

Accessing Training in Travel Explorer (TraX)

June 18, 2025

Introduction

Travel Explorer (TraX) offers a centralized travel source comprising of travel assistance, training, trip tools, frequently asked questions, and other useful information. Registered users can access TraX 24 hours a day, 7 days a week through the Defense Travel Management Office's (DTMO's) [Passport](#) Portal.

Passport Access

When you need to take a web-based training (WBT) class, you log onto **Passport** (the DTMO's web portal).

Begin on the [DTMO](#) website.

1. Select the TraX icon or navigate to <https://www.defensetravel.dod.mil/neoaccess/login.php>. A DoD warning statement (Figure 1) displays.

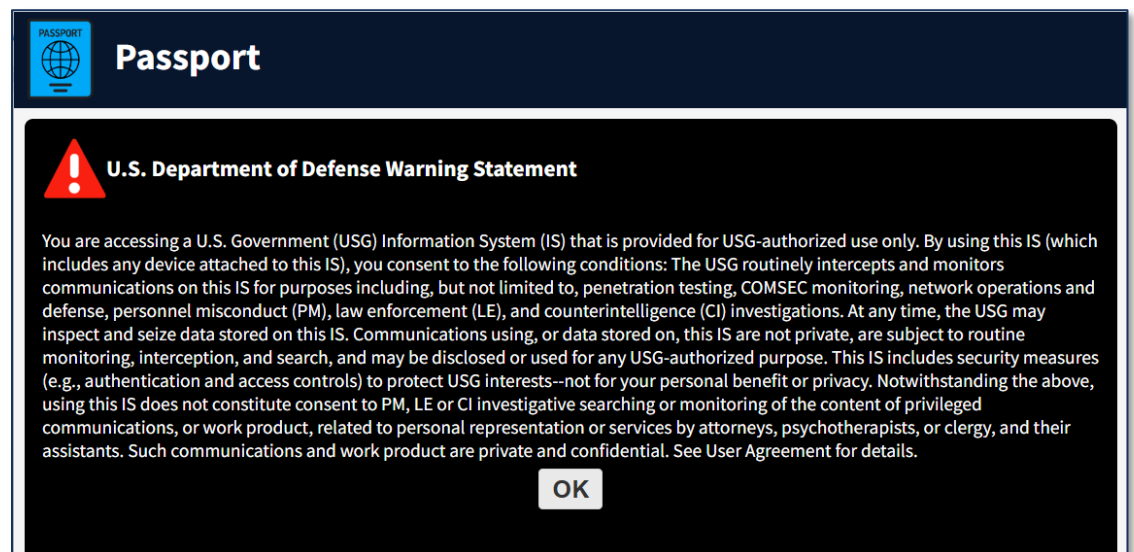


Figure 1: Passport Message Page

2. Read the warning message and select **OK**. The **Passport Login** screen (Figure 2) opens.

Figure 2: Passport Login Screen

3. You must have a user account to log onto **Passport**. If you don't have one, create one by selecting **Register Here**. The **Registration Instructions** screen (Figure 3) opens. If you do have one, skip the **Registering for TraX** section below.

Registering for TraX


On the **Registration Instructions** screen (Figure 3), there are two ways to register an account in TraX 1) **Username** (email address) and **Password** and 2) **Common Access Card (CAC)** or **Personal Identity Verification (PIV)**.

1. For users accessing the website with **Username** and **Password** credentials, the DTMO **Passport** requires a two-factor authentication protocol.
2. For military and government users accessing DTMO **Passport** with their **CAC**, or **PIV** credentials the additional authentication step is not required.
- Option 1: To Register by **Username** and **Password**.
 - a. On the **Registration Instructions** screen, complete all mandatory fields.
 - b. Select **Submit Registration**.
 - c. You will receive an email when your account is ready.
 - d. Use the link in the email to complete the registration and create your password, then return to the **Passport Login** page (Figure 2).

- **Option 2:** Select **Register with your CAC**.
 - a. On the **Registration Instructions** screen, complete all mandatory fields which includes a password.
 - b. Select **Submit Registration**.
 - c. You will receive an email when your account is ready for use.
 - d. Return to the **Passport Login** page (Figure 2). Select **Continue** with your **CAC/PIV** (Figure 2).

Registration Instructions

Option 1: Complete all of the following items to register for an account.

Option 2:  **Register with your CAC** Complete the remaining items below.

If your login email has changed, please login to Passport using your old email and then update your login email to your new changed email.

Login Email *

First Name *

Last Name *

Employment Type *

Select Employment Type

▼

Work Phone * & Ext

Submit Registration

* Required

Figure 3: Registration Instructions Screen

You may want to consider account registration for both methods. With the **Username** (email address) and **Password** you always have access to your account. **Completed Training Certifications** are associated to the email address (you had at the time of training) in the **Passport** account. If you register with the CAC, it does require a password. If your password changes, you can always update your TraX profile. See the **Update Passport Account Information** section at the end of this document.

Passport Login

Passport is available 24/7 to support a variety of purposes, so keep your **Passport** account active, and comply with DoD Cyber Security regulations by logging in monthly.

After you register for a **Passport** account, you can access the DTMO **Passport** portal by **Username** and **Password** or with your **CAC/PIV**.

- **Username and Password** – Each time you use this login method to **Passport**, a one-time passcode is sent to your registered email address for additional authentication.
 - a. You will be presented a **Passport Login Two-Factor Authentication** window (Figure 4).
 - b. You have 30 minutes to obtain the one-time passcode sent to your email address.

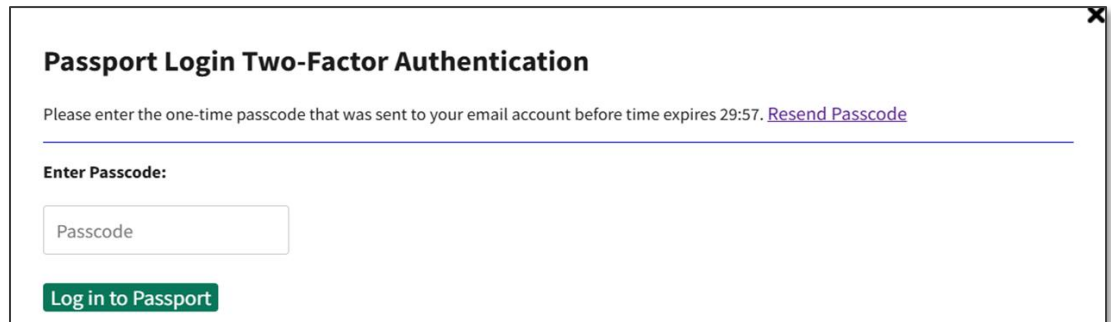


Figure 4: Passport Login Two-Factor Authentication Screen

- c. Locate the email from DTMO **Passport** containing the one-time passcode (Figure 5).

