CHAPTER 2: LOGGING IN TO DTS

The information in the Defense Travel System (DTS) is protected by security features that restrict who can access the system. The system authenticates a user's identity each time they log in to DTS. This chapter covers the following topics:

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2.1 Signature Tokens

A signature token stores a certificate, a unique number that confirms a user's identity and certifies that they are authorized to use DTS. Before DTS will grant the user access, a signature token must be obtained. DTS recognizes the following two types of signature tokens:

Hard token. This is referred to as a common access card (CAC). The CAC is a card with an embedded chip that contains a user's certificate. A special "reader" attached to the computer reads the data from the CAC and enables the user to log in to DTS. The CAC must remain in the reader for the entire time that DTS is being used.

Individuals need to coordinate with a local point of contact to obtain the token. If a user needs a CAC, they need to contact the CAC issuing station at their organization.

2.1.1 Obtaining a CAC

During the registration process for hard token certificates, the CAC issuing station verifies the user's identity and assigns a unique user number. An individual can change the user number to a six- to eight-digit personal identification number (PIN). A string of random digits provides a greater degree of security than digits in a meaningful sequence such as an anniversary, birth date, or an address.

Safeguarding a CAC and PIN. A CAC should be stored with great care. If a CAC is lost, a PIN forgotten, or a user believes that their PIN may have been compromised, the CAC issuing station should be contacted immediately to reset the PIN.

2.2 How To Log In To DTS

CAC and soft token users will log in to DTS from the DTS Home page. Launch the internet browser and enter the following URL www.defensetravel.osd.mil. The DTS Home page will open.

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2.2.1 Log In Using a CAC

Use the following steps to log in to DTS:

1. Insert the CAC into the CAC reader.

2. Click the green **LOGIN TO DTS** button that is located near the center of the DTS Home page (Figure 2-1).

Figure 2-1: DTS Home Page

3. Click **Yes**.

   The DoD Privacy and Ethics Policy statement displays (Figure 2-2).

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4. Click **Accept**. If a user does not wish to continue then clicking **Decline** will take the user back to the DTS Home page.

