



# Welcome to the TAC Outreach Call

Presenter(s)	– Dan Greene – Jason Prado
Date	– June 9, 2020
Topic	– Login Process and Profile Requirements

## **The presentation will begin shortly**

Phone Number	– 703-679-6200
Conference Call ID	– 8210518109
Participant Pin	– 4357146 (HELP1GO)

We recommend dialing into the presentation rather than relying on DCS Audio.



# Defense Travel Management Office



## TAC Outreach Call June 9, 2020

Login Process and Profile Requirements

Presenters:

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Dan Greene, TAC Outreach Call Coordinator



# Agenda

- Top Issues for May/June
- Login Process
  - Requirements to Login
  - Login Process for Existing Users
  - Login Process for New Users
  - Self-Registration
  - Login Errors
- Profile Requirements
  - Traveler Profiles vs. User Profiles
  - Limitations
- Resources
- Questions



# Top Issues for May/June

Issue #	Summary	Workaround	Release
DTS-17779	Sabre PNRs are not routing correctly to the Travel Management Company's (TMC's) inbound queue. This is causing the document to get stuck at CTO SUBMIT.	This issue was resolved on June 2 <sup>nd</sup> . As with any document stuck at CTO SUBMIT, please contact the TAC for assistance.	
DTS-14360	Document routes to CTO SUBMIT after the Trip Cancelled has been applied. Authorizations with the trip cancel applied will not update to CTO BOOKED. This is due to travelers canceling reservations prior to using the trip cancel. Canceling reservations manually is not necessary and will cause this issue.	Unfortunately, there is no workaround for this issue. Please submit a ticket to the TAC so we can have the document properly handled.	Ready for Assignment
PPT	Users are unable to update their profile through My Profile. They receive a "Failed to Update" error message.	Information can be updated by the Defense Travel Administrator (DTA) or the traveler can do it in a new document and save the changes to their permanent profile.	
PPT	Authorizations amended by the CTO receive a frowny face error when being edited.	We recommend stamping the authorization as Returned. This allows the document to be edited to make any necessary adjustments. Once all changes are completed, stamp the authorization Signed to route through for approval.	
DTS-17757	Travelers are receiving "Unable to End PNR" error messages when attempting to sign the document. This issue is related only to Worldspan PNRs.	This issue was resolved on June 2 <sup>nd</sup> . Please contact the TAC for assistance anytime you receive a PNR error at signing.	



# Login Process

- Due to the increase of teleworking over the past few months, more users are logging into DTS from home.
- The Login Process from home is the exact same from as it is from your Permanent Duty Stations.
- DTS has a set procedure when allowing users to attempt logging into the system.



## Requirements to Login

- DTS only requires two things from the traveler to get the login process started.
  - Valid Common Access Card (CAC)
  - CAC Reader
- Everything else will be dependent on the user and the organization.
  - Internet Access
  - Working Computer
  - Valid Profile



## Login Process for Existing Users

- When an existing user attempts to login to DTS, the following activities take place:
  - DTS verifies the location the user is logging in from is a CONUS location or, if OCONUS, a US Installation.
  - DTS verifies the CAC certificates (certs) are valid.
  - DTS searches the system using the Unique Identification Number (UIN) in the CAC's cert for an active profile with a matching User ID.
  - DTS verifies that the profile it has found is attached to an organization.
- As long as all of these conditions are correct, the user will be able to login to DTS.



## Login Process for Users who trigger the User Activation page

- When a new user, or user who has been recently reset, attempts to login to DTS, the following activities take place:
  - DTS verifies the location the user is logging in from is a CONUS location or, if OCONUS, a US Installation.
  - DTS verifies the CAC certificates (certs) are valid.
  - DTS searches the system using the Social Security Number (SSN) the user provided for an inactive profile with the same SSN.
  - If no profile can be found, DTS takes the user to the Self-Registration module.
  - If a profile can be located, DTS verifies the last name on the CAC cert with the last name in DTS, and then store the user's UIN in their DTS profile.
- As long as all of these conditions are correct, the user will be able to login to DTS or be taken to Self-Registration.



