



Updating Local Level Support Contact

Summary

The Lead Defense Travel Administrator (LDTA) for your site is typically responsible for local level travel support. As the subject matter expert, the LDTA provides assistance with profile setup, document processing, system errors, and understands your local business rules governing travel for your organization.

**For this information paper, unless otherwise stated, “you” refers to Lead DTA or anyone who needs local level travel support.*

Update Local Level Support

The DTMO website provides a comprehensive list of available local level support for DTS supplied by site POCs. From the **Navigation Bar**, select **Support**, then **Local Level Travel Assistance**. Locate and select your specific **Service** or **Agency**. A detailed listing appears. If the displayed information is invalid (e.g., email or phone number), you can submit a request to **Update Local Help Desk Information**.

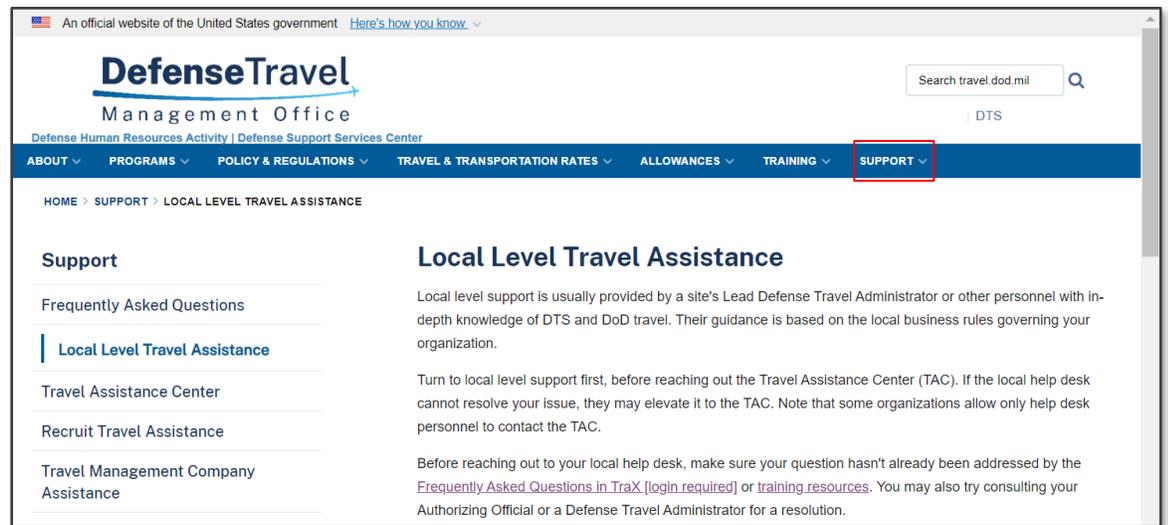


Figure 1: Local Level Support Screen

1. From the left side of the page, locate the laptop figure and select the **Update Local Help Desk Information** link (Figure 2).

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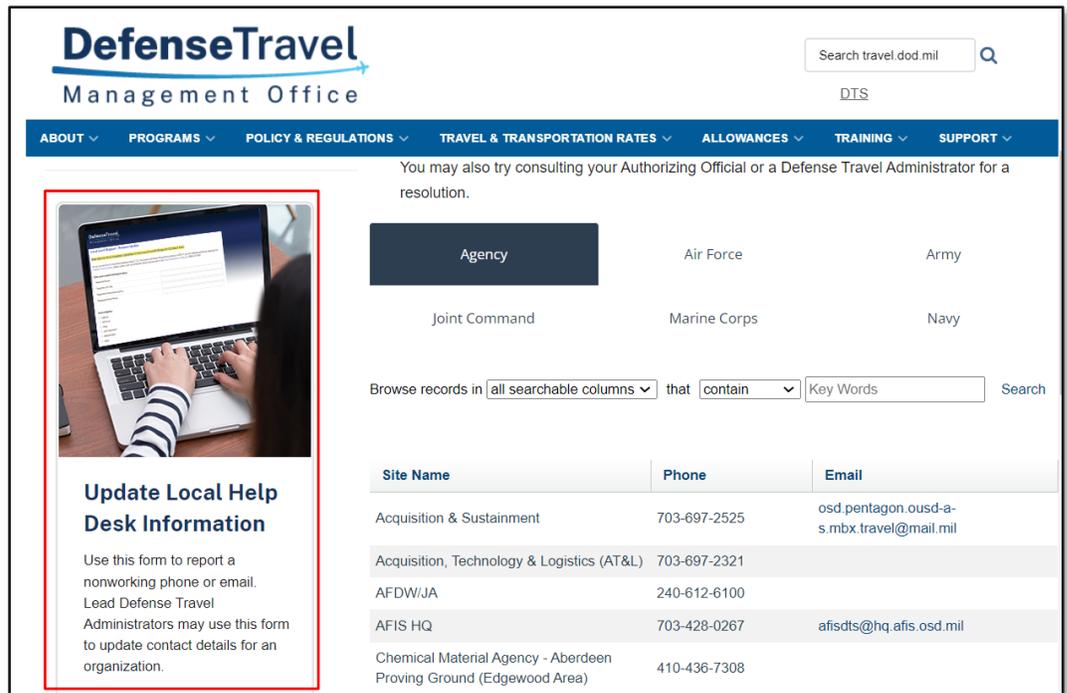