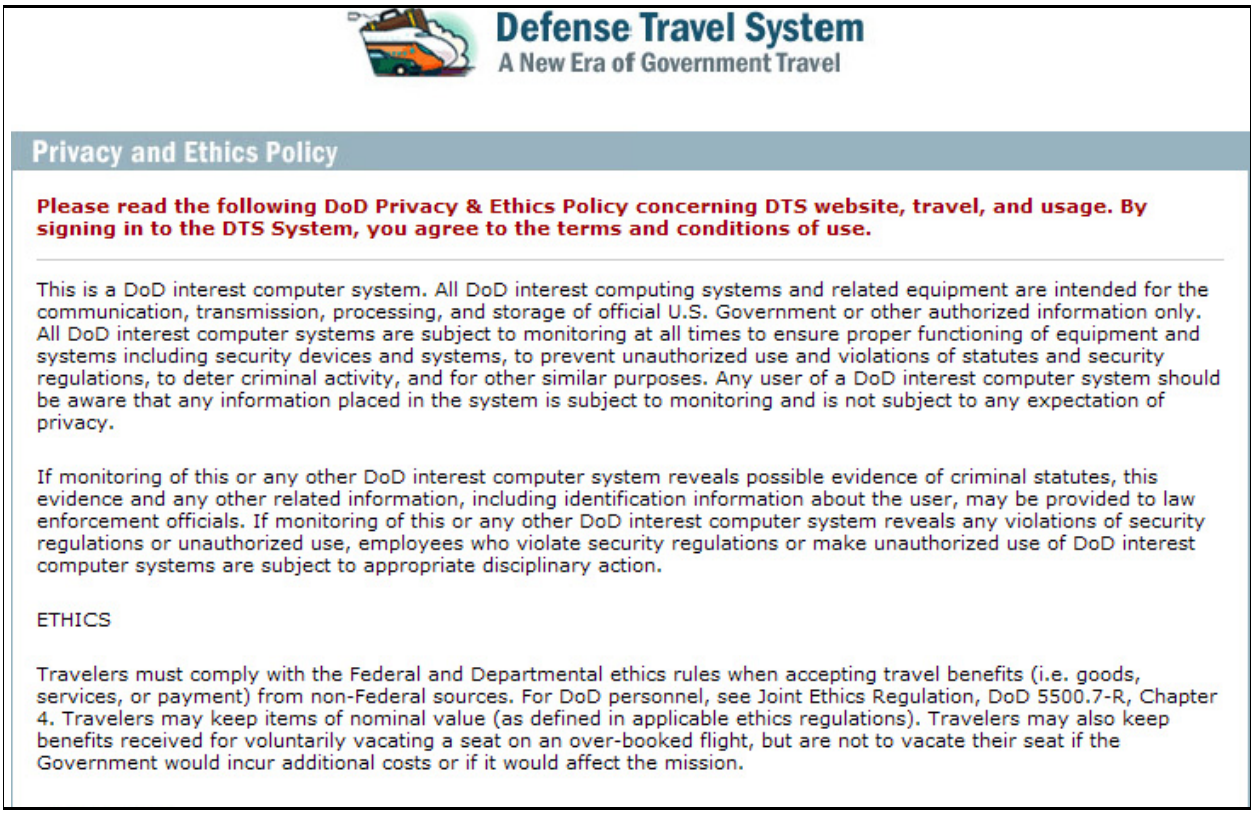

Figure 2-2: DoD Privacy and Ethics Policy Statement

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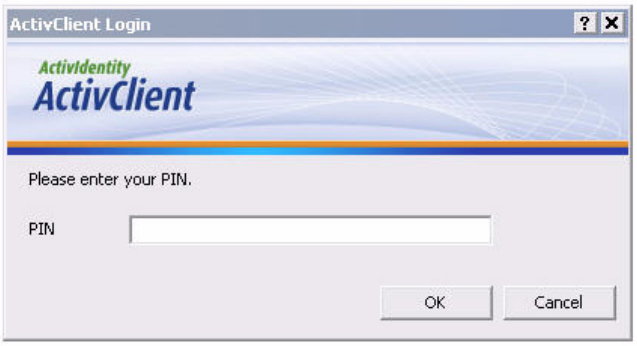

Figure 2-3: DTS Secure Logon Screen (CAC)

The DTS Secure Log-On screen opens (Figure 2-3).

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5. The user will enter their PIN in the **Active Client Login** field.

DTS allows the user to enter their PIN incorrectly up to three times before locking them out of the system. If this happens, the user must contact the CAC issuing station to have their CAC unlocked

6. Click **OK**.

2.3 Account Activation and Self-Registration

If the user ID has been activated previously in DTS, the log-in process will continue. If the user ID has not been activated, the User Activation screen will open (Figure 2-4).

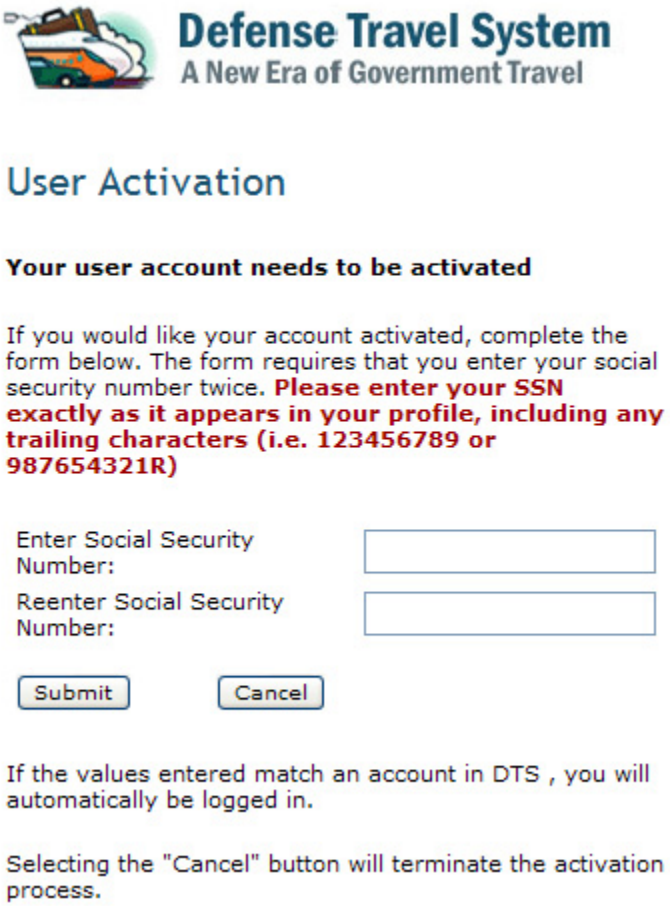

Figure 2-4: DTS User Activation Screen

The user's CAC contains a user ID. Section 2.3.1 explains how DTS confirms the identity by matching the user ID to the Social Security Number (SSN) that is stored in the database.

2.3.1 How To Activate a DTS Account

If a user has been registered in DTS, but the account has not been activated, the user can activate the account using the below steps:

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1. Enter the SSN in the **Enter Social Security Number** field.

2. Re-enter the SSN in the **Re-enter Social Security Number** field.

3. Click **Submit**.

   After the user submits, DTS searches the database for the SSN.

If the SSN already exists in the database. If DTS finds a SSN, a search will determine whether the account has been activated. DTS then verifies whether the last name that corresponds to the SSN in the database matches the last name stored on the digital certificate. If these elements match, DTS will update the user ID information in the database. If DTS finds the SSN in the database, but the last name does not match the last name on the digital certificate, or if the user ID field is already populated, the user should contact the Lead DTA (LDTA) of the organization.

