



Required Information for DTMO Travel Assistance Center (TAC) Help Tickets

June 17, 2025

Introduction

The Travel Assistance Center (TAC) provides support to DoD travelers experiencing travel related problems (e.g., DTS, GTCC, and TMC). The TAC is available through online ticket submission or by phone 24 hours a day, seven days a week. Regardless of the contact method, you will need to provide certain required information, so the TAC analyst can promptly research and resolve the problem.

However, before you contact the TAC, try resolving the situation using the following sources. You may obtain a faster resolution. Your local business rules may require you to use other sources before you reach out to the TAC:

1. **Your local help desk:** Usually operated by key personnel with in-depth knowledge of DTS and DoD travel. The locally support team can answer many questions without TAC intervention. If the local help desk can't resolve your questions, they can elevate the situation to the TAC for support. For the local help desk contact numbers and/or email, log onto the DTMO website and view <https://travel.dod.mil/Support/Local-Level-Travel-Assistance/>. **Note:** Some organizations only allow help desk personnel to contact the TAC.
2. **Self-help resources:** The Travel Explorer (TraX) accessible through the DTMO Passport (<https://travel.dod.mil/Training/eLearning/>) contains both FAQs and an extensive Knowledge Center. The DTMO Training page (<https://travel.dod.mil/Training/Training-Search/>) provides guides, manuals, and information papers covering a variety of travel related topics.
3. **Organization Support:** Reaching out to a frequent traveler, your Authorizing Official (AO), or a Defense Travel Administrator (DTA) may provide you with a speedy resolution to your problem.

If you require TAC assistance, knowledgeable analysts are available 24/7. Logon to the DTMO website to learn about the TAC <https://travel.dod.mil/Support/Travel-Assistance-Center/>

Access and Login

The preferred contact method for the TAC is by creating a Help Ticket in TraX. The process only takes a few minutes. You receive an email confirming the ticket submission and follow up email alerts regarding ticket updates. To create a help ticket: 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 at the bottom of any DTMO page
<https://www.defensetravel.dod.mil/neoaccess/login.php>, select <https://www.travel.dod.mil/Support/Travel-Assistance-Center/>, use the Bootprint™ icon at <https://travel.dod.mil/Training/eLearning/>, or select **Helpful Links** at the bottom of each web page to see [Passport & TraX](#).
2. Once the URL is selected, a DoD warning statement (Figure 1) displays.

