



## Accessing DTS on a Mac Computer

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The intent of this document is to assist individuals experiencing problems using a Mac Computer to access the Defense Travel System (DTS). **\*Note:** If you continue to have issues after following these instructions, please contact the Travel Assistance Center (TAC) by submitting a Help ticket through the Tickets section of [Travel Explorer \(TraX\)](#) or by calling 1-888-Help1Go (888-435-7146).

### I. Issue

Accessing DTS on a Mac computer has a number of notable differences from accessing DTS on other computers. The main differences are:

1. DBsign displays the DOD Email certificate as an option rather than just the required DOD ID certificate.
2. There is no “Clear SSL State” option.
3. OSX does not have native smartcard drivers (regardless, ensure OSX is up to date).
4. Safari and Chrome are the only browser options (Firefox will not allow access to DTS on a Mac).

DTS requires users to choose their DOD ID certificate (or similar PIV certificate) when logging in. Mac users who select the DOD Email certificate are ‘locked’ into that choice and receive “Technical difficulty” errors. The method to reset this incorrect certificate choice requires the **Keychain** application and can be confusing to use.

These issues can be spotted and/or resolved (with the exception of #4) using the below workaround.

### II. Workaround

1. Select the **Finder** icon listed on the desktop (Figure 1).



Figure 1: Desktop - Finder Icon

2. Once in the **Finder**, select the **Applications** folder (Figure 2).

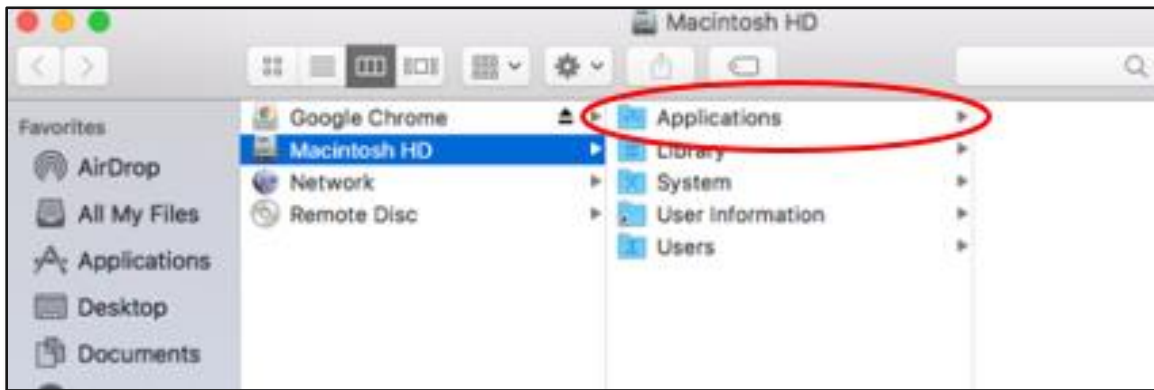


Figure 2: Finder Results - Applications Folder

3. Locate or Search for **Keychain Access** then select it (Figure 3). **Note:** A keychain is an encrypted container that securely stores your account names and more.

