

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**.

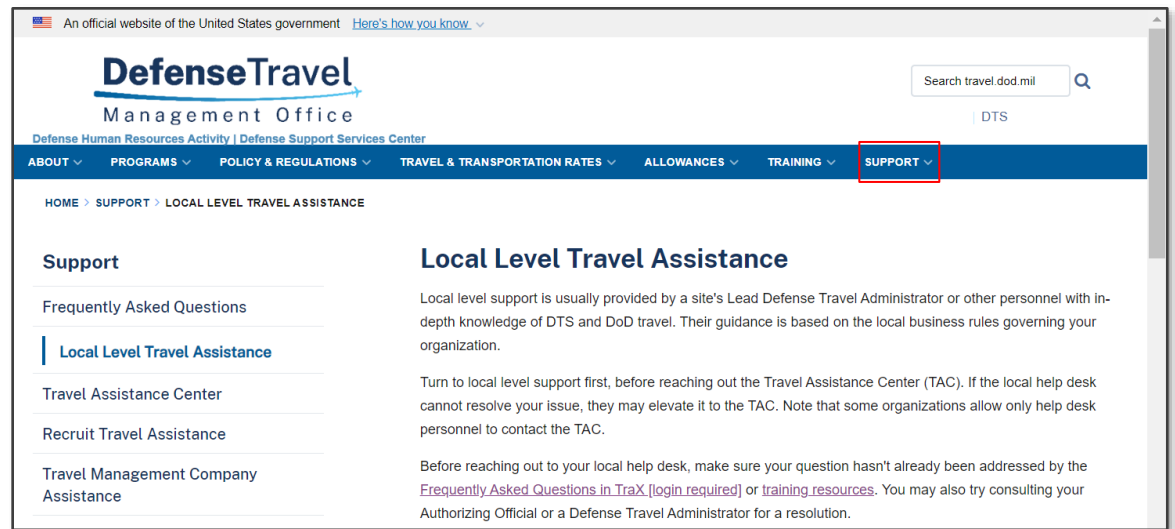


Figure 1: Local Level Support Screen

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)