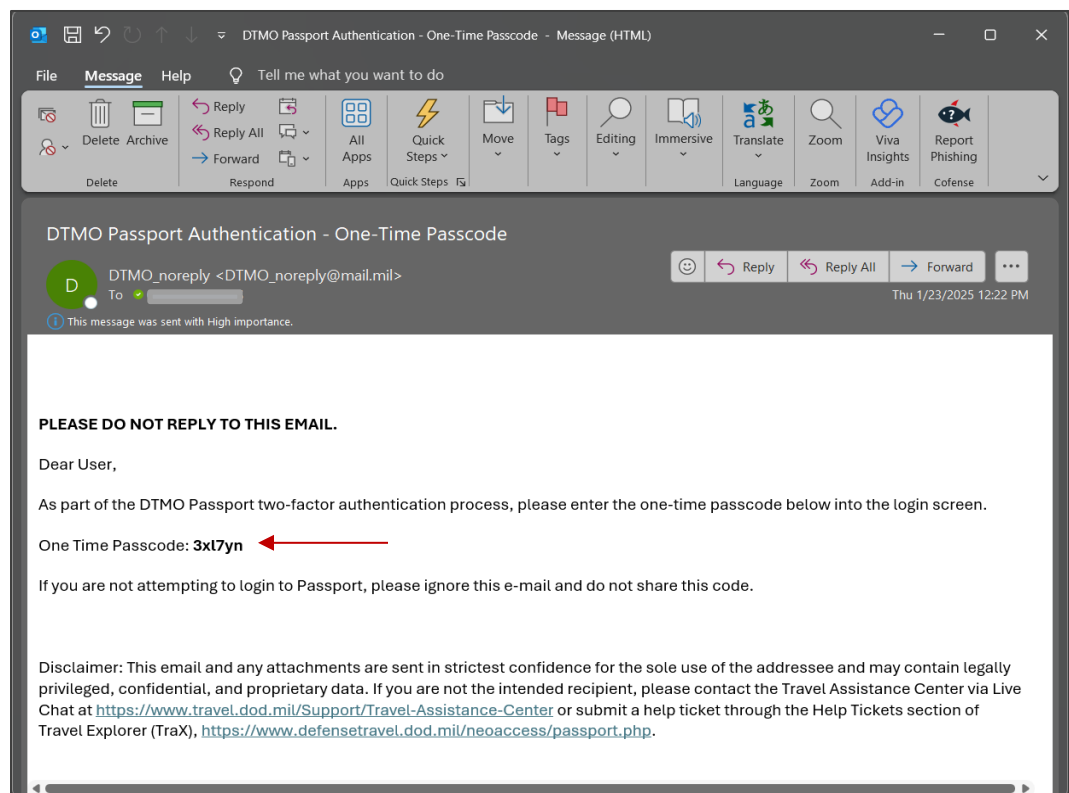


Figure 5: DTMO Passport Authentication – One Time Passcode Email Sample

- e. Copy and paste the **One Time Passcode** into the **Passport Login Two-Factor Authentication** window (Figure 6).

The screenshot shows a web window titled 'Passport Login Two-Factor Authentication'. It contains a message: 'Please enter the one-time passcode that was sent to your email account before time expires 28:35. [Resend Passcode](#)'. Below this is a text input field labeled 'Enter Passcode:' containing the text '3xl7yn' (with a red arrow pointing to it). At the bottom is a green button labeled 'Log in to Passport'.

Figure 6: DTMO Passport Authentication – One Time Passcode Entered

- a. The **password** is not authenticated until after the **Passcode** is sent and entered.
 - b. Select the **Log in to Passport** button to proceed (Figure 6).
 - c. You should see the **Passport Home** page. Continue with logging into **TraX**.
- **OPT Passcode Resend** – When using the **Username** and **Password** login method to **Passport** and you need another OPT Passcode, there is a planned 5-minute delay implemented before

a resend of the **One Time Passcode (OTP)**, link becomes available. After waiting the allotted time:

- a. Select the link to generate the OPT.
 - b. Copy and paste the **One Time Passcode** into the **Passport Login Two-Factor Authentication** window.
 - c. The password is not authenticated until after the **Passcode** is sent and entered.
 - d. Select the **Log in to Passport** button to proceed.
 - e. You should see the **Passport Home** page.
- **Password Use Requirement** - For a non-CAC/PIV account with a **Username** (email address) and **Password** log in credential, you are required to change the password once every 60 days.
 - a. Passport is programmed to not allow use of the previous 5 passwords for security compliance.
 - b. When revising your **Password**, you will see text informing you of the prior 5 passwords non-use requirement.
 - c. Generate your new password within the guidance and then log into **Passport**.
 - **Common Access Card (CAC)** - Each time you use either a **CAC** or **PIV** log on credential for the DTMO **Passport**, the additional authentication step is not required.
 - a. Select **Continue with your CAC/PIV**.
 - b. A **Select a certificate** window appears. Choose your certificate. Then select **OK**.
 - c. You should see the **Passport Home** page.

Note: Remember a monthly log in is required to keep the account active

Passport Home Page

The **Passport Home** screen (Figure 7) opens. At the top of the page provides the **Last Login data** (i.e., date, time) User email address, Logon by (method) with an identifier. The example below shows Logon by **CAC: Yes**. From here, you can access various applications based upon your permissions. At a minimum, you will have access to **My Profile**, **Subscriptions**, and **TraX**.