Figure 2: Update Local Help Desk Information - Link

2. A **DoD Message** appears (Figure 3). Review and then select **OK** to proceed.

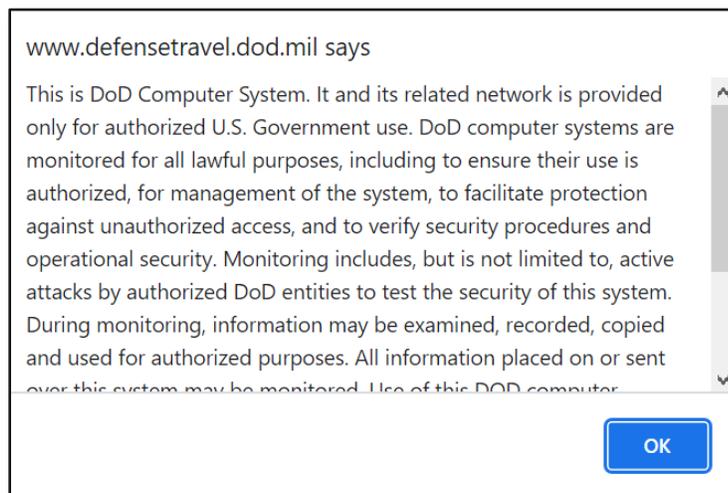


Figure 3: DoD Message Screen

3. A security question window appears (Figure 4). Type in a one word response (e.g., car, bus, train) and select **Next**.

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The screenshot shows the 'DefenseTravel Management Office' logo at the top. Below it is the title 'Local Level Support - Request Update'. A yellow highlighted instruction reads: 'Please complete the following to prove you are not a robot.' Below this is a 'Picture Description: A large motor vehicle carrying passengers by road, typically one serving the public on a fixed route and for a fare.' The instruction 'Identify the image displayed:' is followed by an image of a white motor coach bus. Below the image is a text input field containing the description: 'A large motor vehicle carrying passengers by road, typically one serving the public on a fixed route and for :'. A blue 'Next' button is located at the bottom left. At the bottom center, the text reads 'Defense Travel Management Office (DTMO) | www.defensetravel.dod.mil'.

Figure 4: Local Level Support – Security Question Screen

4. The **Local Level Support – Request Update** form opens (Figure 5).

The screenshot shows the 'DefenseTravel Management Office' logo at the top. Below it is the title 'Local Level Support - Request Update'. A yellow highlighted instruction reads: 'Use this form to request updates to the Local Level Support Contact List.' Below this is a disclaimer: 'Do not use this form for technical questions about DTS or for issues with travel document processing in DTS. If you are seeking assistance regarding the Defense Travel System, please contact your local Defense Travel Administrator or the Travel Assistance Center at 1-888-435-7146.' The instruction 'Enter your contact information below.' is followed by five text input fields: 'Requester Name:', 'Requester Job Title:', 'Requester Work Email Address:', 'Requester Work Phone:', and 'Service/Agency:'. The 'Service/Agency:' field has radio button options for 'Agency', 'Air Force', 'Army', 'Joint Command', 'Marine Corps', and 'Navy'.

Figure 5: Local Level Support Update Form

**Update
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(continued)**

5. Enter your **Contact** information, **Service** or **Agency**, and your **Local Level Help Desk** information on the form.
6. Scroll down to the **Action Required** section and select the appropriate radio button.
7. At the bottom of the page, select **Next**. **Note:** If you try to skip any required fields, the items are flagged, and you can not proceed to the next screen until entering the necessary information.
8. A confirmation message appears (Figure 6).

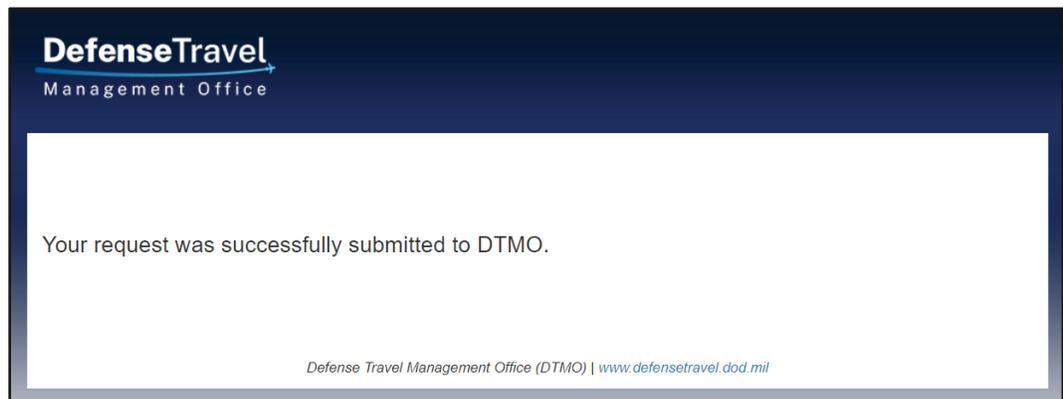


Figure 5: Local Level Support Update Form

The DTMO will process your request and update the website generally within a week of your submission. If the form requires any clarification, the DTMO will contact you.