# Self-Registration

- Self-Registration is a tool that allows users to build their own DTS profile, locate their organization, and submit it to their Defense Travel Administrator (DTA) for acceptance.
- Self-Registration can be a difficult task for new users, so it's always recommended that if you are instructing your users to self-register, please provide them with step-by-step instructions to locate their correct organization.

**Defense Travel System**  
A New Era of Government Travel

Home Basic Information Additional Information **Submit Self-Registration**

Current Date

Welcome to the Self Registration Tool.

Your user/traveler profile has been started but not completed; please finish prior to submitting the user/traveler profile for acceptance.

If you already have an existing user profile, and inadvertently created a self registration record, then click [here](#) to delete your staging profile. You will then be able to re-login and activate your production profile.

This is where you enter the data that goes into your DTS Personal Profile.

In the *Basic Information* section, the following fields are mandatory (indicated by an asterisk) and must be provided in order to submit your self registration:

- E-mail Address
- Mailing Address (Street, State/Country, and Zip/Postal Code)
- Pin/Authorization



# Login Errors

- There are certain situations that can prevent users from successfully logging into DTS.
  - We refer to these as login errors or login issues.
- The following slides will cover the most common errors users encounter logging into DTS:
  - Account not found or is locked
  - Failed to Activate User
  - Stuck in Self-Registration
  - Site experiencing technical difficulties
  - Could not communicate with security server dbsign code: 305
  - Page cannot be displayed
  - MAC Users



# Account not found or is locked

- There are two classifications of this error message:
  - With a number
  - Without a number

**✖ Login Error**

There has been a problem with your login.

Your user account could not be found or is locked. Please contact your DTS site administrator for assistance.

Error is: Certificate path validation failed., dbsign code: 134

[Retry Login](#)

**Login Error**

There has been a problem with your login.

Your user account could not be found or is locked. Please contact your DTS site administrator for assistance.

Error is: --, dbsign code: Invalid.login

[Retry Login](#)



## Account not found or is locked – With DBSign Error

- Currently, there is an open SPR with this login error.
- If you notice that the DBSign Code has a number at the end, verify the URL is correct.
- The address should read:
  - <https://dtsproweb.defensetravel.osd.mil/dts-app/pubsite/all/view>
- The address should **NOT** read:
  - <https://dtscdcwebgov.defensetravel.osd.mil/cas/login>





## Account not found or is locked – With DBSign Error

- If the URL starts with dtscdcwebgov, it is trying to log the user into EWTS.
  - EWTS is a training environment that uses soft certificates rather than CAC certs.
- Trying to login to EWTS with your CAC will cause this error message to appear.
  - Once again, this is an SPR as the user should not be directed to this site when attempting to access DTS.
- The user will need to enter [www.defensetravel.osd.mil](http://www.defensetravel.osd.mil) in their Address Bar and attempt to login again.



## Account not found or is locked – With No Number

- When there is no number at the end of this error message, it means that the issue is related to the user's profile.
- There are essentially 2 scenarios that the user can encounter.
  - User with one profile is detached
  - User with multiple profiles is detached

### Login Error

There has been a problem with your login.

Your user account could not be found or is locked. Please contact your DTS site administrator for assistance.

Error is: --, dbsign code: Invalid.login

Retry Login



## Detached Profile – 1<sup>st</sup> Scenario

- The traveler has a single profile and it is currently not assigned to an organization.

When a traveler is not assigned to an organization, they will receive the error message.

Simply have the Defense Travel Administrator (DTA) receive their DTS profile by using their full SSN.