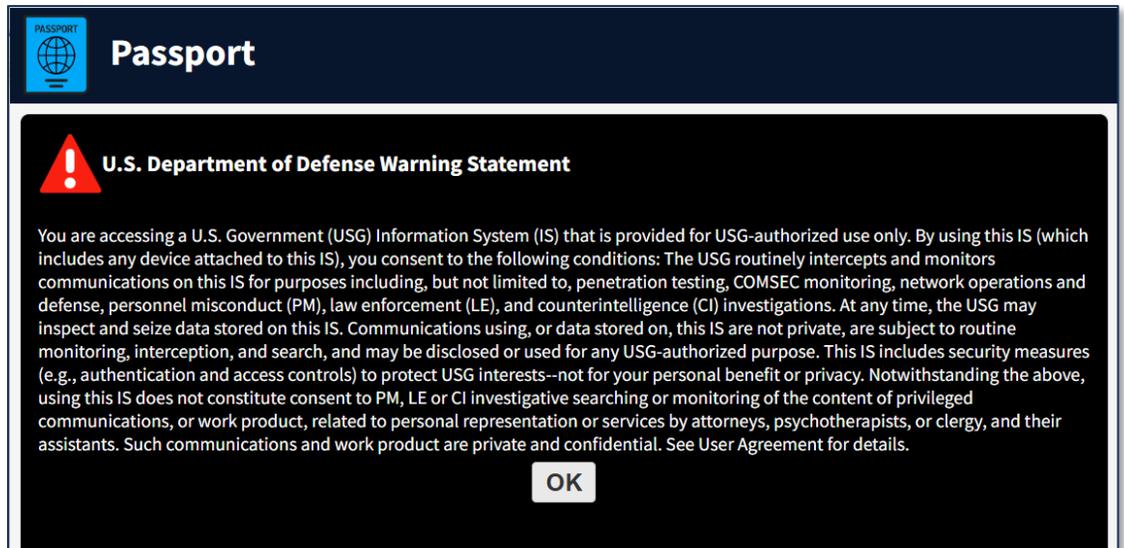


Figure 1: Passport Message Page

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

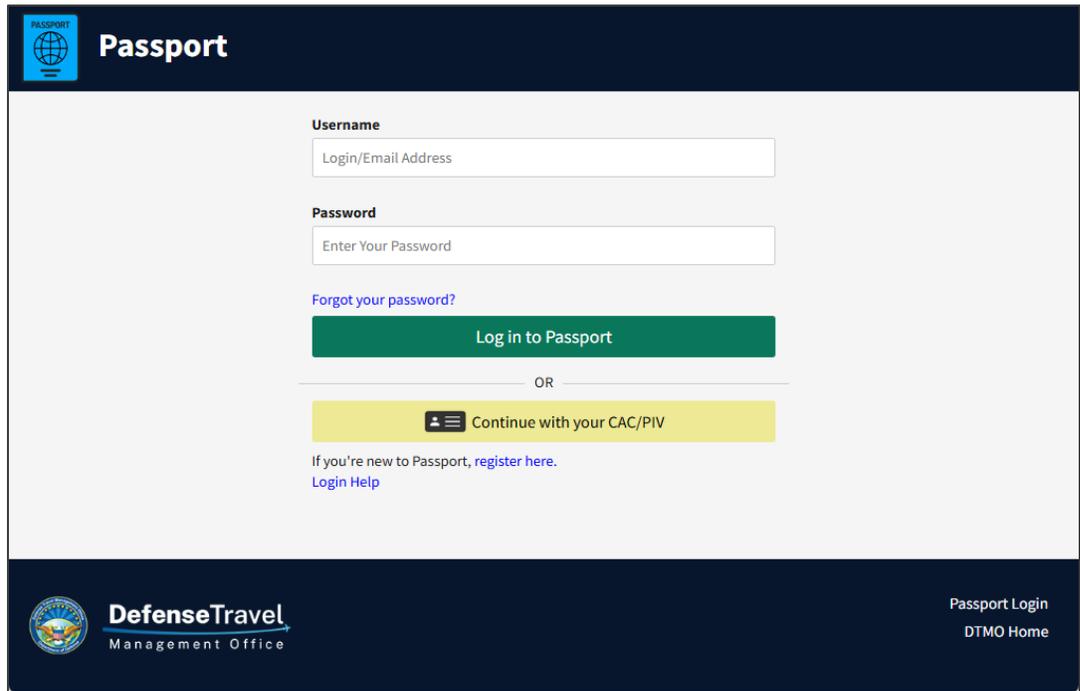


Figure 2: Passport Login Screen

4. You must have a user account to log onto **Passport**. On the Passport Login screen, you can enter by Username and Password or with your CAC. Either way, the Passport Home page (Figure 3) opens. **Note:** If you don't have one, create one by selecting **Register Here**. The **Registration Instructions** screen follow the prompts on the screen. See the next section on how to register or skip if you already have an account.

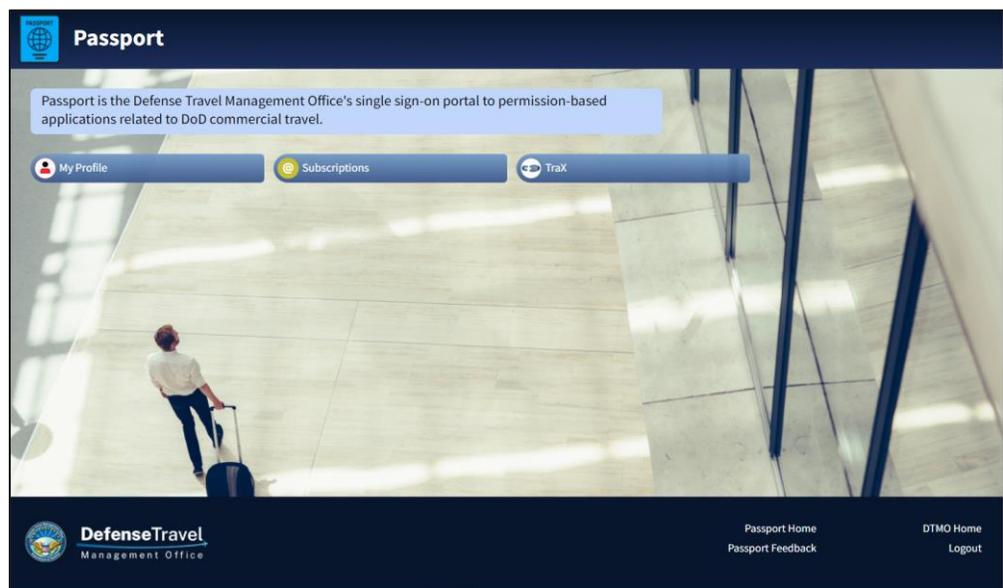


Figure 3: Passport Home Page

Registering for TraX

On the **Registration Instructions** screen (Figure 2), 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 *
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, you still need to create a password. If your password changes, you can always update your TraX profile. **Note:** If your information changes (e.g., new email) be sure to update your data under **My Profile**.