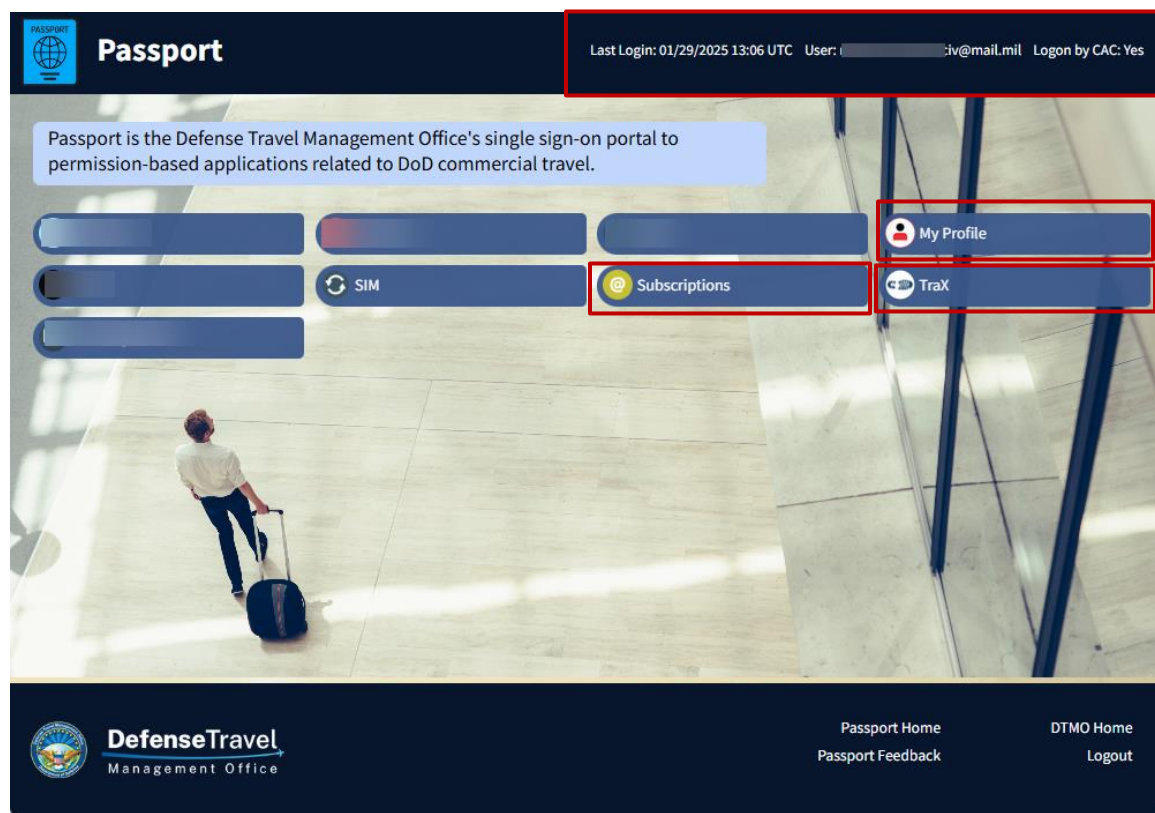


Figure 7: Passport Home Screen

- **My Profile:** This is the profile established when you registered. Update your information when something changes such as your organization. You should always keep your TraX login email address up to date.
- **Subscriptions:** Shows you the DTMO Publications (e.g., Customer Services Notices, DTMO Dispatch) that TraX automatically emails to you. You can unsubscribe at any time.
- **TraX:** Provides **Tools** you can use such **Training**.

Begin on the **Passport Home** screen (Figure 7).

1. Select **TraX**. The **TraX Home** page opens (Figure 8).

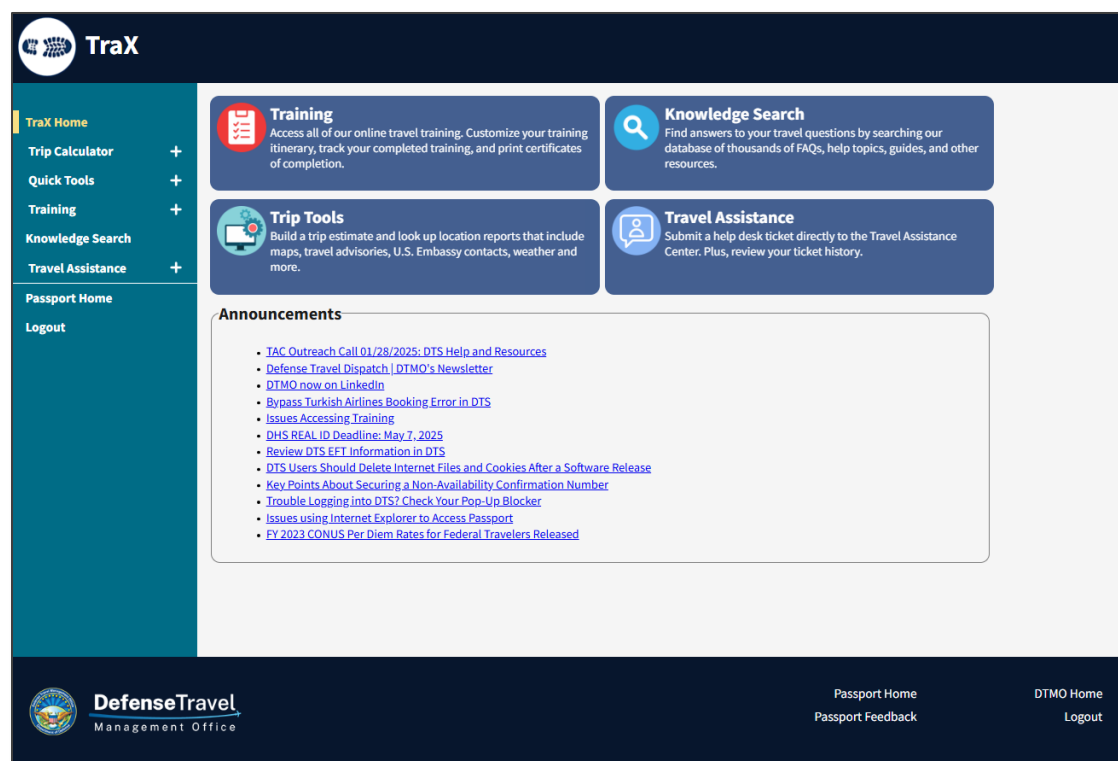


Figure 8: TraX Home Page Screen

2. The **TraX Home** page provides access to the following:
 - **Training:** Provides access to web-based trainings (WBTs) and Distance Learning (DL) sessions. Upon successful accomplishment of WBTs, you do receive **Completed Training Certificates**.
 - **Trip Tools:** Provides access to complete a trip estimate and look up location reports (i.e., maps, travel advisories, etc.)
 - **Knowledge Search:** Allows you to search for travel related questions and find answers.
 - **Travel Assistance:** Allows to you to submit a help desk ticket and request for assistance. Also, allows you to view your help desk tickets.
 - **Announcements:** Provides travel related information and key data (e.g., TAC Outreach information, Travel Warnings and Alerts).