The screenshot shows a "Traveler Lookup Results" dialog box. At the top, there is a search section with a "SEARCH BY" dropdown set to "Name", a "FIRST NAME" field containing "GRANT", and a "LAST NAME" field containing "ELLISON". A "Search" button is to the right. Below this is a table with three columns: "Traveler Name", "Organization", and "SSN". The table contains one row with the values "ELLISON, GRANT L", an empty "Organization" field, and "###-##-". To the right of this row is a "Select" button. Below the table, there is a red arrow pointing upwards to the "Organization" field, a blue box containing the number "1", and a blue "Close" button at the bottom.

Traveler Name	Organization	SSN
ELLISON, GRANT L		###-##-



## Detached Profile – 2<sup>nd</sup> Scenario

- The traveler has more than one profile, but the active profile is currently not assigned to an organization.

The user has two traveler profiles.

One is detached (SSN), while one is assigned to an organization (SSN+R).

Traveler Lookup Results

SEARCH BY	FIRST NAME	LAST NAME	
Name	JAMES	TURNER	<input type="button" value="Search"/>

Traveler Name	Organization	SSN	
TURNER, JAMES L		###-##-██	<input type="button" value="Select"/>
TURNER, JAMES L	DFXANGWV167AW	#####█R	<input type="button" value="Select"/>



## Detached Profile – 2<sup>nd</sup> Scenario

- The traveler has more than one profile, but the active profile is currently not assigned to an organization.

The user has two traveler profiles.

One is detached (SSN), while one is assigned to an organization (SSN+R).

While you may be able to see a profile in the DTA Maintenance Tool for your organization (SSN+R), it's likely that that profile is inactive.

Traveler Lookup Results

SEARCH BY	FIRST NAME	LAST NAME	
Name	JAMES	TURNER	<input type="button" value="Search"/>

Traveler Name	Organization	SSN	
TURNER, JAMES L		###-##-██	<input type="button" value="Select"/>
TURNER, JAMES L	DFXANGWV167AW	#####█R	<input type="button" value="Select"/>



## Active vs. Inactive Profiles

- When looking at a profile in the DTA Maintenance Tool, you can verify if it's active or inactive.
- An active profile starts with a "u" in the User ID field.
  - Active means that there is a CAC associated to this profile
- The number that follows the "u" is the traveler's DoD ID number.
- Whenever a traveler attempts to login, DTS looks for active profiles matching the CAC's DoD ID number and brings them directly to the profile with the same User ID.

User ID: u123456789

[Reset User ID](#)



## Active vs. Inactive Profiles

- The “~” in a traveler’s User ID field indicates that the profile is inactive.
  - Inactive means that there is a no CAC associated to this profile
- The number that follows the “~” is a number that only means something to Operations, so you can disregard it.
- If a traveler is logging into DTS, receiving Account not found or is locked, and you see they have a profile with an inactive user ID, then this profile is not the issue.
- Resetting the User ID of an inactive profile does absolutely **NOTHING**.

User ID: ~123456

Reset User ID



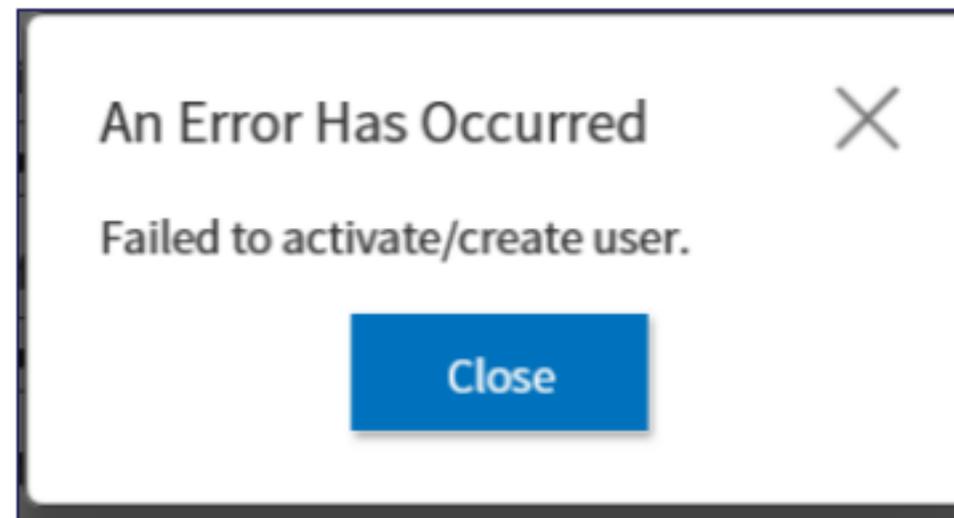
## Detached Profile – 2<sup>nd</sup> Scenario