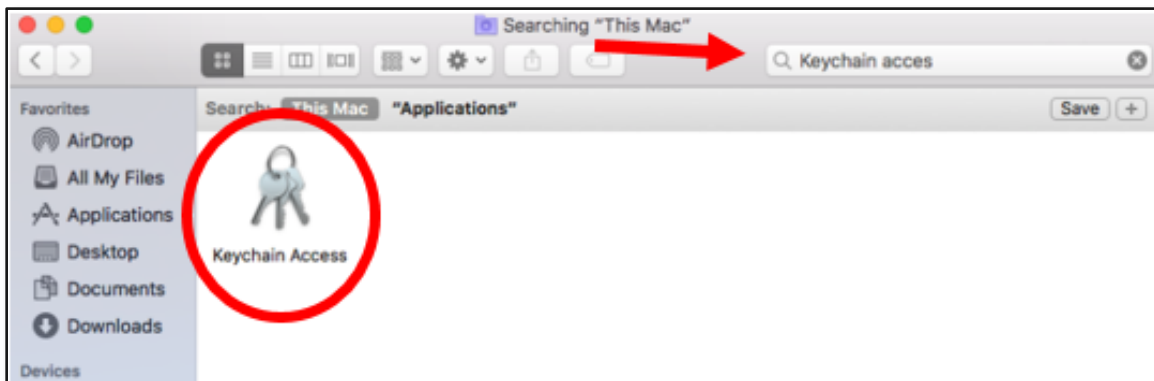


Figure 3: Search Results – Keychain Access

4. Once in the **Keychain**, verify your name appears above **login** (Figure 4).

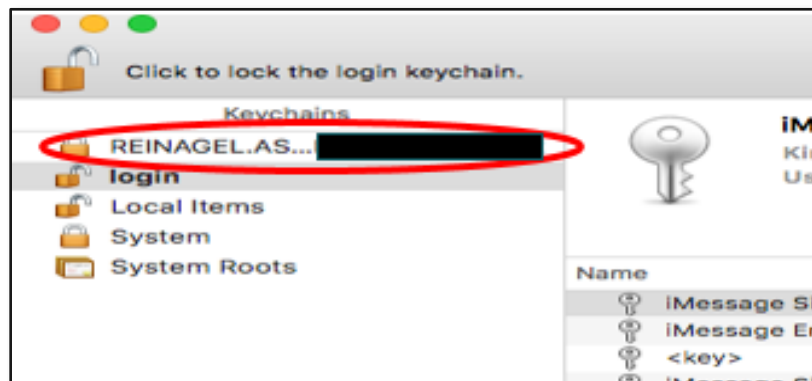


Figure 4: Keychain Screen

If your name does not appear as shown, or displays the letters “NG####...,” your Mac requires the installation of a smartcard driver such as **CACKEY** (recommended). These drivers are available online, or you may contact the TAC for further assistance.

5. Select the **login** option in the *Keychains* section and then select the **All Items** option under the *Category* section (Figure 5).

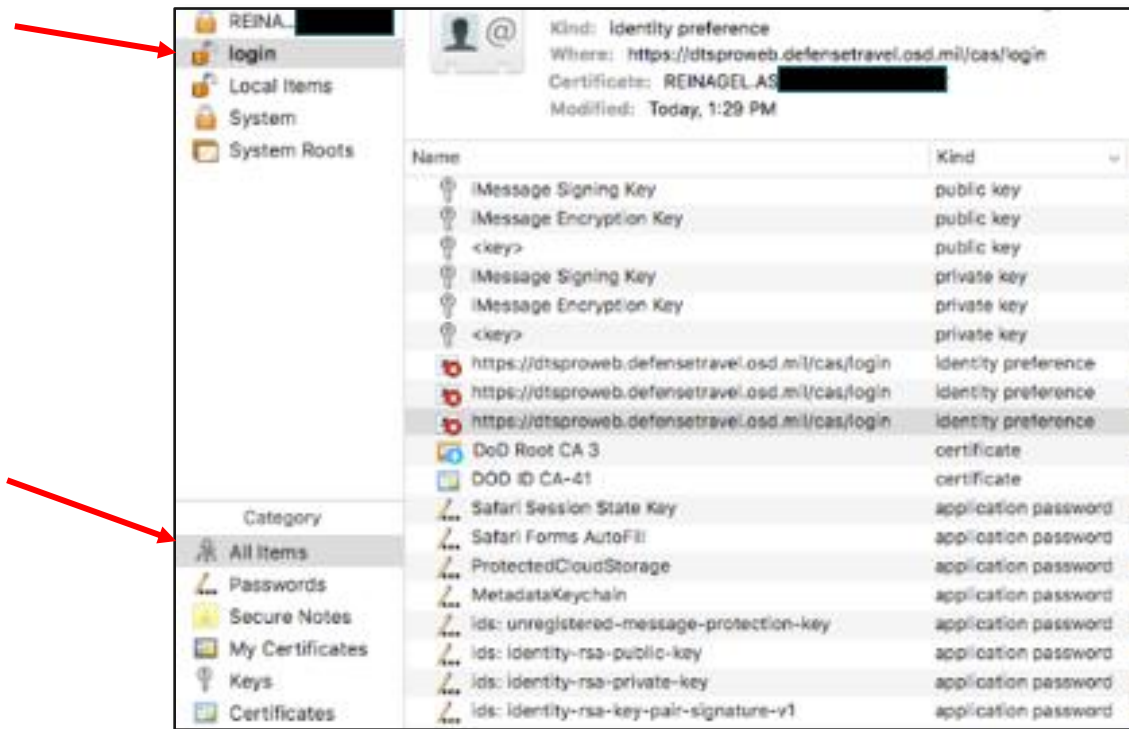


Figure 5: Keychain and Category Sections

6. Select the **Kind** header (Figure 6) to display the list alphabetically by **Kind**, then search for and *delete* all identity preference items for <https://dtsproweb.defensetravel.osd.mil>.