DTS will check to see if a user profile exists. If a user profile exists, only the user ID will be updated with the information from the certificate.

After the user ID is updated, the DTS Welcome screen will open (Figure 2-6). The default values for the user are listed on the screen. These are based on the permissions and accesses granted by the organization's DTA. If more permissions are required, contact the DTA.

If a SSN does not exist in the database. If DTS does not find a SSN and the user has not been registered manually via the DTA Maintenance Tool, the user must complete Self-Registration. Instructions for Self-Registration are presented in Section 2.3.2.

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2.3.2 How To Self-Register

If DTS determines that a user is new to DTS and has not been entered manually via the DTA Maintenance Tool, the User Activation screen will open (Figure 2-5). Use the following steps to self-register:

1. Click **Self Register**.

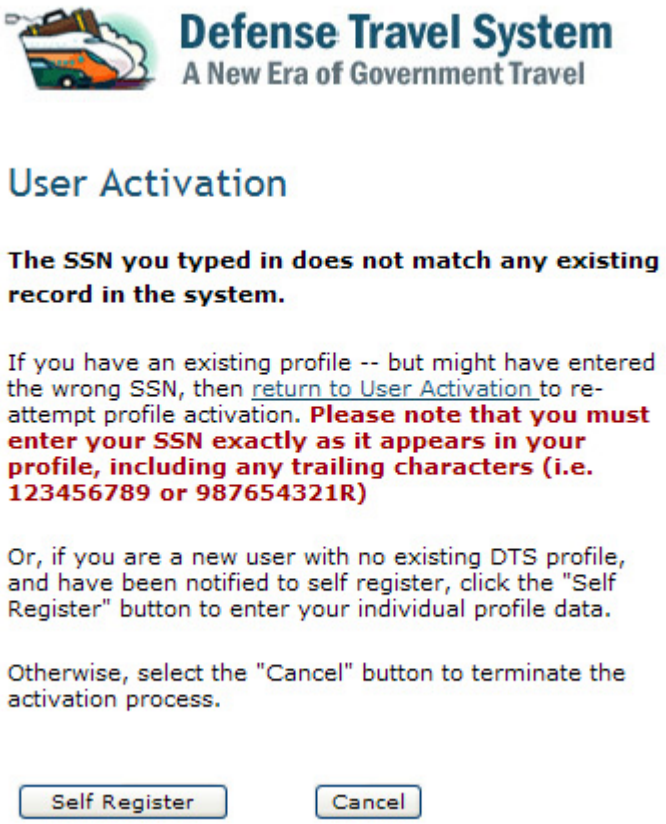

Figure 2-5: User Activation Screen

When the entry has been validated, the User Welcome screen opens (Figure 2-6).

Figure 2-6: User Welcome Screen - Self-Registration

2. Mouse over the **Administrative** drop-down menu and select **Self Registration**.

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The Self-Registration Welcome screen opens (Figure 2-7).