- If the traveler has two profiles one that is assigned to an organization, and one that is detached, it's likely that their Active profile is the one in the None Org.
- If the detached profile is the one they need to access, have the DTA receive their profile.
- If they need to get into the profile that is NOT detached, contact the TAC and we will reset the Active profile in the None Org that you cannot access.
  - This will force the user to enter their SSN twice.
  - At this point, they can enter the SSN that belongs to the one assigned to an organization.
    - In the example used, this would be the SSN+R.



## Failed to Activate User

- When a user is prompted to enter their SSN twice on the Activate screen, DTS performs two actions:
  - Locates an inactive profile with the same SSN.
  - Verifies the last name on the certificate of the CAC matches the last name in DTS.
- If the last name is incorrect, the user will encounter this error message.





# Failed to Activate User

- To resolve this issue, perform the following actions:
  - Select Tools > Internet Options > Content > Certificates and select one of the listed certificates.
  - Verify the last name in the DTS profile matches the certificate EXACTLY
    - This only includes what is listed up to the first period.
  - Change the Last Name field in DTS to match what's in the certificate.

**Update Person (User / Traveler)** Data Required

For "Organization Name", "Organization Access", and "Group Access" fields, please enter four or more characters in the corresponding field to display list of available organizations.

Common Data	
SSN:	XXXXX [REDACTED]
First Name:	JOHN
Middle Initial:	
Last Name:	SMITH JR
Organization Name:	DA740MEDWBTDCCMS
Email:	[REDACTED]

**User Specific Data**

**Certificate Information**

This certificate is intended for the following purpose(s):

- 2.16.840.1.101.2.1.11.42
- All application policies

**Issued to:** SMITH, JOHN.A.123456789

**Issued by:** DOD ID CA-51

**Valid from:** 4/26/2020 to 8/26/2020

You have a private key that corresponds to this certificate.



## Stuck in Self-Registration

- A frequent issue we see with Self-Registration are travelers accidentally creating a duplicate account after the DTA has manually created a profile.
- This is oftentimes caused by the traveler selecting or not selecting the “Member of the Reserve/Guard” box.
  - Remember that this box automatically adds an “R”, no other letter.
- If you have a traveler who “logs into” DTS but they cannot see their documents or create new documents, verify if they have the Self-Registration square in the left corner of the dashboard.