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.

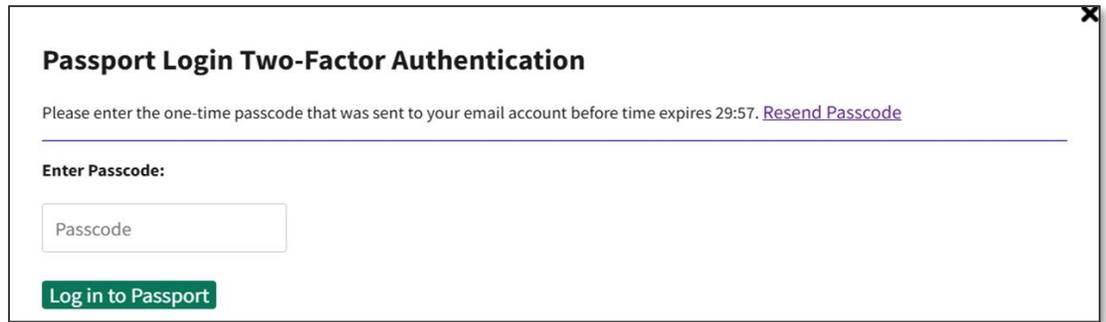


Figure 4: Passport Login Two-Factor Authentication Screen

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

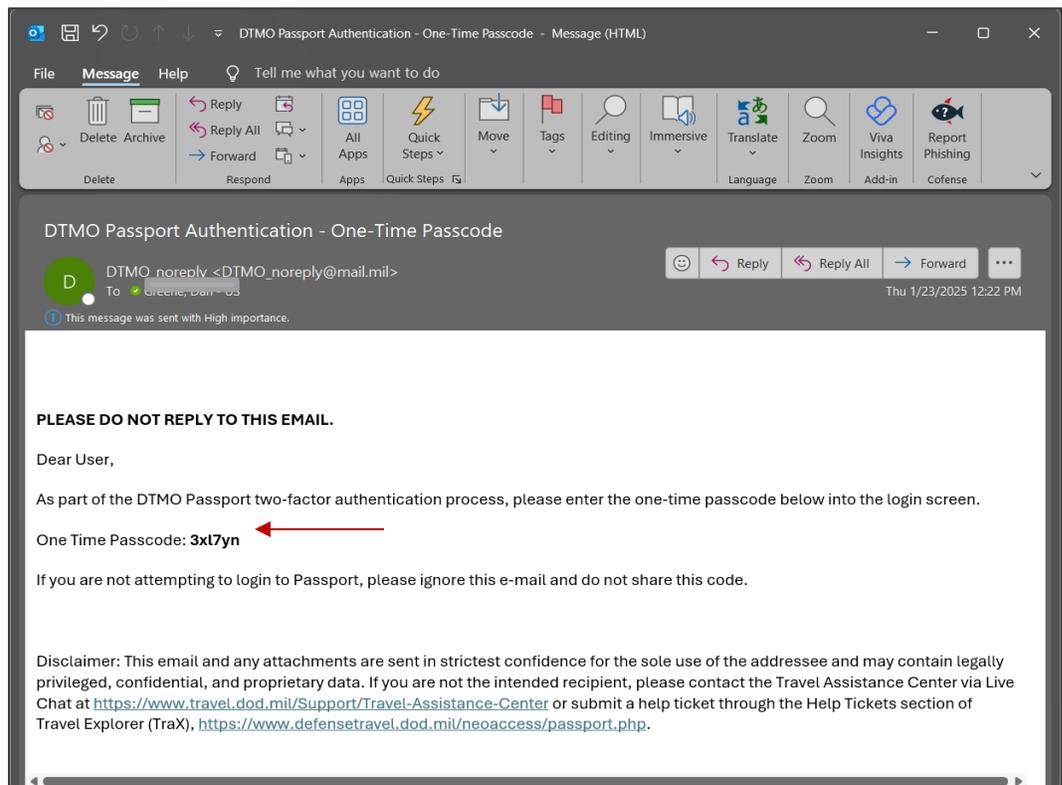


Figure 5: DTMO Passport Authentication – One-Time Passcode Email Sample

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

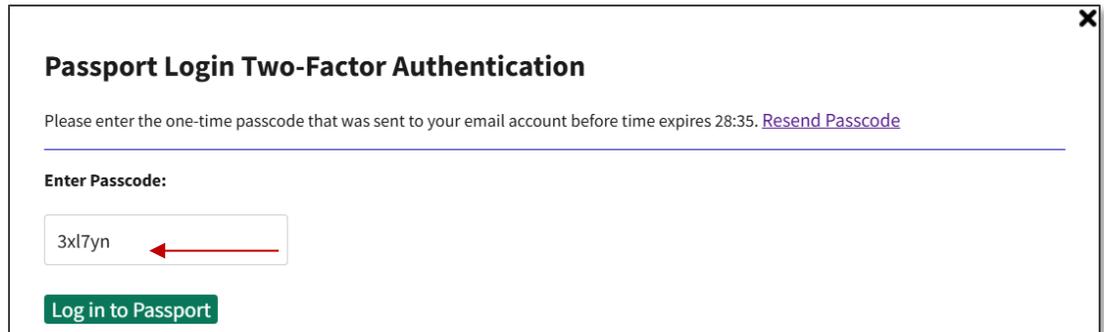


Figure 6: DTMO Passport Authentication – One Time Passcode Entered