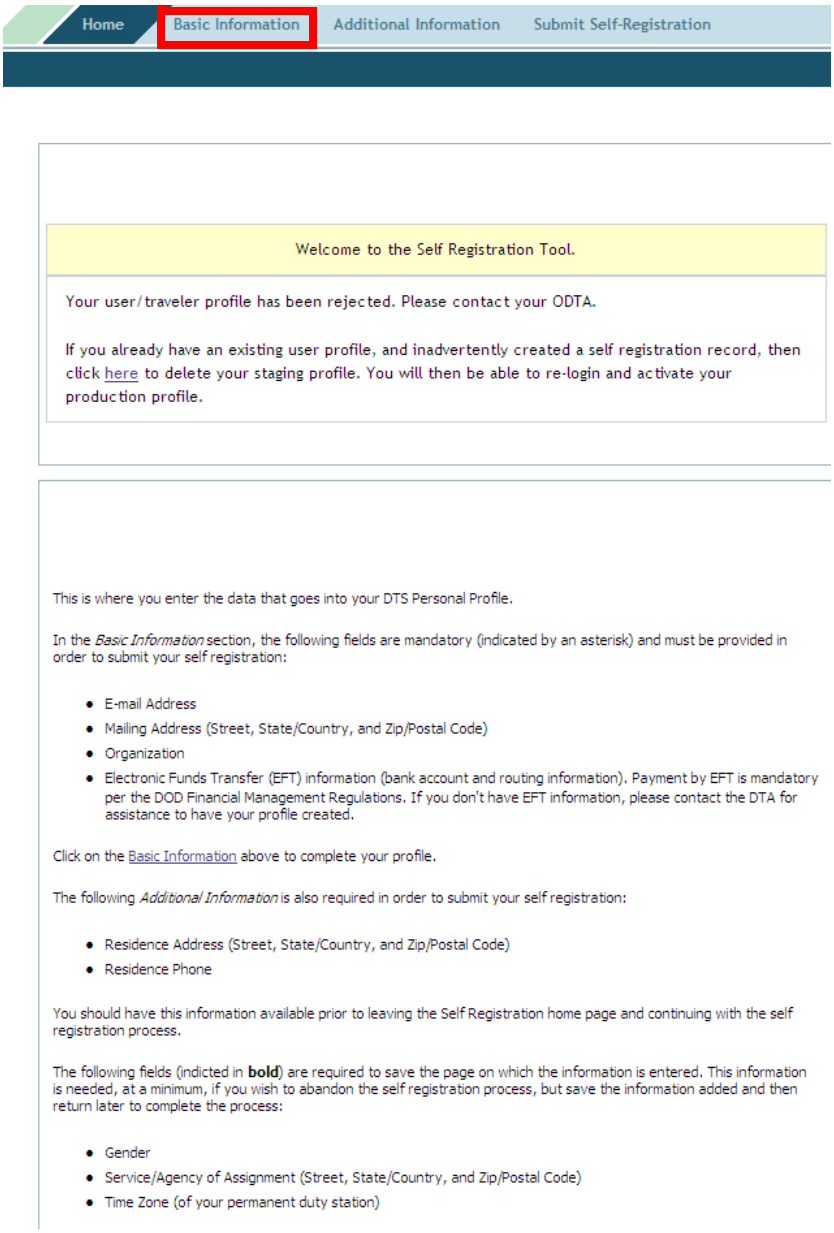

Figure 2-7: Self-Registration Welcome Screen

3. Click **Basic Information** on the navigation bar.

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The Basic Information screen opens (Figure 2-8, Figure 2-9)

Fields with a bolded Field Name are required to save data on the BASIC INFORMATION page.

MANDATORY INFORMATION

GENERAL INFORMATION

First Name › LERAE

Last Name › STANTON

Middle Initial ›

SSN ›

Gender › N/A

* Email Address ›

Email Address ›

Please Re-enter the Email Address that you entered above for the validation purpose.

MAILING ADDRESS

* Mailing Street 1 ›

Mailing Street 2 ›

* City ›

* State / Country › VA

Click on the icon to select a value

* Zip / Postal Code ›

Is this the same as Residence Address? › Yes / No (If not, we'll ask you for it on the Additional Information page.)

REQUIRED WORK INFORMATION

Civilian / Military › Civilian

Title / Rank › GS-12

Tech Status › Yes / No

* Organization › HTJRIO

Click on the icon to select a value

Service / Agency of Assignment › DHRA

Office Street 1 › 4100 N. Fairfax Drive

Office Street 2 › Suite 800

City › Arlington

State / Country › VA

Click on the icon to select a value

Zip / Postal Code › 22203

Time Zone › EST

Work Hours › 8

Emergency Contact Name ›

Emergency Contact Phone Number ›

Format: 999-999-9999 x9999; up to 20 characters

ELECTRONIC FUNDS TRANSFER DATA

Account Type › Checking / Saving / None

Account Routing Number ›

Click on the icon for help

Account Number ›

Figure 2-8: Self-Registration Basic Information Screen (Top)

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Account Number ›
Please re-enter the account number that you entered above for the validation purpose.

TRAVEL RESERVATION INFORMATION

GOVERNMENT CHARGE CARD (GOVCC)

Advance Authorization › ADVANCE AUTH

Account Number ›

GOVCC Exp. Date ›
Format is mm/dd/yyyy

ADDITIONAL INFORMATION

Printed Organization › Joint Requirements and Integration (

Present Duty Station ›

Miles from Office to Airport › 32

Office Phone › 703-696-7367
Format: 999-999-9999 x9999; up to 20 characters

Office Fax › 703-696-7878
Format: 999-999-9999; up to 20 characters

Office Mail Stop ›

Organization Email › derrick.wright@osd.pentagon.mil

Unit ID (UIC/RUC/PASSCODE) › U00L93

FOREIGN TRAVEL INFORMATION

OFFICIAL (NO-FEE) PASSPORT INFORMATION

First Name ›

Last Name ›

Middle Initial ›

Birth Date ›
Format is mm/dd/yyyy

Passport Number ›

Issuing City ›

Issuing State / Country ›
Click on the icon to select a value

Expiration Date ›
Format is mm/dd/yyyy

REGULAR (TOURIST) PASSPORT INFORMATION

First Name ›

Last Name ›

Middle Initial ›

Birth Date ›
Format is mm/dd/yyyy

Passport Number ›

Issuing City ›

Issuing State / Country ›
Click on the icon to select a value

Expiration Date ›
Format is mm/dd/yyyy

SAVE AND PROCEED | CANCEL WITHOUT SAVING

Figure 2-9: Self-Registration Basic Information Screen (Bottom)

