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**.
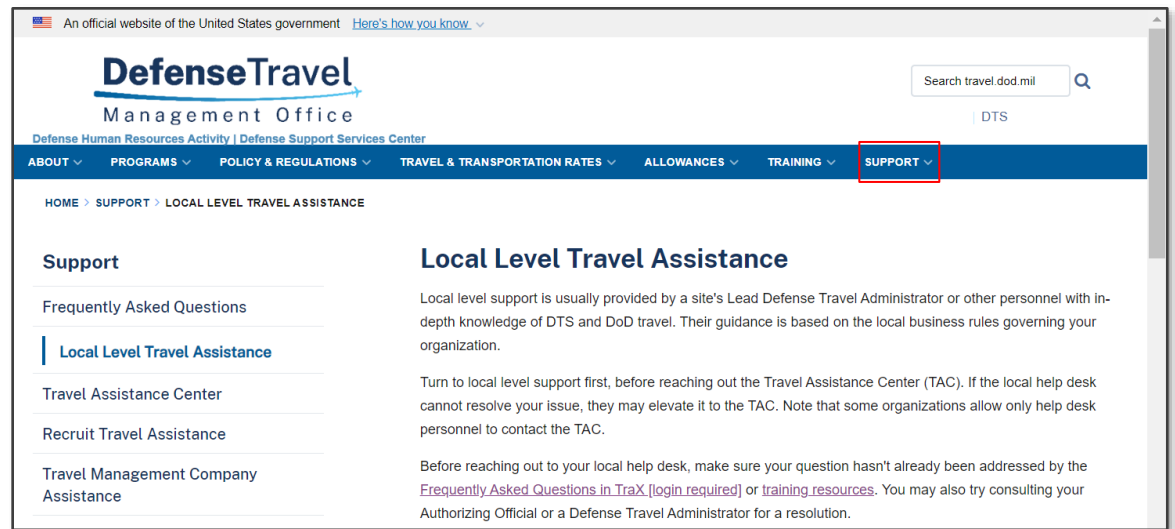

Figure 1: Local Level Support Screen

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

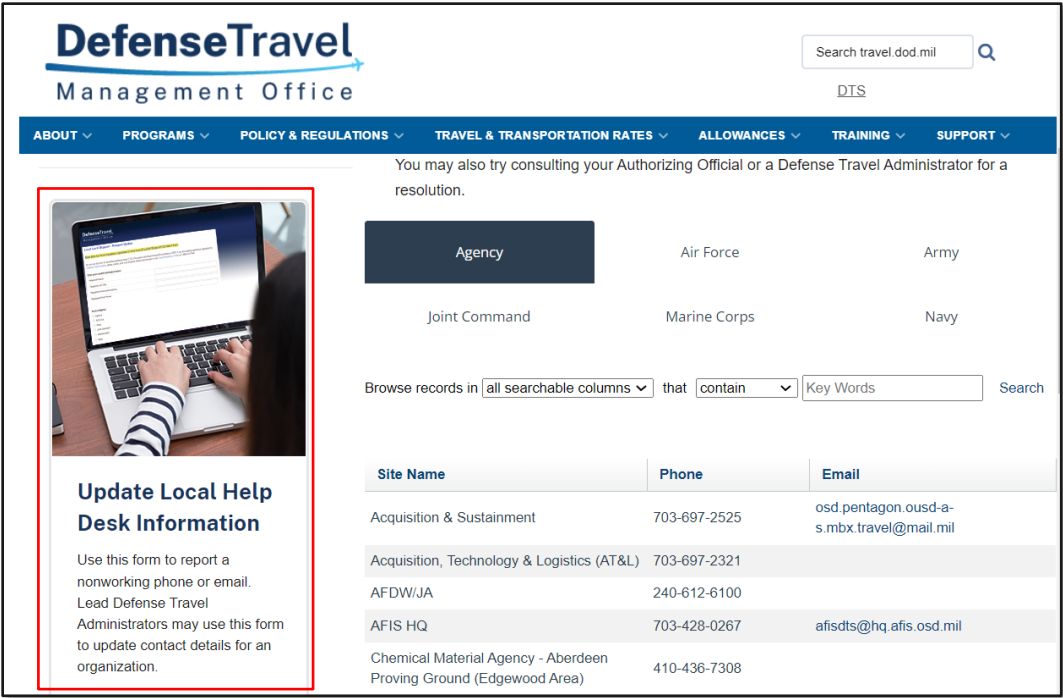**Update Local Level Support** *(continued)*

Figure 2: Update Local Help Desk Information - Link

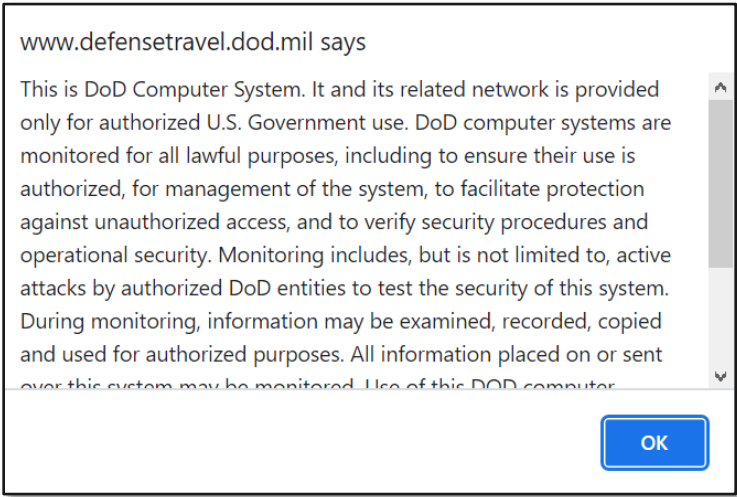2. A **DoD Message** appears (Figure 3). Review and then select **OK** to proceed.

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**.

Update Local Level Support *(continued)*

Figure 4: Local Level Support – Security Question Screen

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

Figure 5: Local Level Support Update Form

**Update
Local Level
Support**
(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 appropiate 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.

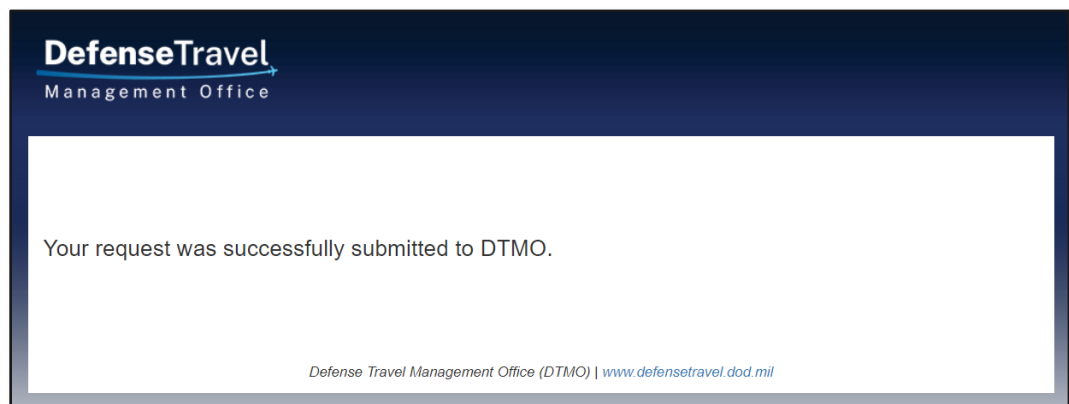8. A confirmation message appears (Figure 6).

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.