- f. The **password** is not authenticated until after the **Passcode** is sent and entered.
 - g. Select the **Log in to Passport** button to proceed (Figure 6).
 - h. 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. 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**.

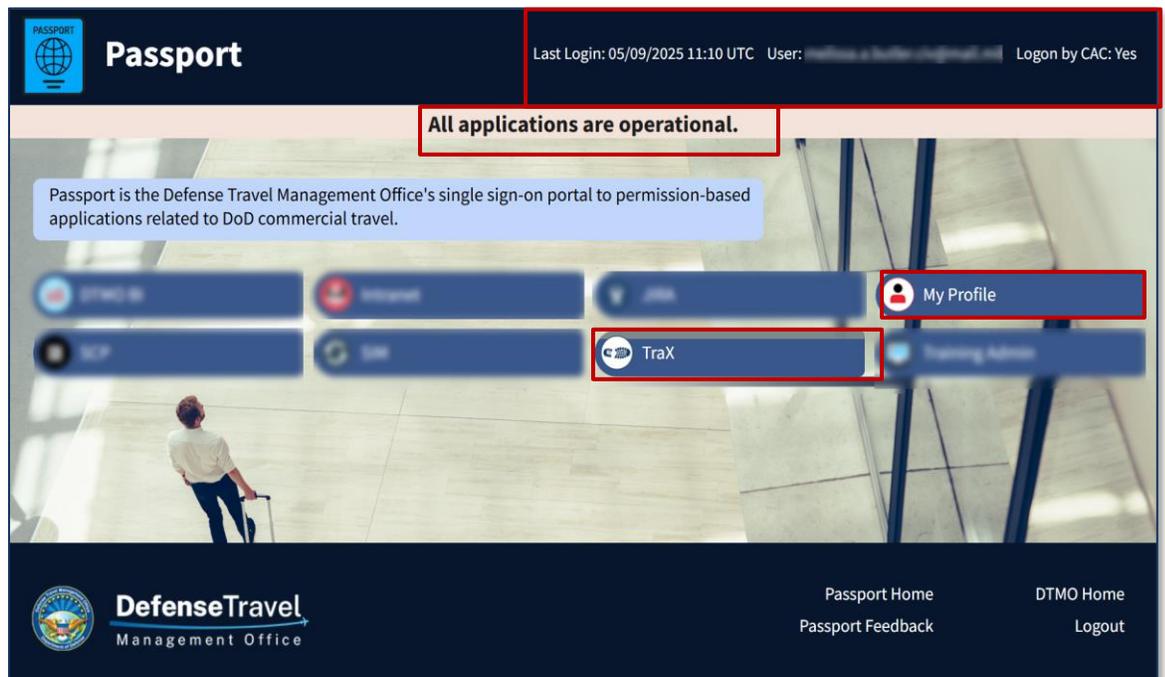


Figure 7: Passport Home Screen

- **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 Notifications, DTMO Dispatch) that TraX automatically emails to you. You can unsubscribe at any time.
- **TraX:** Provides **Tools** you can use such as **Training**.