4. Complete the fields on the screen.

5. Click **SAVE AND PROCEED**.

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The Additional Information screen opens (Figure 2-10)

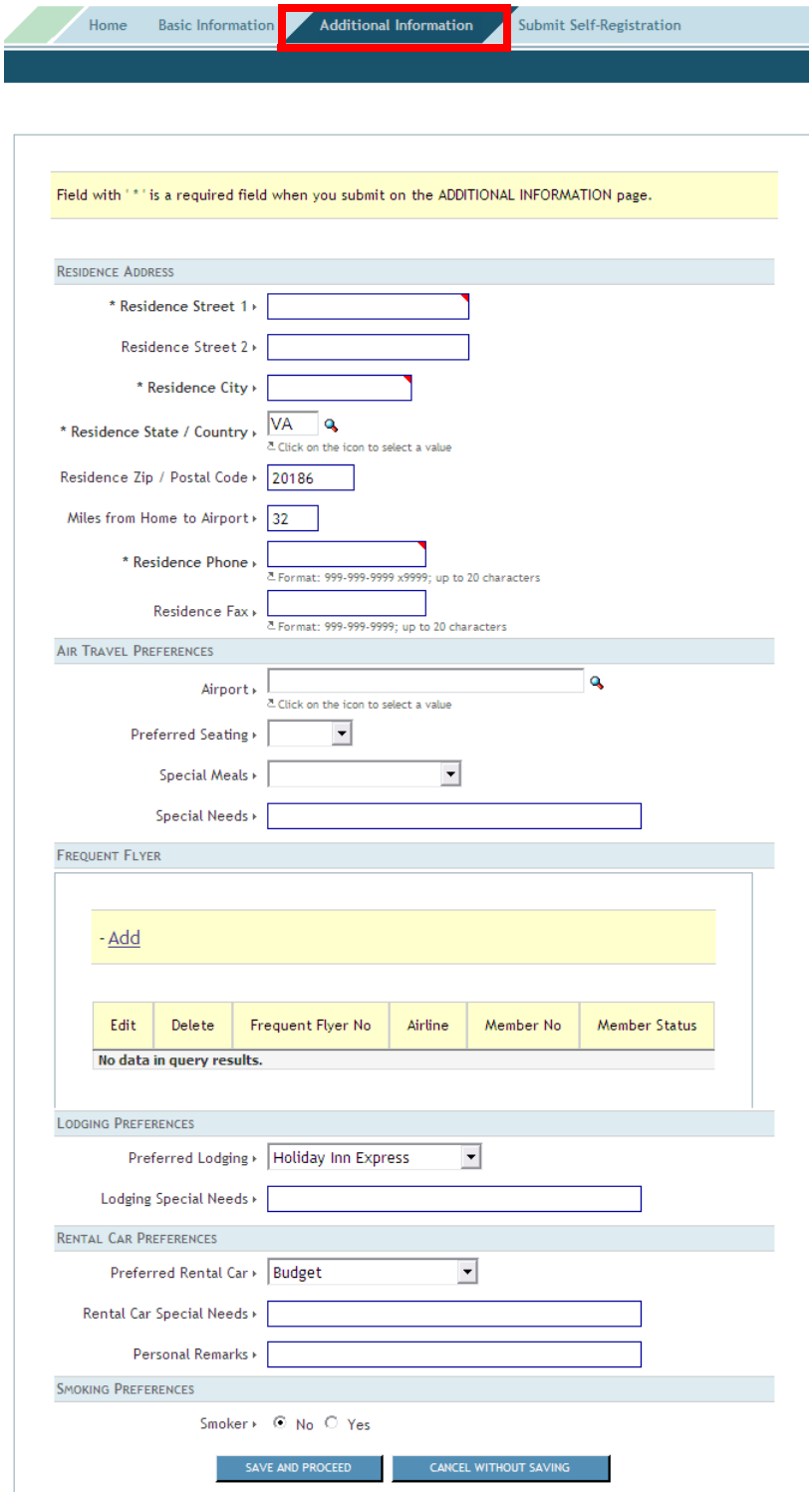

Figure 2-10: Additional Information Screen

6. Complete the fields on the screen.

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7. Click **SAVE AND PROCEED**.

The Submit Self-Registration screen opens (Figure 2-11).