Available Training Screen

All WBTs are housed in the TraX **Training** module. There are 36 WBTs available within TraX. Here is how to access any WBT:

1. On the **TraX Home** screen (Figure 8), select the **Training** button at the top of the page. The **Available Training** screen (Figure 9) opens.

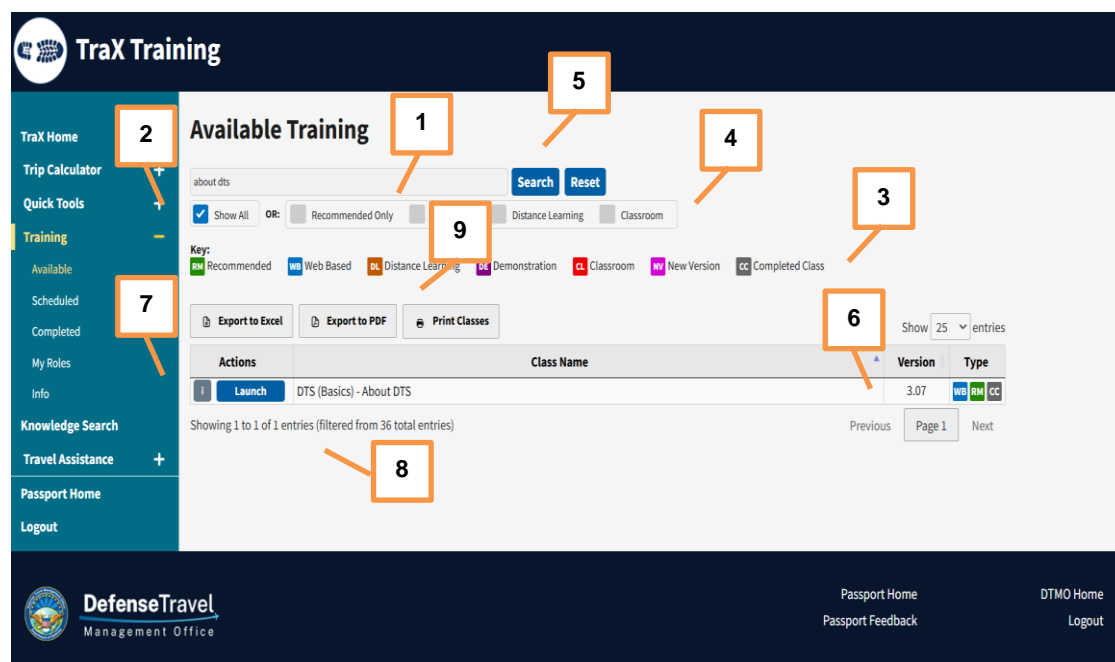


Figure 9: Available Training Screen

On the **Available Training** screen, the class listing defaults to **Recommended Only** (Figure 9, Indicator 1), which displays recommendations based upon the roles you selected under **My Roles** (see the **My Roles** section, to learn more). Information on the screen also includes:

- **Show All** box (Figure 9, Indicator 2) check it to see all available classes.
- A **key** (Figure 9, Indicator 3) identifies the class types by 2-letter code and color. You can select a specific code (e.g., Web Based) to view only certain classes (Figure 9, Indicator 4).
- **Search** feature (Figure 9, Indicator 5) allows you to find one or more classes by name.
- **Version** (Figure 9, Indicator 6) manages the materials. When there is a change to the training materials the version will change. A major change will change the full number (e.g., 1 to 2) and a minor change will change the numbers after the .(dot) (e.g., 1.03 to 1.04).
- **Information icon (i)** (Figure 9, Indicator 7) provides more details about the specific class.
- **Launch** (Figure 9, Indicator 8) button to start the class.
- **Print** and **Export Class** (Figure 9, Indicator 9) provides a list of the completed WBT classes.

Note: If your desired class does not appear on the first page, go the bottom of the page and select **Next** to see more classes.

Launching A WBT Class

Locate the **Class Name** you want to take on the **Available Training** screen (Figure 9) then select **Launch**. An information screen (Figure 10) opens. It provides information about the class and the system requirements for running it.

Welcome to Approver (DTS) - The DTS Approval Process

This class instructs Routing Officials (e.g., Authorizing Officials, Reviewing Officials) on how to review and approve travel documents using DTS. It provides considerations for the review and approval processes, instructions for adjusting a travel document on the traveler's behalf, information on delegating signature authority, and recommended work aids and training available for Routing Officials.

This class takes an average of 75 minutes to complete in its entirety. This estimate assumes you visit all of the mandatory material, view approximately half of the optional material, and complete the assessment at the end of the module. Your time may vary significantly depending on your reading speed, the amount of material you access, and many other factors.

You may complete this class in more than one sitting. Although the Travel Explorer (TraX) does not retain a record of your class progress after you exit a training module, when you return to the module, navigate directly to the page last viewed and proceed from that point; there is no need to start the module over. When you successfully complete the module, you will be able to print your completion certificate, and TraX will record your successful completion. To see a list of your completed training, log into TraX, navigate to the **Training** module, and select the **Completed** tab. You can also print copies of your training certificates from the **Completed** tab.