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

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

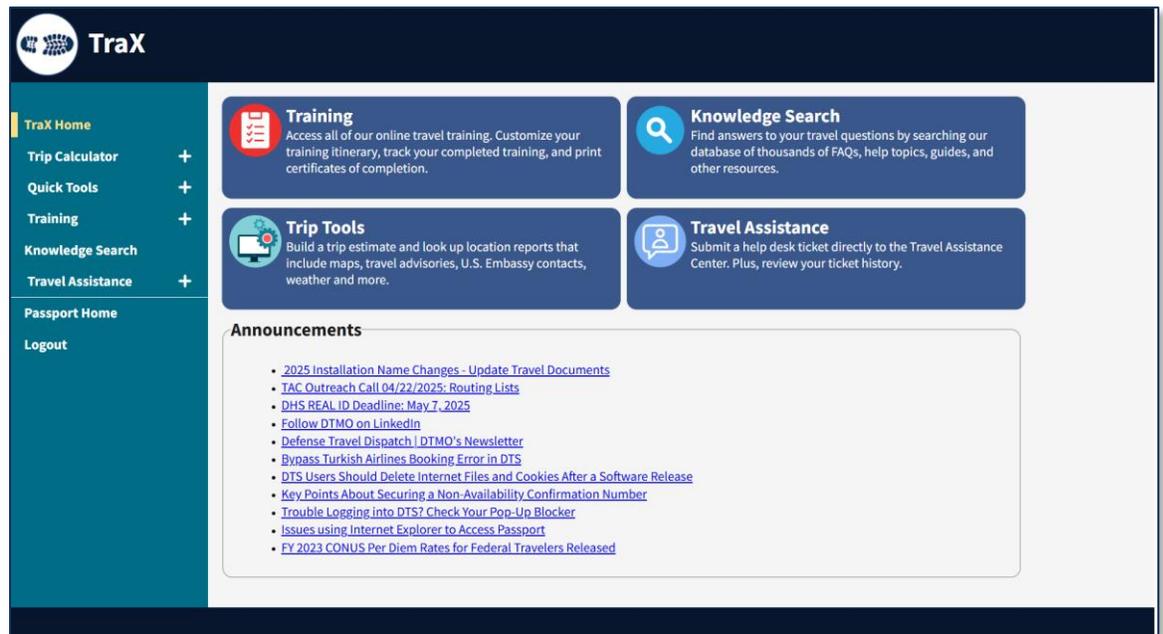


Figure 8: TraX Home Page Screen

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 you to submit a help desk ticket 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).
3. Access **Travel Assistance** by selecting it on the quick link (Figure 8) at the top of the TraX Home page or from the **Navigation Bar** (Figure 8) on the left. Either way, the **Create Help Ticket** screen (Figure 9) opens.

Create Help Ticket

In the **Navigation Bar** of the **Create Help Ticket** screen, you have the option to access **Knowledge Search**, **Create Help Ticket**, or **My Tickets**, but you're already on the screen you want, so you don't need to select any of them.

Notes:

- When creating a ticket, it is important to provide as many details as possible. The more information you can provide about your problem, the more likely the TAC analyst will be able to provide a fast and accurate resolution.
- When the screen first opens, only a few data fields appear, but don't worry. Once you choose an item under **Subject** (Figure 9, Indicator #4), then additional fields display.
- Fields marked with an asterisk are mandatory entries.

The screenshot shows the 'Create Help Ticket' interface. On the left is a navigation menu with options: TraX Home, Knowledge Search, Create Help Ticket (highlighted), My Tickets, Passport Home, DTMO Home, and Logout. The main content area is titled 'Submit a Ticket to the Travel Assistance Center (TAC)' and includes a tip: 'Our dedicated staff will respond within 48 hours.' Below this is a 'Tips' section: 'Include as many details as possible'. The form contains the following fields:

- Indicator 1:** A text input field for 'Title *'.
- Indicator 2:** A large text area for 'Description (DO NOT ENTER ANY PERSONALLY IDENTIFIABLE INFORMATION (PII) IN YOUR DESCRIPTION) *'.
- Indicator 3:** An 'Attach Documents' section with a 'Choose File' button and 'No file chosen' text.
- Indicator 4:** A dropdown menu for 'Subject (Selecting Subject will allow additional fields to display) *' with the option 'Select a Subject'.

 A 'Submit' button is located at the bottom of the form.

Figure 9: Available Training Screen

1. Starting at the top of the **Create Help Ticket** screen:
 - a. In the **Title** field, create a title (Figure 9, Indicator 1) that is not too generic. Make sure it summarizes the problem and highlights significant details (e.g., Authorization EWMIAMIFL102120_A01 is stuck at **CTO SUBMIT**).
 - b. Enter a detailed **Description** (Figure 9, Indicator 2) of the problem. Include a systematic sequence of what happened and any incurred error codes. If it is a DTS problem, include the DTS screen number. Do not include any Personally Identifiable Information (PII) such as your full Social Security number (SSN) or Government Travel Charge Card (GTCC) number.
 - c. Although not required, consider using **Attach Documents** (Figure 9, Indicator 3) to provide screen shots of the problem or error messages. **Note:** You can only attach Adobe Acrobat (.PDF) documents. TraX does not permit any other file formats. You will receive an error message if you try to upload an invalid file format, and the file will not attach to the ticket. If you receive an error, remove the invalid formatted file and upload a .PDF version.

