Managing Multiple DTS Profiles

Introduction

Anyone requiring access to the Defense Travel System (DTS) must have an active personal profile assigned to an organization. In most cases, based upon the individual's designated role, a single profile is adequate to accomplish all tasks using a combination of permissions and access levels. For the DTS role descriptions, see the *DTA Manual, Chapter 3*.

There are few situations that one profile cannot support multiple roles requiring an additional profile. Examples of individuals needing different profiles include:

- Travelers employed as both a DoD civilian and a member of the Reserve/Guard.
- Senior DTS administrators who need to access multiple DTS organizations under different roles.

Note: The maximum number of user/traveler profiles a person may obtain is two and the profiles must reside in different DTS organizations to ensure audit compliance.

For more information about profiles, see the *DTA Manual, Chapter 7*.

*In this information paper, unless stated otherwise, "you" are a traveler; however, the actions described also apply to anyone who creates documents for you, such as a Non-DTS Entry Agent or travel clerk.

Activate a Different Profile

For DTS profiles, the SSN is the unique identifier and the system won't allow duplication. Therefore, to establish the secondary profile the SSN field includes a letter depending upon your role. The secondary user/traveler profile requires all the same information as the primary activate profile, but you will have a different assigned organization, routing list, and the tile/rank field may differ. If you require a user only profile, then your DTA will create the profile for you.

To navigate back and forth between profiles, you will use the **Reset Profile** feature following the steps below:

1. To activate a different DTS profile, log onto DTS using your currently active profile. On the **DTS Dashboard**, select your name then **Reset Profile** (Figure 1). A pop-up screen opens asking if you're sure that you want to reset your profile.

**Activate a
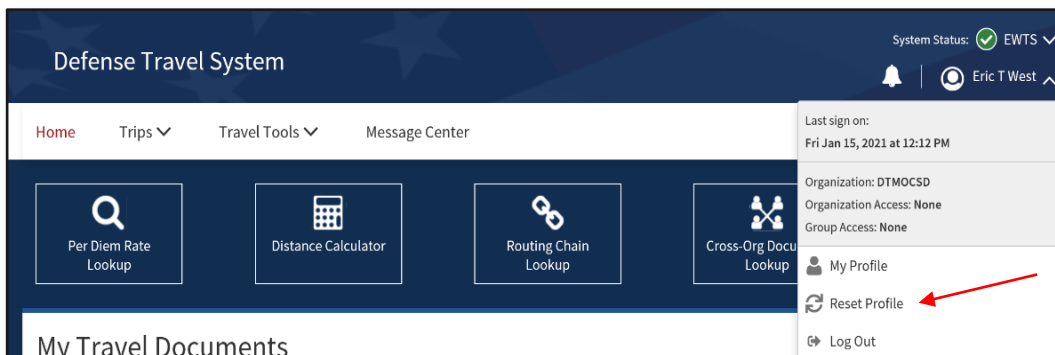Different
Profile
(*continued*)**

Figure 1: DTS Dashboard Current Session Reset Profile Option

2. Select **Reset Profile** to proceed. DTS completely logs you out. The next time you log onto DTS, after you accept the **Privacy and Ethics Policy**, the **Activate Account** screen (Figure 2) opens.
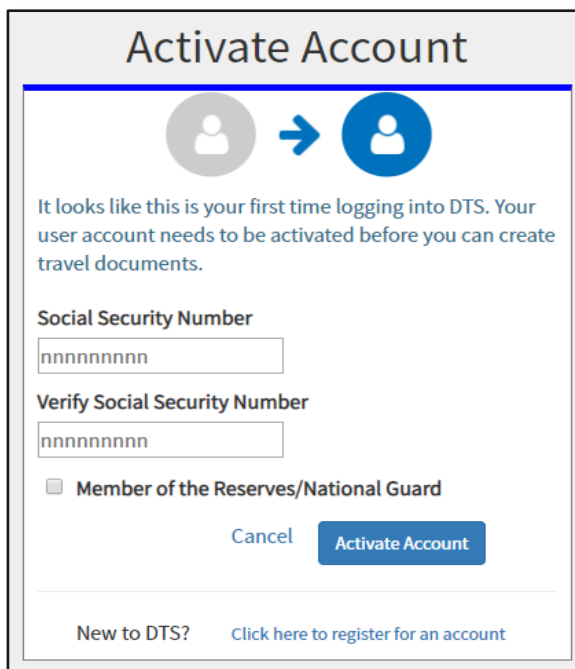

Figure 2: Activate Account Screen

3. Enter the Social Security Number (SSN) – twice – that is associated with the profile you want to use. **Note**: Enter only numbers, no dashes or spaces.

   - For Reserve Component member's user/traveler profile enter your SSN with a specific letter suffix R. **Note:** Contact your DTA if you have questions.

   - For senior DTS administrators, user only profile enter your SSN with a 1-letter suffix. **Note:** Contact your DTA for local guidance.

Activate a Different Profile (*continued*)

4. If you are logging in under a Reserve Component member profile, select the **Reserve/National Guard** box; otherwise, leave the box unchecked.

5. Select **Activate Account**. DTS logs you in with the chosen profile.

You will follow the same **Reset Profile** process each time you need to switch between your two profiles.

Maintaining Multiple Profiles

If you maintain multiple user/traveler profiles (e.g., primary and RC member), there a few *key* things to keep in mind.

- The two profiles are separate identities in DTS. You need to update both profiles individually to make changes such as update GTCC data and any data, which applies to both (e.g., address, phone number, or EFT). The *Updating Information in a DTS Profile* information paper provides more on this topic.

- If you obtain a new CAC, contact the DTA to reset the **Reset User ID** button in the profile. DTS will validate your credentials then allow you system access. If you use one CAC with dual profiles, ensure a reset occurs for both profiles.

- If you receive an error at log in, contact your DTA to verify the profile is not detached. If detached, the DTA should receive the profile into the proper DTS organization, and then update the profile by choosing **Reset User ID**.

Resources

For more about profile types and using multiple profiles within compliance, see the information paper, *DTS Profile Changes to Increase Audit Compliance*

For more information on switching profiles, see *DTS Guide 1: Getting Started*

For more on updating profiles, see the *DTA Manual, Chapter 7: People*