System Requirements to view the course:

- **Operating Systems:** Windows 8.1 and greater, macOS 10.13 and greater
- **Screen Resolution:** Best viewed in 1024 X 768 or greater
- **Supported Browsers:** Edge, Chrome, Safari, Firefox
- **Technologies:** JavaScript and Cookies enabled
- **Pop-up blockers** must be disabled or manually allowed

Launch Course

Figure 10: Welcome Course Screen

1. Once you verify that your computer is properly configured, select **Launch Course** at the bottom of the window.
2. The class launches. You should see the **Title** page of the WBT session.
3. Select **Continue** to proceed.
4. The **Menu** slide displays.
 - a. Review the training items for the course.
5. Take the WBT class.
6. View the **Summary**.
7. Complete and pass the **Assessment**.
 - a. Upon successful accomplishment of the course, you will receive a **Completed Training Certificate**. See the *Section, Print Your Certificate*.

Print Your Certificate

DTMO WBTs offer a certificate upon successful completion of the assessment. You can view, print, and delete any **Completed Training Certificate** associated with your profile in TraX. Per **Records Management Requirements, Completed Training Certificates** are only maintained for 6 years. Records over 6 years are purged from TraX.

Here’s is how to print or download and save the training certificates. All options are visible in Figure 11.

Begin on the **Training** page in TraX.

- 1. From the TraX **Navigation Bar**, select the **Completed** page. **Note:** If you’re not already in the Training module, you’ll have to select the + sign first to open the options under **Training**.
- 2. The **Completed Training** screen opens (Figure 11).

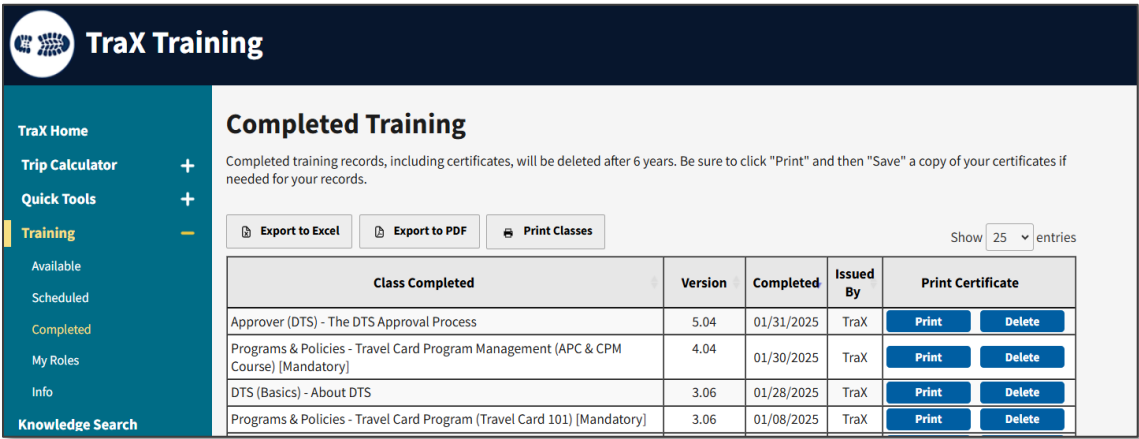


Figure 11: Completed Training Screen

- 3. To print a single training certificate:
 - d. On the class row, select **Print** in the **Print Certificate** column. The certificate displays.
 - e. Use your preferred method to print the certificate or save it to your computer.
- 4. If you want to print a list (but not the certificates) of all your completed courses, select **Export to Excel**, **Export to PDF**, or **Print Classes**.

My Roles

If a WBT class didn’t appear in the inventory or if this is your first time in the **Training** module, from the TraX **Navigation Bar**, select **My Roles** (Figure 9). The **My Roles** screen (Figure 12) displays.