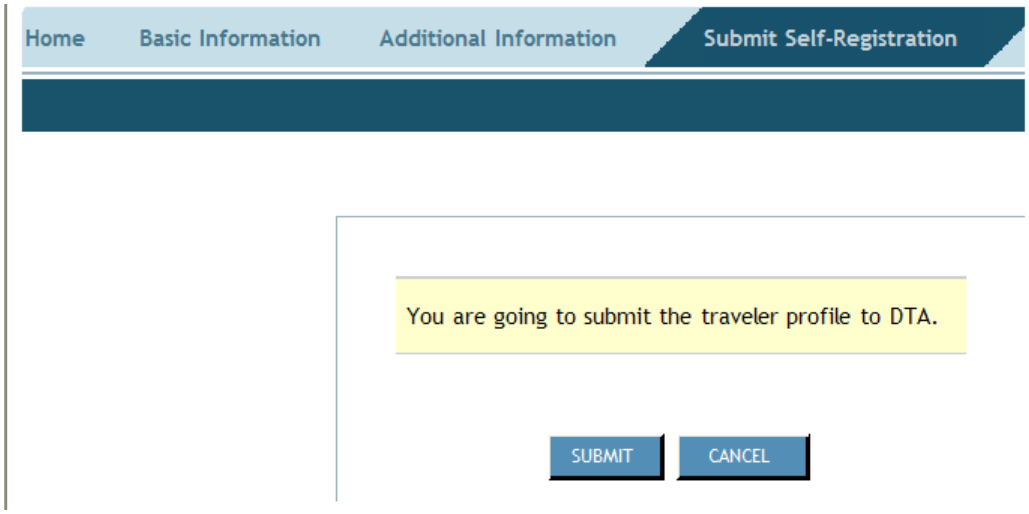

Figure 2-11: Submit Self-Registration Screen

8. Click **Submit**.

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2.4 Error Messages

If a log-on attempt is unsuccessful, a user may receive one of the error messages described in this section.

The User Activation message displays if the values entered in the Social Security Number (SSN) fields do not match (Figure 2-12).

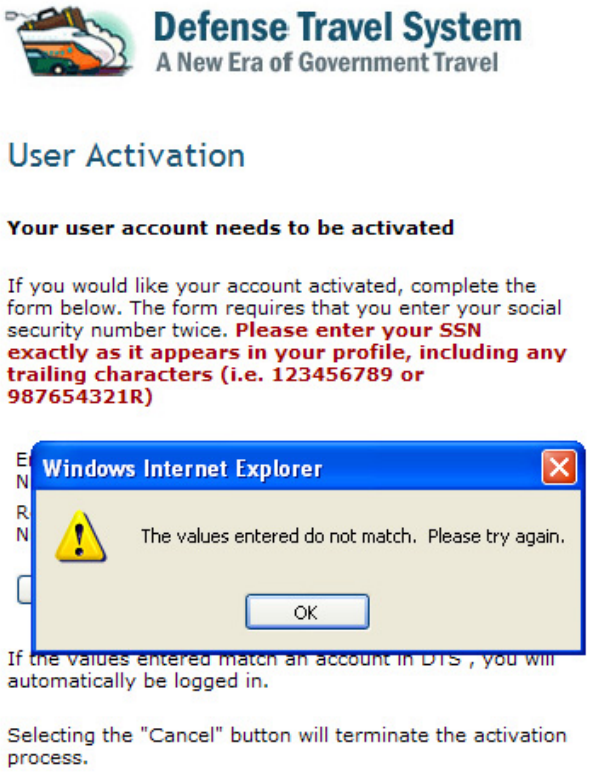

Figure 2-12: User Activation Message

Resolve by entering the correct **SSN** in both of the fields and click **Submit**. The user may end the process by clicking **Cancel**.

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The Invalid or Expired Certificate Message (Figure 2-13) and the Account Locked or Not Found or Certificate Revoked Message (Figure 2-14) are two other Log-In Error Messages.