# Accidentally Creating a Staging Profile

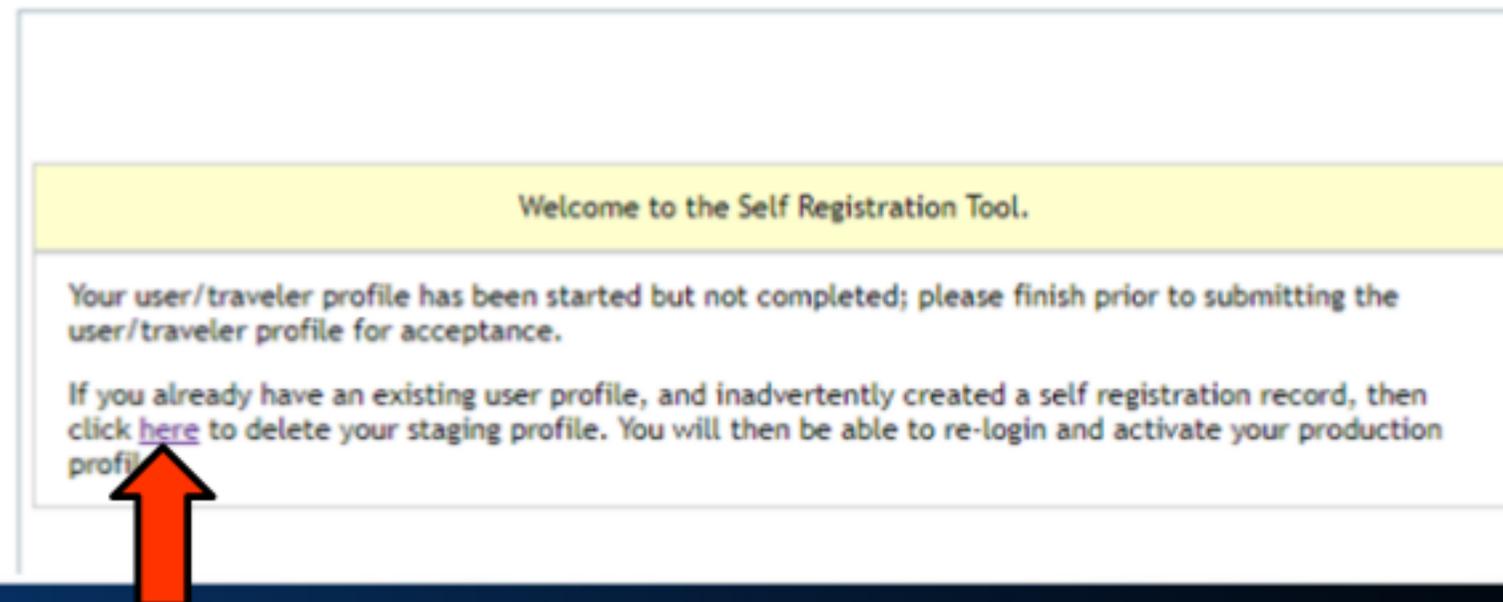
- If the User ID is inactive, the traveler may have started or submitted a self-registration request.
- Verify if the traveler has the option to Self-Register on their Dashboard.

A screenshot of the Defense Travel System (DTS) dashboard. The top navigation bar includes the "Defense Travel System" logo, "System Status: DTS" with a green checkmark, and the user name "DANIEL GREENE". Below the navigation bar are links for "Home" and "News &amp; Notices". A prominent "Self Registration" button with a person icon is highlighted by a large red arrow. Below this, the "My Travel Documents" section is visible, showing "0 Authorizations" and "0 Vouchers".



## Deleting a Staging Profile

- To delete a staging profile, the traveler needs to select the word “here” on the Home screen.
- Be aware that the registration cannot be in the “Submitted” status for this to occur.
  - If your traveler has submitted their registration, contact the TAC to have the Registration rejected.





## Site experiencing technical difficulties or Could not communicate with security server

- Site experiencing technical difficulties and Could not communicate with security server dbsign code: 305 are the same error message.

### Login Error

There has been a problem with your login.

The site is experiencing technical difficulties. Please try again later or contact your DTS site administrator for assistance.

Error is: Could not communicate with security server (invalid HTTP status code 0, probably access denied because of cross domain scripting), dbsign code: 305

[Retry Login](#)