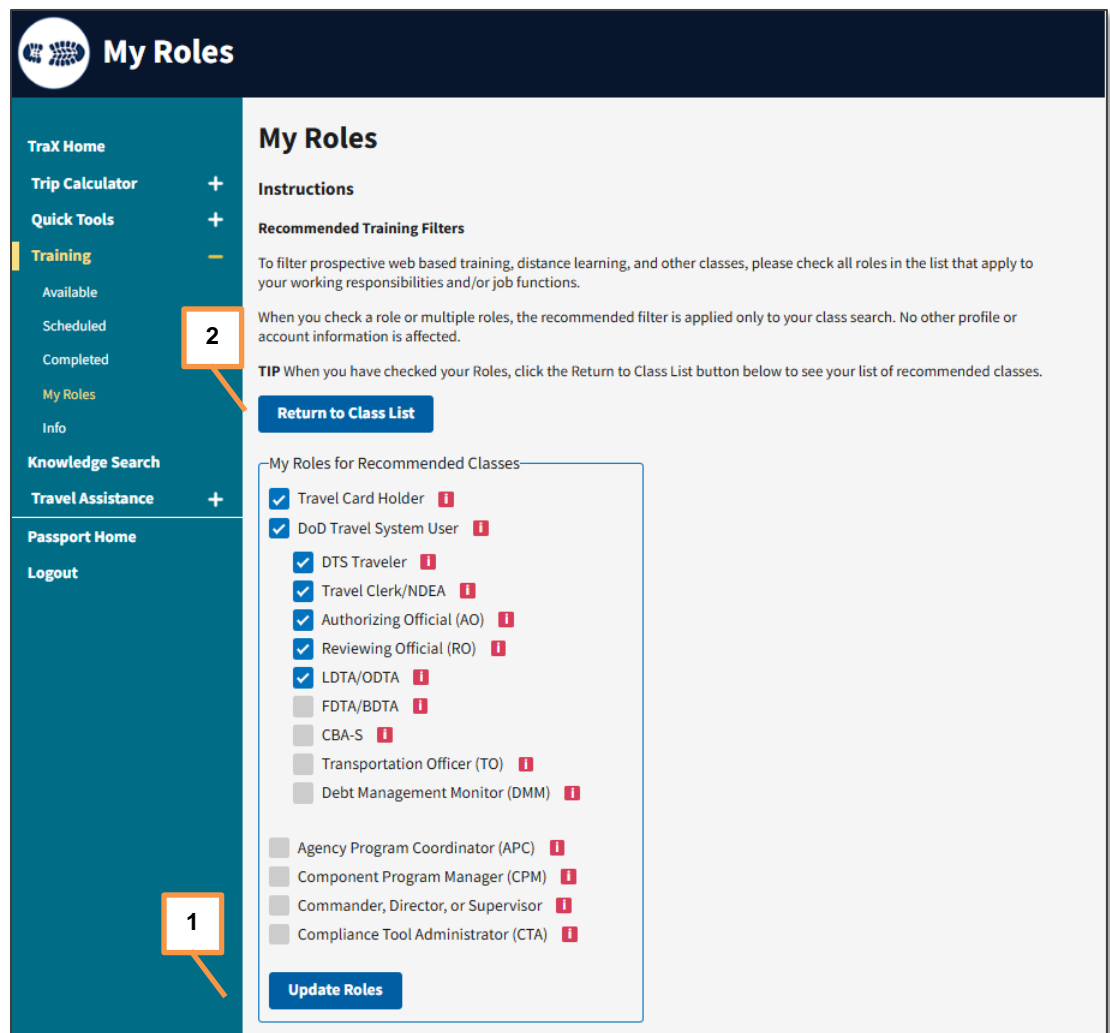


Figure 12: My Roles Screen

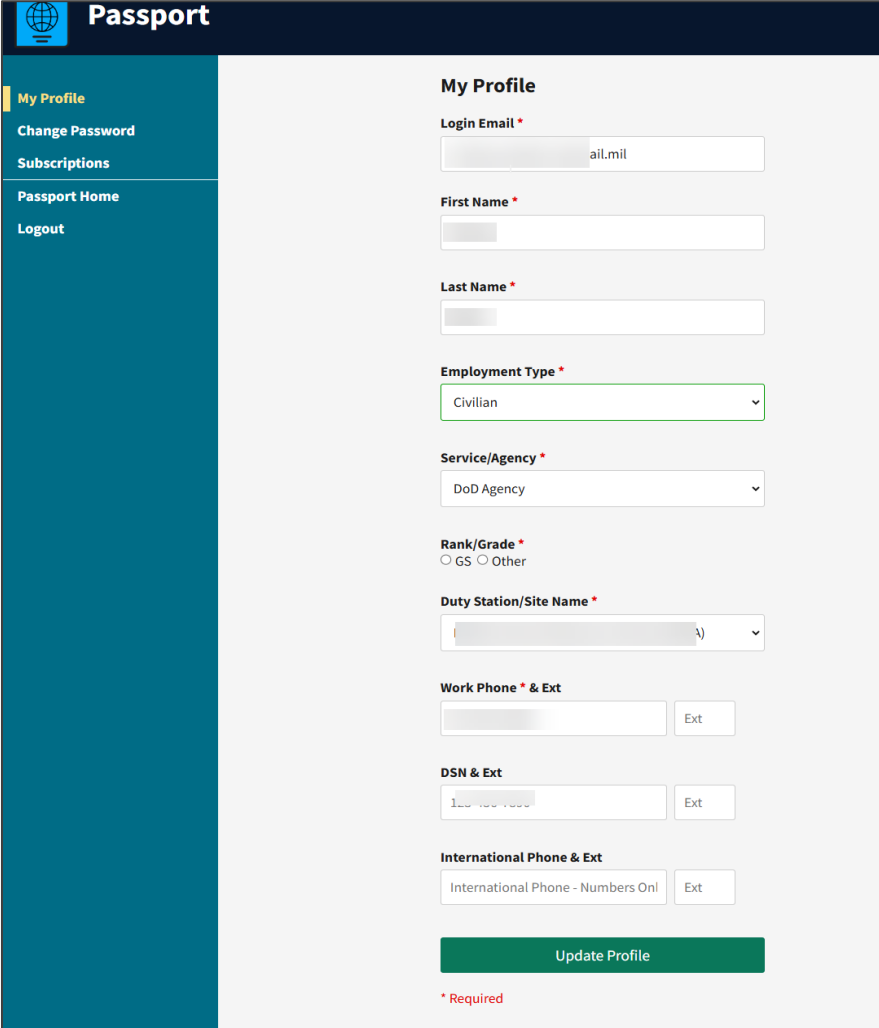
Selecting roles in TraX is useful for limiting the available classes that TraX shows you, based on the DTS roles you hold and the classes you've completed. Of course, even with roles selected, you can always see every available class by selecting **Show All** as described under the *Section, Available Training*.

1. On the **My Roles** screen (Figure 12), check the boxes next to all the roles you hold in DTS.
 - a. At a minimum, you should select **Travel Card Holder**, and **DTS Traveler** (if you plan to travel or assist travelers).
2. When you are done making selections, choose **Update Roles** (Figure 12, Indicator 1) to apply the changes.
3. The screen updates with a **Success** message.
4. Select **Return to Class List** (Figure 12, Indicator 2) to access the revised class inventory. The **Available Training** screen appears.

Update Passport Account Information

If you need to update your **Passport** account information (e.g., your email address changed), start by logging into **Passport**.

1. On the **Passport Home** page (Figure 7), select **My Profile**.
2. The **My Profile** screen opens allowing you to change your account details (Figure 13). **Note:** Items with a red asterisk are mandatory fields.



The screenshot shows the 'My Profile' screen in the Passport system. On the left is a teal sidebar with navigation links: 'My Profile' (highlighted), 'Change Password', 'Subscriptions', 'Passport Home', and 'Logout'. The main content area is titled 'My Profile' and contains several form fields, each with a red asterisk indicating it is mandatory:

- Login Email ***: A text input field containing 'ail.mil'.
- First Name ***: A text input field.
- Last Name ***: A text input field.
- Employment Type ***: A dropdown menu with 'Civilian' selected.
- Service/Agency ***: A dropdown menu with 'DoD Agency' selected.
- Rank/Grade ***: Radio buttons for 'GS' and 'Other'.
- Duty Station/Site Name ***: A dropdown menu with '\)' selected.
- Work Phone * & Ext**: A text input field for the phone number and a separate 'Ext' input field.
- DSN & Ext**: A text input field for the DSN and a separate 'Ext' input field.
- International Phone & Ext**: A text input field for the international phone number and a separate 'Ext' input field.

At the bottom of the form is a green 'Update Profile' button. Below the button, a red asterisk is followed by the text '* Required'.

Figure 13: My Profile Screen

3. Make the necessary modifications then select **Update Profile** to save your changes.

Additional Option – Associate the Username and Password account to the CAC

If you have a non-CAC/PIV DTMO **Passport** account (i.e., using a **Username** and **Password** login only) and would like to associate your **CAC/PIV** to it you can.