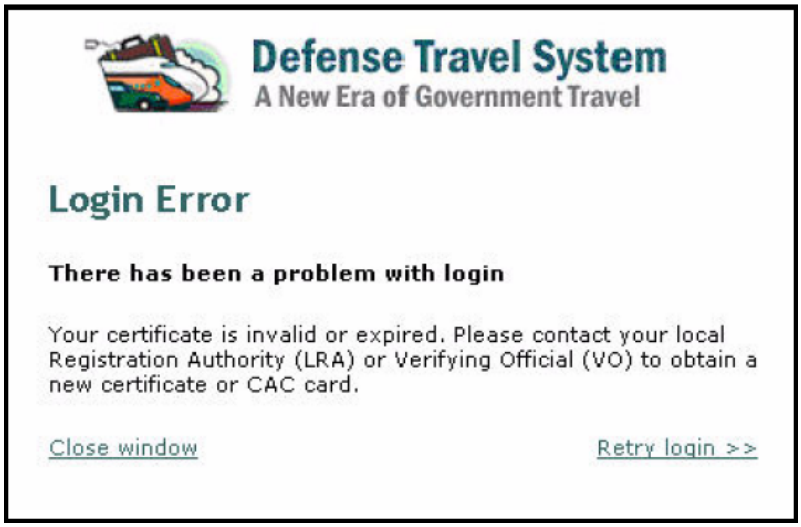

Figure 2-13: Invalid or Expired Certificate Message

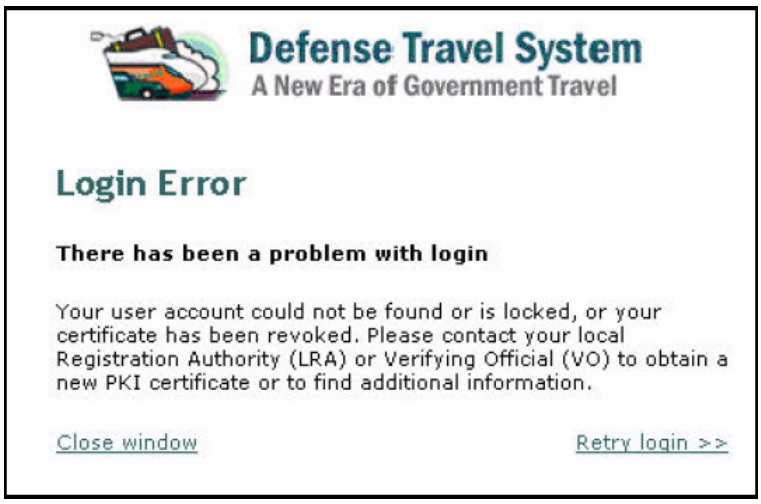

Figure 2-14: Account Locked or Not Found or Certificate Revoked Message

Resolve by contacting a local registration authority (LRA) or a verifying official for assistance.

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2.5 User Troubleshooting

If a user encounters a problem during the log-on or authentication process, they should try to resolve the problem through the actions listed below. The following suggestions apply to both CAC users and soft token certificate users:

- Insert the signature token *before* clicking **LOGIN TO DTS**.
- Make sure that the signature token remains securely in place the entire time when using DTS.
- Prevent DTS from timing out during a session. Enter a password or PIN when the Digital Signature Login screen opens.
- Click **Browse** to locate the key file data.

If an error occurs during the authentication process, a user will receive either a numbered or an un-numbered error message informing the user that the connection will be terminated. Regardless of the type of error message, click **OK** to start the process again. If the problem persists, contact the local help desk or the Travel Assistance Center (TAC).

2.5.1 Other DTS Error Messages: Appendix H

Refer to Appendix H for a complete list of coded error messages and suggested actions for the user.

2.6 Dual Profile

If a user is employed with the DoD as a civilian and is also a member of the Reserve/Guard, or if a user is located at a service/agency DTS office they may need dual profiles in DTS. When individuals with dual profiles log into DTS, the Welcome Screen will display a **Reset Profile** button that allows the user to reset or change their profile (Figure 2-15).

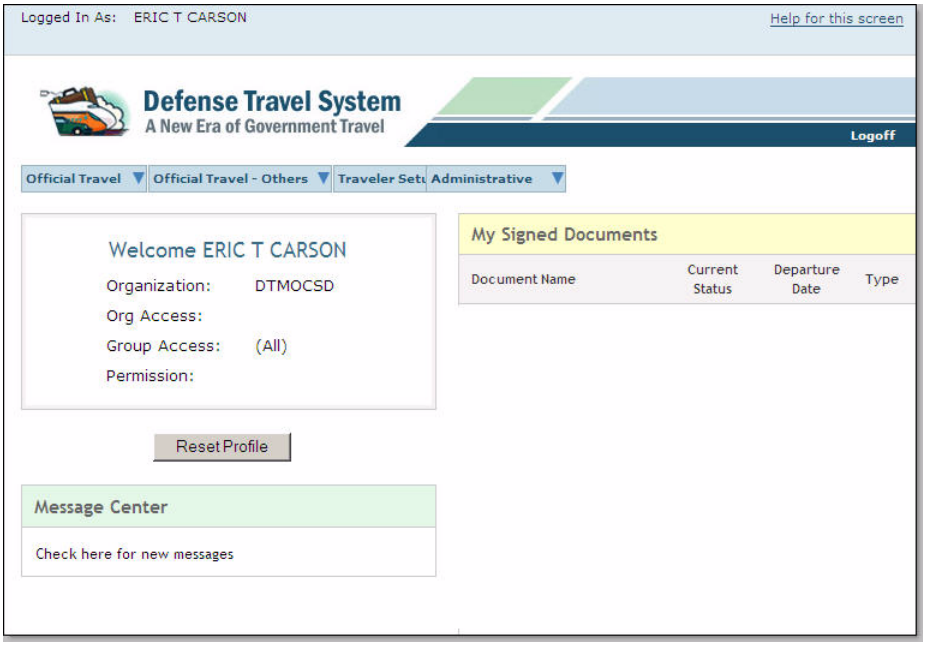

Figure 2-15: Welcome screen with Dual Profile

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To activate a different profile, the user will click **Reset Profile**. A Reset Profile text box will appear (Figure 2-16). To proceed with resetting the profile, click **Continue**.