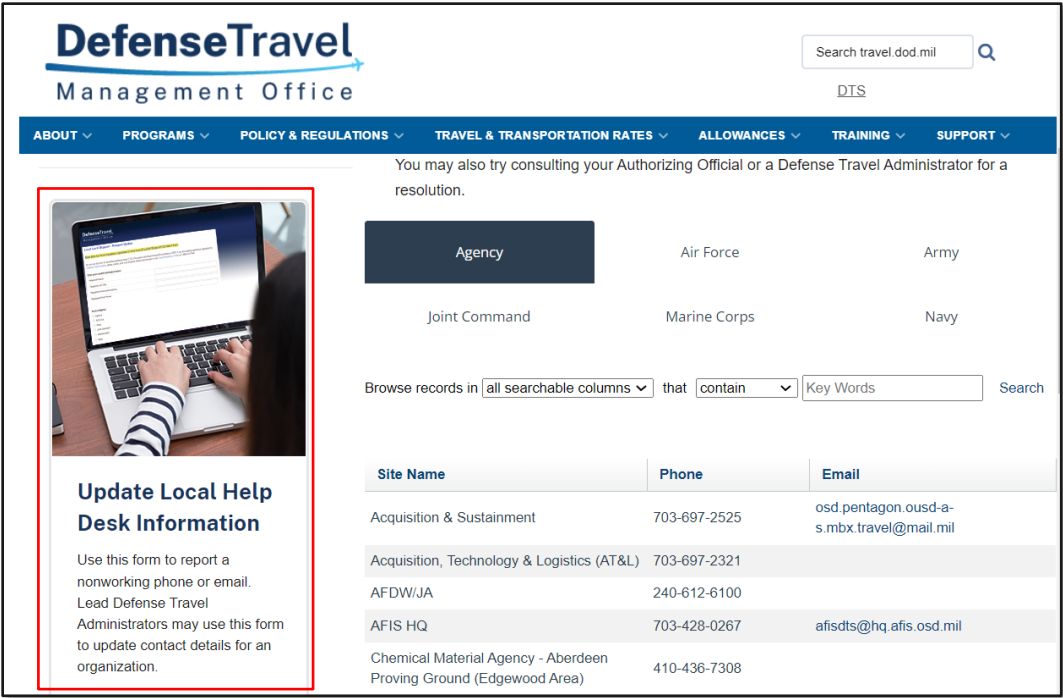


Figure 2: Update Local Help Desk Information - Link

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

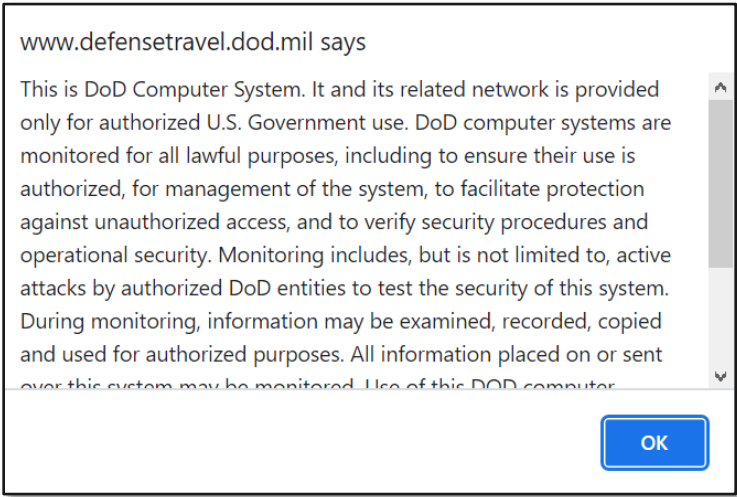


Figure 3: DoD Message Screen

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

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DefenseTravel
Management Office

Local Level Support - Request Update

Please complete the following to prove you are not a robot.

Picture Description: A large motor vehicle carrying passengers by road, typically one serving the public on a fixed route and for a fare.

Identify the image displayed:



A large motor vehicle carrying passengers by road, typically one serving the public on a fixed route and for a fare.

Next

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Figure 4: Local Level Support – Security Question Screen

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

DefenseTravel
Management Office

Local Level Support - Request Update

Use this form to request updates to the Local Level Support Contact List.

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.

Enter your contact information below.

Requester Name:

Requester Job Title:

Requester Work Email Address:

Requester Work Phone:

Service/Agency:

☐ Agency

☐ Air Force

☐ Army

☐ Joint Command

☐ Marine Corps

☐ Navy

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 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).

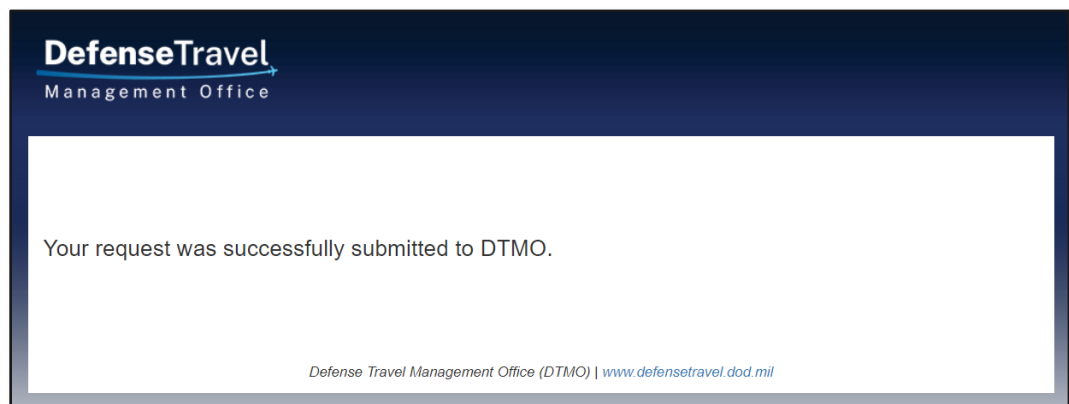


Figure 5: Local Level Support Update Form

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.