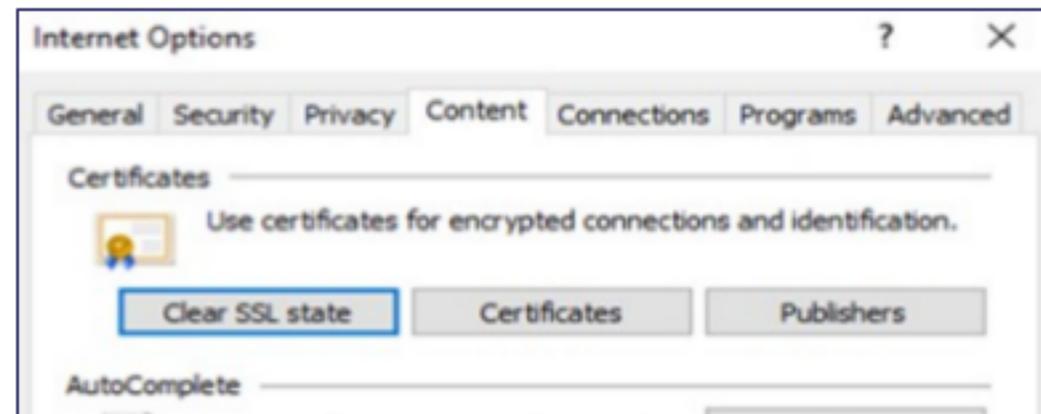
## Site experiencing technical difficulties or Could not communicate with security server

- DTS cannot read the certificates from the CAC, so there is a disconnect somewhere.
- To troubleshoot, perform the following actions:
  1. Verify that the CAC is plugged into the CAC reader
  2. Verify the certificates are listed under Tools > Internet Options > Content > Certificates.
    - If they are not, remove and reinsert the CAC.
    - Verify that they have loaded.
    - If the certs are not loading, the go to Step 3.
    - If it works, go to step 4.
  3. Try a different reader.
    - If a different reader does not work, then the something is wrong with their CAC.



## Site experiencing technical difficulties or Could not communicate with security server

- To troubleshoot, perform the following actions (cont.):
  4. Have the user remove their certs (ONLY THE DOD ID AND DOD EMAIL).
    - Tools > Internet Options > Content > Certificates
  5. Have the traveler remove and reinsert their CAC to add them back.
    - Verify they've been added back.
  6. Have the traveler clear their SSL State.
    - Tools > Internet Options > Content > Clear SSL State





## Page cannot be displayed

- This error message is normally caused by attempting to login from outside the US.
- If the user is OCONUS, they must be on a Military Installation in order to be able to login to DTS.
- If they are CONUS and receiving this error message, please contact us at the TAC to take further action.

### This page can't be displayed

- Make sure the web address <https://dtsproweb.defensetravel.osd.mil> is correct.
- Look for the page with your search engine.
- Refresh the page in a few minutes.

Fix connection problems



## MAC Users

- Many users have Apple products at home, including MAC computers.
  - In order to use a MAC, there are a few additional requirements.
- The CAC Reader must read SCR-3310 or higher on the back.
  - SCR-331 or no number at all will not read the DoD Certificates, rendering the CAC Reader useless.
- Browser Requirements:
  - Safari currently does not work and cannot be used.
  - Chrome must be “Chrome for MACs”.
    - If you cannot login using Chrome, we recommend uninstalling and reinstalling “Chrome for MACs”.



## MAC Users

- If the user is still encountering issues with Google Chrome
  - Ensure that a CAC is plugged into a CAC reader.
  - Chromebook OS has a Smart Card Connector app that allows CACs to be read
    - To access certificates:
      - Settings
      - Privacy and security
      - Manage certificates
- Updates:
  - Catalina is the current and latest update of the MAC Operating System (OS).
    - Unfortunately, this update cannot read CACs, therefore, it cannot be used.



## MAC Users

- If all of those steps are performed and the user is still unable to get into DTS, we recommend resetting the certificate choice.
  - A step-by-step instruction guide on how to perform these actions can be found in an Information Paper.
    - [https://www.defensetravel.dod.mil/Docs/Instructions\\_for\\_DTS\\_%20MAC\\_Computers.pdf](https://www.defensetravel.dod.mil/Docs/Instructions_for_DTS_%20MAC_Computers.pdf)
- If you are still having issues, please contact the TAC for further assistance.