- d. Select the **Subject** drop down menu (Figure 9, Indicator 4). Choose a category and drill down to a sub-category (if appropriate) from the listing. Select **OK** to save your choice and allow additional fields to display on the page (Figure 10). **Note:** The TAC uses the Subject to route your ticket to the analyst who can provide the fastest resolution.

Submit a Ticket to the Travel Assistance Center (TAC)

Our dedicated staff will respond within 48 hours.

Tips:
Include as many details as possible

Title *
Time Out Error

Description (DO NOT ENTER ANY PERSONALLY IDENTIFIABLE INFORMATION (PII) IN YOUR DESCRIPTION) *
After only a couple of minutes in the document, the user is kicked out of DTS.

Attach Documents
Choose File No file chosen

Subject (Selecting Subject will allow additional fields to display) *
Authorization
Create/Edit/Amend/Cancel
Changing Orders

Traveler Last Name *

Traveler First Name *

Traveler SSN Last 4 *

Reservist
 Yes No

Travel Date *
-- -- --

Document Type *
--

Document Name *

TANUM

Submit

Figure 10: Create Help Ticket (full) Screen

- e. When you select the **Subject**, additional data fields appear, but which specific fields appearing depends entirely upon the **Subject** you choose. Between **Subject** and Submit can display both mandatory and optional fields. Not all optional fields pertain to every problem.

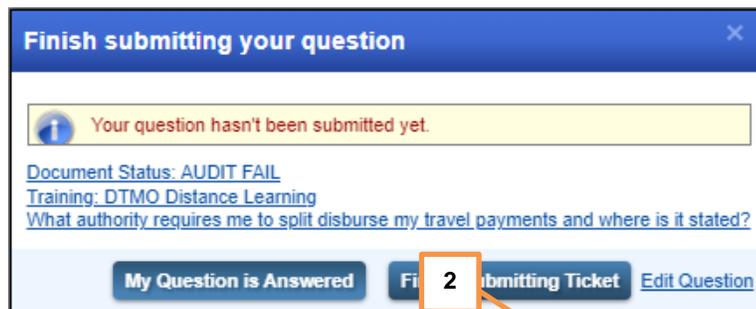
Example: If you select **Authorization** and then **Creating Orders**, you will see fields for *Traveler Last Name*, *Traveler First Name*, *Traveler SSN Last 4*, *Reservist* (Yes or No), *Travel Date*, *Document Type*, *Document Name*, and *TANUM*. Whereas, if you select **Authorization** and **Reservation** then you see the above-mentioned fields along with PNR, GDS, and PCC. The **Passenger Name Record (PNR)** is what identifies your request to the Travel Management Company (TMC) and is in the document under the **Reservations** section. The **Global Distribution System (GDS)** and **Pseudo**

City Code (PCC) which is used to send reservations to the TMC are available by selecting the **i** icon next to the traveler’s name within a document or the DTA can view the data within the **DTA Maintenance Tool, Organization** table. For more about processing DTS documents, see the [DTS Guides 2-5](#). For more about reservations, see the [DTS Reservation Process Guide](#).

- f. Complete all mandatory fields and provide as many details as possible. If you skip any required fields, TraX displays an error message of the missing data requiring correction before proceeding with ticket submission.

Note: If there is problem with a DTS document, enter the name exactly as it appears in DTS. For an approved document, provide the travel authorization number (TANUM). The **TANUM** is not a required field for the ticket submission, but including it allows the TAC analyst to locate your document quickly.

- g. When you finish entering information on the ticket, select Submit at the bottom of the page. This saves your ticket information and displays a pop-up message (Figure 11). TraX offers several FAQs that may resolve your issue without needing to submit the ticket. Look through them to see if one of the provided answers solves your problem. At this point, you have two choices:



1 Figure 11: TraX Provides FAQs to Provide Immediate Resolution

- h. If the FAQs helped you resolve your own problem, select **My Question is Answered** (Figure 11, Indicator 1) to exit the ticket process without submitting the ticket.

-OR-

If you still need TAC assistance, select **Finish Submitting Ticket** (Figure 11, Indicator 2) to route your ticket to the TAC.

Contact the TAC for a Help Ticket

Contacting the TAC by phone to request support is equally effective as creating your own help ticket, but potentially more time-consuming. The TAC number is 1-888-Help1Go (888-435-7146). You can call at any time, but since the TAC receives numerous calls daily, you may be on hold for a while before reaching an analyst. The peak call time, which translates to the longest hold times, is around mid-day Eastern Time.

When an analyst answers your call, the first task is to create a **Help Ticket** for you following the procedures described above. The analyst will ask you for all the necessary information and enter it into the form.