Begin on the **Passport Login** page (Figure 2).

1. Select “**Continue with your CAC/PIV**” option instead of entering your **Username** and **Password**.
2. A **Select a certificate** window opens (Figure 14). You’ll be prompted to choose your CAC certificate. Then select **OK**.

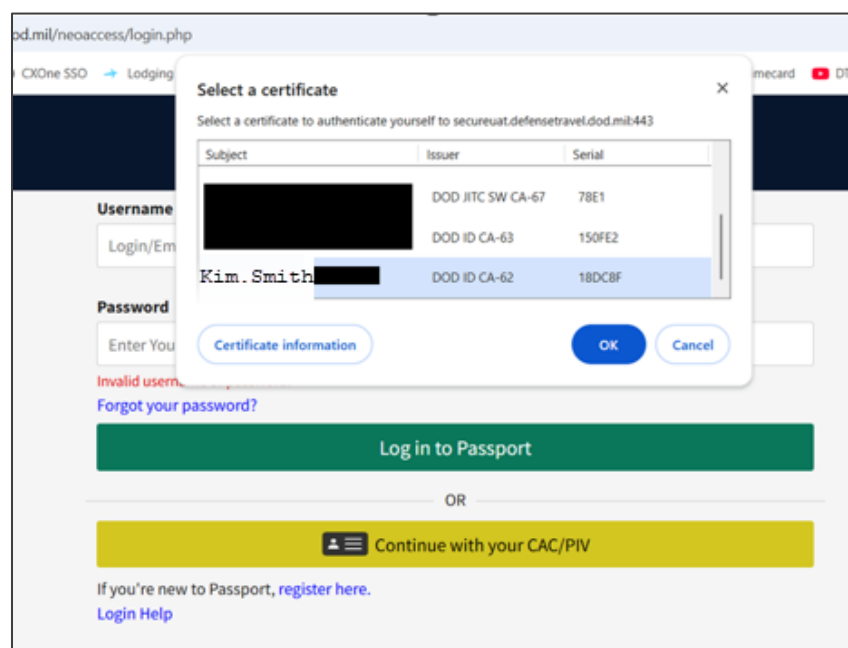


Figure 14: Select a Certificate Window

3. A **Passport Signal Sign-On** window opens (Figure 15). You will be prompted to enter your **Username** and **Password** credentials to connect the account with your **CAC/PIV** data.



Figure 15: Passport Single Sign-On Screen

4. Select **LOG IN**. You should see the **Passport Login** page.
5. Select **“Continue with your CAC/PIV”** option.
6. A **Select a certificate window** opens (Figure 14). You’ll be prompted to choose your **CAC** certificate. Then select **OK**.
7. The **Passport Home** page opens. Select the application you need (e.g., **TraX**, **My Profile**).

Troubleshooting - Login Error

The DoD requirement is log in monthly to keep the **Passport** account active.

Begin on the **Passport Log in** screen.

1. Choose either **Username** and **Password** or your **CAC/PIV** to log in.
2. If you can’t proceed to the **Passport Home** page, it could be due to inactivity of your account. If the account is locked then the **Passport Unlock** message (Figure 16) appears.

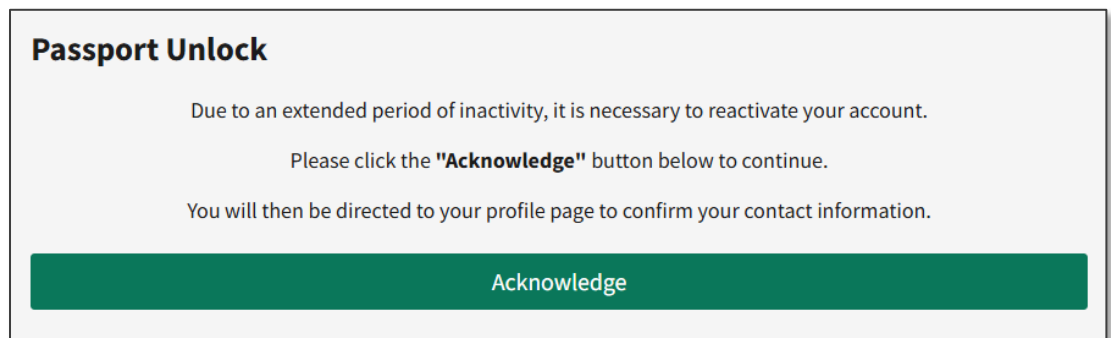


Figure 16: Passport Unlock Message

3. Select **Acknowledge** to proceed. The **My Profile** page opens.
4. Review and update any information requiring modification.

5. Once you finish, select **Update Profile** to retain the data.
6. You should be directed to the **Passport Home** screen. Select the applications based upon your permissions (e.g., TraX).

Note: If you are brought back to the **Passport Login** page, enter your credentials and you should be directed to the **Passport Home** page. Then select the applications available based upon your permissions.

Troubleshooting – Forgot Your Password

If you are a non-CAC/PIV DTMO Passport user and need assistance with your password, please go to “**Forgot Password?**” on the **Passport Home** page.

1. Select the **Forgot Password** link.
2. A **Forgotten Password** box appears (Figure 17).

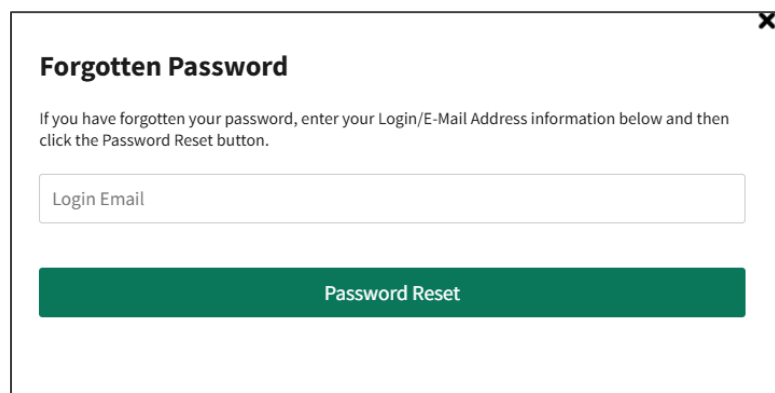


Figure 17: Forgotten Password Screen

3. Enter your email address. Then select **Password Reset**.
4. You will receive information in your email. Follow the instructions to reset your password.
5. When you are ready, return to the **Passport Login** page and enter your credentials.
6. You will be brought to the **Passport Home** screen. Then select the applications available on the screen based upon your permissions.