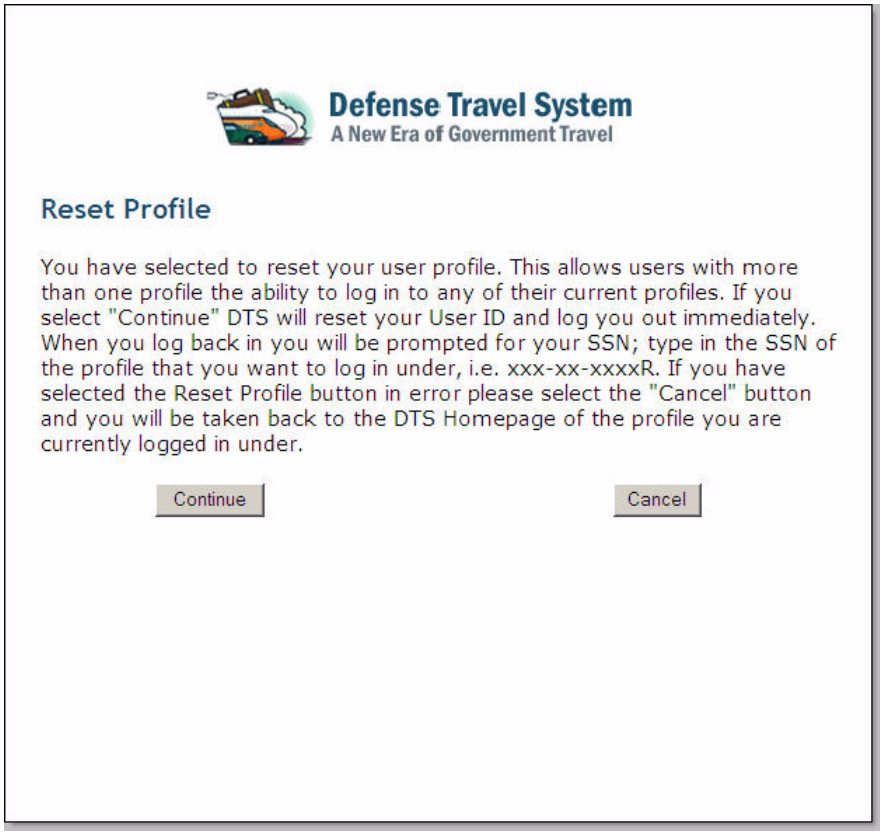

Figure 2-16: Reset Profile text box

An Internet Explorer message will pop-up; click **Yes**. The user will be logged off DTS and will have to open DTS again. The User Activation screen will appear (Figure 2-17) and the user will need to put in the correct SSN to activate the new profile.

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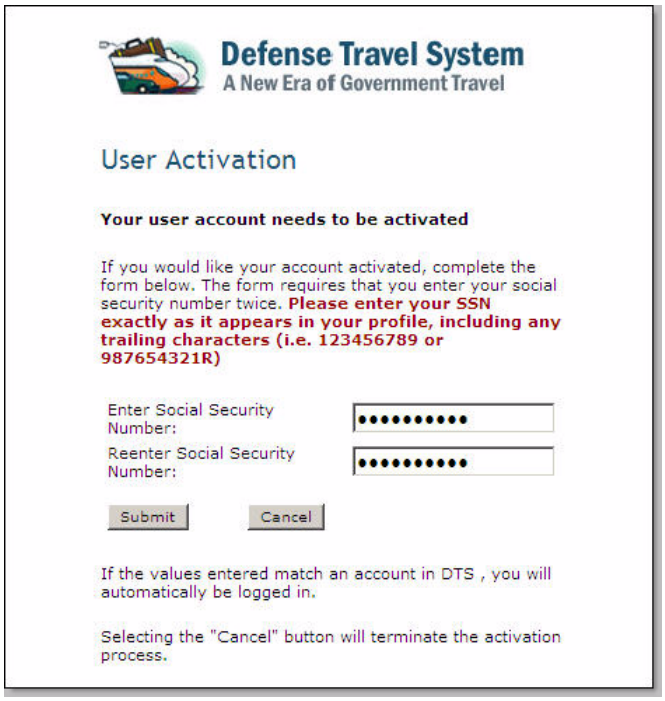

Figure 2-17: User Activation Screen

2.7 How To Log Off DTS

Remember to log off DTS at the end of a session. Complete the following steps to close screens and exit DTS:

1. To exit from any DTS screen, click **Close** when available. Click the **x** in the top right corner of the browser screen if a Close button is not available.

2. To exit DTS completely, click **Logoff** on the banner at the top of the DTS Welcome screen.

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