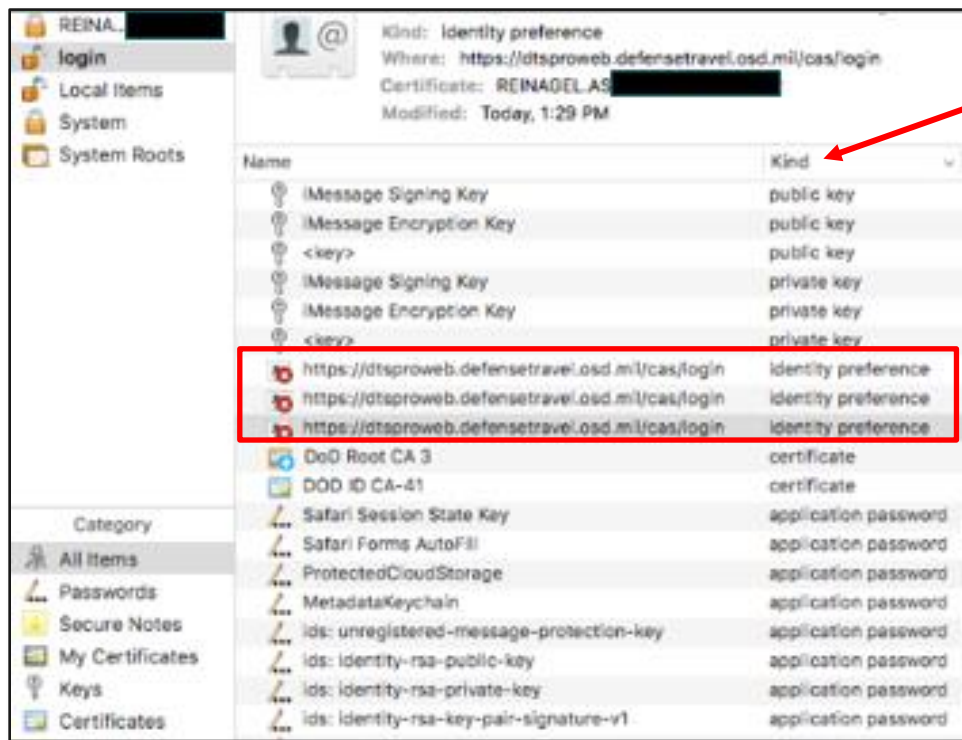


Figure 6: Category List - Alphabetical

- 7. Next time you try to access [DTS](#), you will receive a prompt to select a certificate (Figure 7). There may be multiple certificates in the list. Be sure to choose the *DoD ID CA-XX certificate* and select the option to advance (e.g., **Continue** or **OK**). The *DoD ID* certificate allows access to DTS and applies a digital signature to documents.

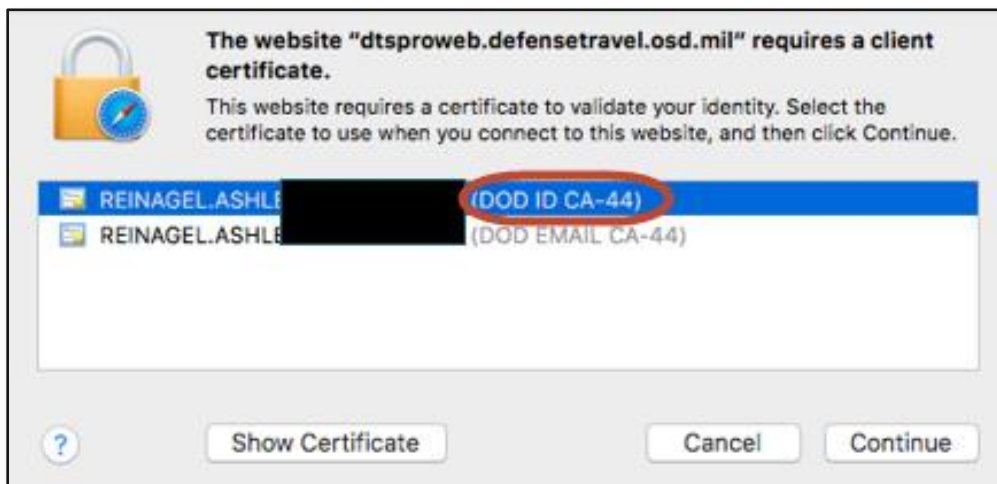


Figure 7: Certificate Selection Screen