Troubleshooting – Logging Help

If you experience a problem during login and receive an error message for failed attempts at **Username**, **Password**, or **Passcode** then a “**Login Help**” prompt will appear with information to assist you. In addition, on the **Passport Login** page there is a **Login Help** link (Figure 18).

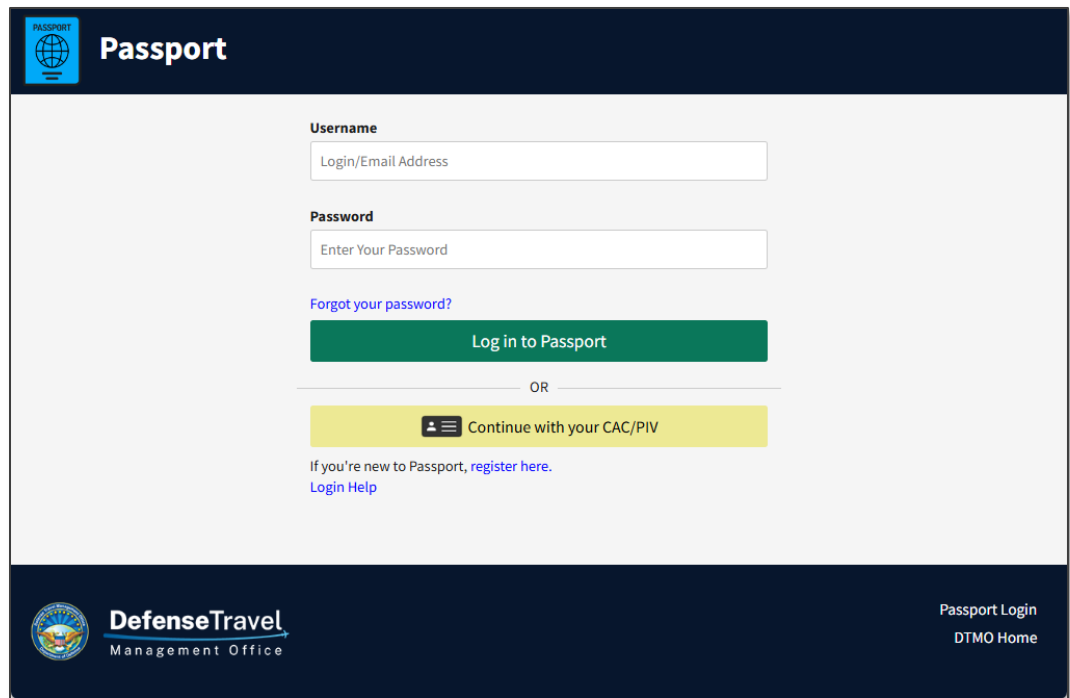
The image shows the Passport Login Screen. At the top left is a blue square icon with a white globe and the word "PASSPORT" above it. To its right is the word "Passport" in white. The main area is light gray and contains a "Username" section with a text input field labeled "Login/Email Address". Below that is a "Password" section with a text input field labeled "Enter Your Password". Under the password field is a blue link "Forgot your password?". Below these is a green button labeled "Log in to Passport". Underneath the button is a horizontal line with "OR" in the center. Below the line is a yellow button with a CAC/PIV icon and the text "Continue with your CAC/PIV". At the bottom of the main area is the text "If you're new to Passport, [register here](#)." followed by a blue link "Login Help". The footer is dark blue and contains the Defense Travel Management Office logo and name on the left, and "Passport Login" and "DTMO Home" on the right.

Figure 18: Passport Login Screen

Select the **Help** link. The **Login Help** screen (Figure 19) opens to display:

1. Generic information for a problem and solution.
2. A link to register for a **Passport** account.
3. Access to **Live Chat** where a Travel Assistance Center (TAC) person will try to provide further assistance during business hours.

When you are finished select the x at the top right on the screen to close the window.

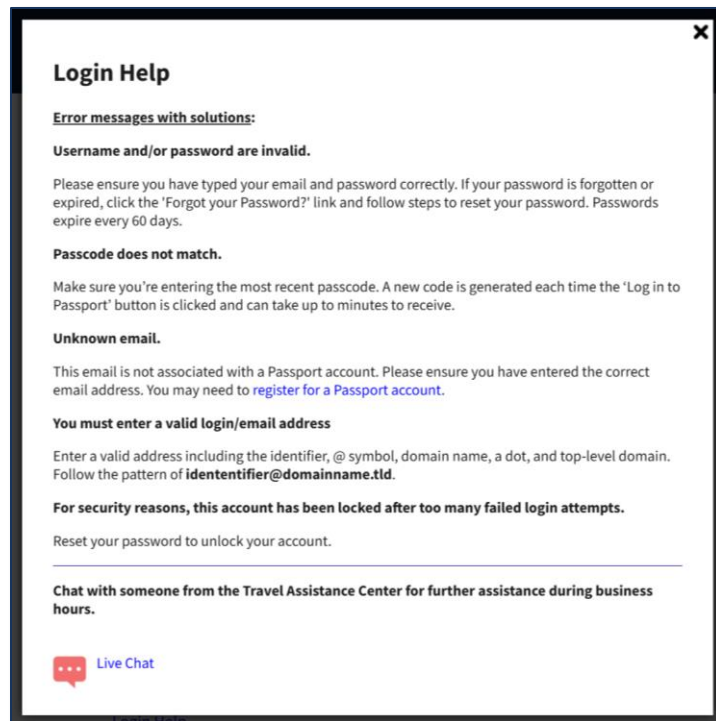


Figure 19: Login Help – Error Messages with Solutions

Resources

The DTMO provides a variety of resources in the **Training Search Tool** at <https://www.travel.dod.mil/Training/Training-Search/>. You can find the specific resources addressed in this document and many more on the DTMO website.

- For information on TraX, see the [TAC & TraX: Helpful Resources Guide](#)