To speed up the ticket entry process considerably, come prepared with the required information the TAC analyst needs to complete your help ticket. That information includes:

- Your name, telephone number, and email address.
- The traveler’s full name and last 4 of the SSN.
- A detailed description of the problem, including the steps that led to it, the actual nature of the problem, any fixes you’ve attempted, and the results of those fixes.
- If it’s a DTS document problem, you’ll need some document identification information, including the document name, TANUM (if available), and document type (e.g., an authorization).
- Depending on the nature of the problem, the analyst may require more key pieces of information (e.g., the traveler’s GTCC data).

Once the analyst completes the ticket, you receive a confirmation email and follow up notices regarding the status of your help ticket. You can view and update your (open) submitted tickets at any time in TraX under **Travel Assistance, My Tickets** (Figure 12).

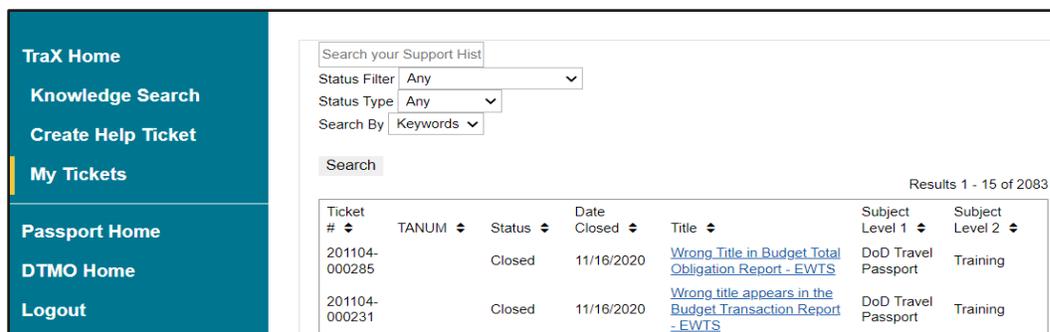


Figure 12: Completed Training Screen

TAC Callback - During high volume periods, the wait times to reach a TAC analyst maybe rather long. To assist in managing support, the **TAC Callback** feature allows callers to leave a callback number rather than remain on the line. Once your place in line is reached, the system will call you back and place you directly with an analyst. The option is currently only available 0800 to 1500 ET.

Some key points about the feature are:

- The system will only make one attempt, so ensure you leave a number you can be reached back at.
- If your phone is busy, there is no answer, or the phone number is incorrect, the system will not make another attempt to reach you.

- The phone number you provide must be 10 digits.
- The system can't accept numbers requiring extensions or forwarding from a front desk.
- The system is unable to dial OCONUS numbers (greater than 10 digits).
- The system is unable to dial DSN numbers.

Chat - Another option to reach the TAC is using a live chat line to discuss select travel topics directly with the analyst. You can find live chat details on the DTMO website link at <https://www.defensetravel.dod.mil/site/livechat.cfm>. For more about using the chat, see the [Chat User's Guide](#) available on the DTMO website.

The issue types that the TAC analyst can assist you with are:

- DTS login
- DTS profile
- Passport/TraX logins
- DTS documents stuck at CTO Submit
- Reservation concerns

For information about the TAC, see the [TAC and TraX Helpful Resources Guide](#).

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.

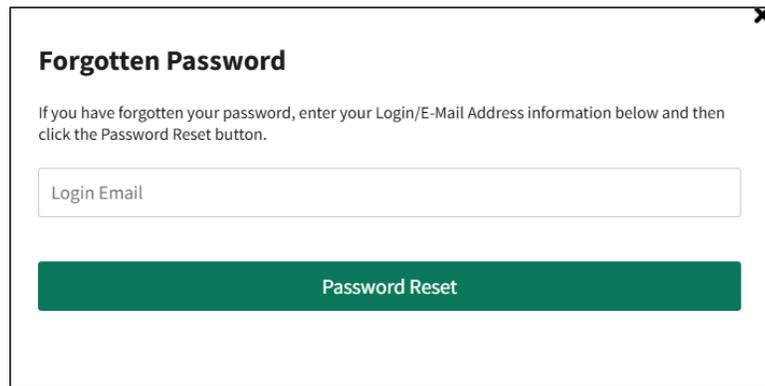
Figure 13: My Profile Screen

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

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 14).



Forgotten Password

If you have forgotten your password, enter your Login/E-Mail Address information below and then click the Password Reset button.

Login Email

Password Reset

Figure 14: 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** page. Then select the applications available on the screen based upon your permissions.
7. Once you reset a password whether through “**Change Password**” link or “**Forgot your Password?**” link, on the screen after new password is saved the entry is grayed out and unchangeable. **Note:** To change the password again, go through the “**Change Password**” link or “**Forgot your Password?**” process.

Troubleshooting – Login 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 15).

