pre-Audit flags and/or Reason Codes. View comments to AO.
- o Step 10 - If compliant, approve the authorization.