# Profile Requirements

- If you have multiple roles in DTS, you may have more than one DTS profile.
  - Examples of individuals that need different profiles include, but are not limited to:
    - Travelers employed as both a DoD civilian and a member of the Reserve/Guard.
    - Senior DTS administrators who need to access multiple DTS organizations under different roles
- The available types of DTS profiles are:
  - User/Traveler profile:
    - Used by people who travel on official DoD business.
    - These people may or may not also have a DTS role – e.g., Authorizing Official (AO), Defense Travel Administrator (DTA).
  - User profile:
    - Used by people who have a DTS role, but do not travel on official DoD business



# Profile Requirements

- Back in August 2015, a DTS audit compliance update was implemented to change the number of profiles that one person could have, the types of SSNs these profiles could contain, and where those profiles could be assigned.
- These changes were:
  - One person can only have a maximum of two User/Traveler profiles.
    - These two User/Traveler profiles can only be created with a normal SSN and an "R" SSN (SSN + R).
    - These two Traveler profiles cannot exist in the same organization code.
  - One person can have as many User profiles as they need.
    - These can consist of the SSN plus any letter.



# Profile Requirements

- Profiles created before this rule began in August 2015, were 'grandfathered' and allowed to be exceptions to these rules.
  - SSN+G is the most common profile we see.
- This exception only lasted as long as a profile update, new profile, or similar profile change forced the system to apply the new profile rule.
- Recently, that exception was lifted, and any attempt to activate a profile while more than 2 traveler profiles exist for that user will result in the following error when logging in:
  - User certificate is already registered to two traveler profiles.



## Issues with Multiple Profiles

- If you have a traveler with more than 2 profiles (SSN, SSN+R, SSN+G for example), we do not recommend trying to activate a "G" profile.
- We also do not recommend changing a "G" profile from a User/Traveler to a User.
  - Documents that fall under a non-traveler profile cannot be viewed in DTS.
  - Furthermore, since "G" profiles can never be changed back to traveler profiles (because "G" is not allowed), those document will be hidden and inaccessible if needed for audits in the future.
- We have escalated this as a potential system issue.
- Until we determine how to handle these 'hidden' G-profile documents, we would recommend alternating the traveler/non-traveler status between the normal SSN profile and the "R" profile, leaving the "G" profiles untouched.



# Resources

- Accessing DTS on a Mac Computer Information Paper
  - [https://www.defensetravel.dod.mil/Docs/Instructions\\_for\\_DTS\\_%20MAC\\_Computers.pdf](https://www.defensetravel.dod.mil/Docs/Instructions_for_DTS_%20MAC_Computers.pdf)
- Having and Using Multiple Profiles in DTS
  - [https://www.defensetravel.dod.mil/Docs/DTS\\_Profile\\_Changes\\_to\\_Increase\\_Audit\\_Compliance.pdf](https://www.defensetravel.dod.mil/Docs/DTS_Profile_Changes_to_Increase_Audit_Compliance.pdf)
- DTS Guide 1: Getting Started
  - [https://www.defensetravel.dod.mil/Docs/DTS\\_Guide\\_1\\_Overview.pdf](https://www.defensetravel.dod.mil/Docs/DTS_Guide_1_Overview.pdf)
- You can contact the Travel Assistance Center (TAC) via:
  - Phone 888-Help1Go (888-435-7146)
  - Web (<https://www.defensetravel.dod.mil/passport/>)



# Questions

- Questions are taken via Telephone by Site Name in alphabetical order
  - A – E (Example – Dyess Air Force Base)
  - F – L (Example – Fort Huachuca)
  - M – S (Example – Redstone Arsenal)
  - T – Z (Example – Yuma Proving Ground)
- You can press \*6 to unmute your phone's line to ask a question.
  - Please be considerate and re-mute your phone when you are finished by pressing \*6 again.