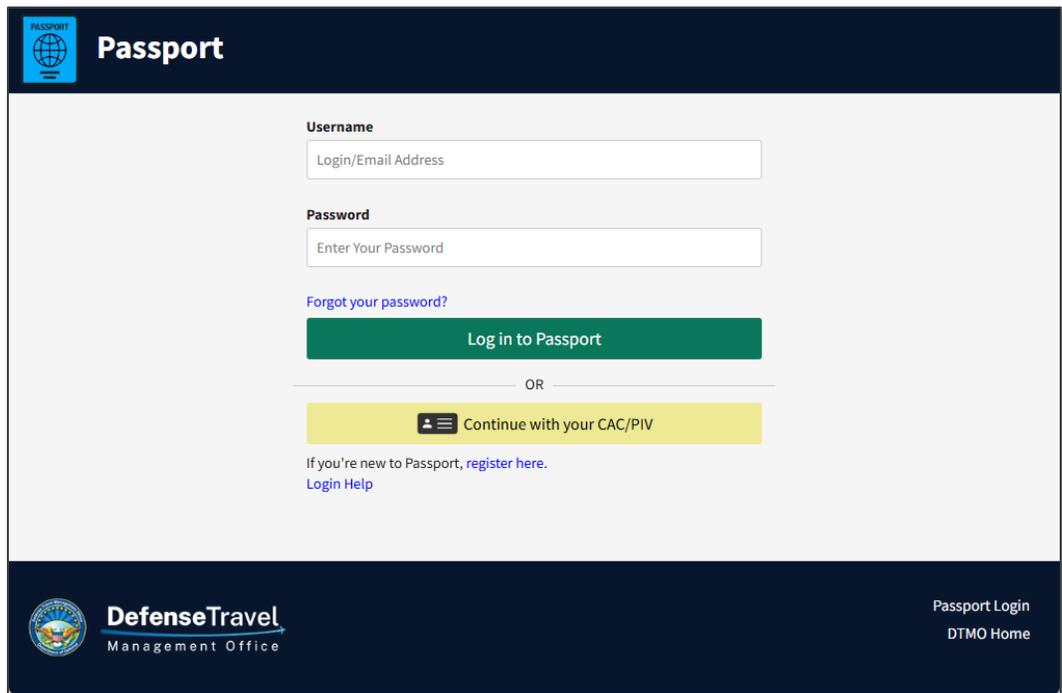


Figure 15: Passport Login Screen

Select the **Help** link. The **Login Help** screen opens to display (Figure 16):

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.

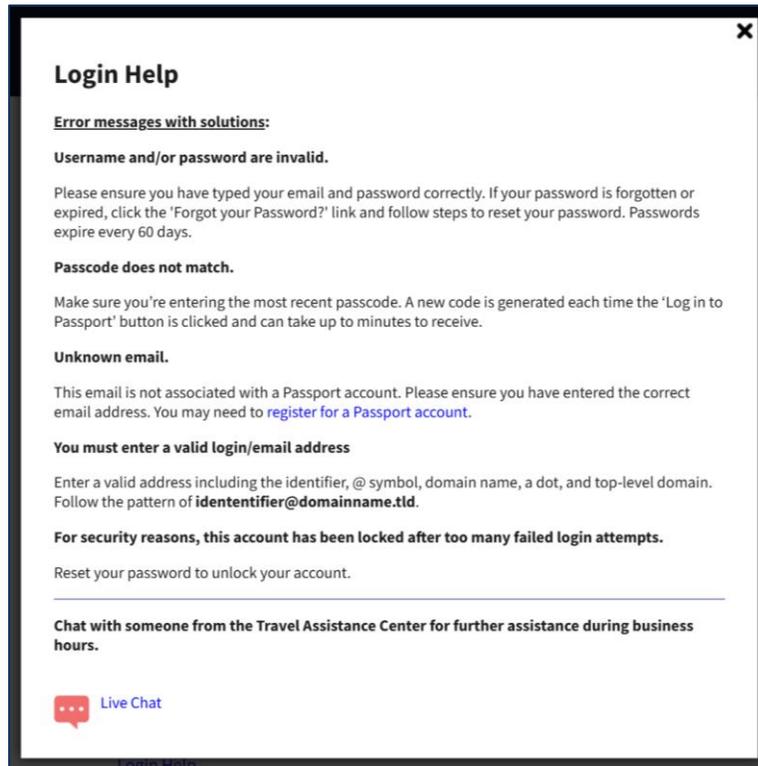


Figure 16: Login Help – Error Messages with Solutions

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](#)
- For information on processing the authorization, see [DTS Guide 2](#)
- For information on processing the voucher, see [DTS Guide 3](#)