



PLEASE DISTRIBUTE TO TRAVEL BRANCH SUPERVISORS AND EXAMINERS

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Current / Future Releases

This script addresses the critical issue of user inactivity suspensions during the shutdown. The default 30-day inactivity suspension must be disabled to prevent disruptions. Execute the script sent via email on 27 Oct without delay.

Asking for Help with IATS?

Please include a dump traveler when you submit a DFAS Now ticket regarding a particular travel claim (as a .zip file). A dump traveler extracts all the data for a given traveler and is useful when attempting to research problems.

*Note: The data in the dump traveler is obscured so Personally Identifiable Information (PII) is protected. When this information is sent to us, the Help Desk can better determine what is causing a particular problem or where an error exists. You will need to rename the dump traveler file from *.zzz to *.zip to attach in DFAS Now.

MyIT URL Change

The MyIT URL (DFAS Now) was changed to enhance reliability and security. The transition date to the new URL took place **September 15, 2025**. The DFAS Now system will be accessible at the following address: **<https://dfasnow.dfas.mil>**. Please update your bookmarks and remember to use this URL for submitting tickets.

IATS Helpdesk Phone Support

The IATS helpdesk phone line (Commercial: (317) 212-7718 DSN: 699-7718) will be phased out to improve the efficiency of our support services. Please use the MyIT ticketing system for all future requests to ensure prompt and effective handling. If needed, detailed instructions on how to submit a MyIT ticket can be supplied by reaching out to the helpdesk via email. The help desk phone number will no longer be used after the end of the calendar year.

IATS Web

IATS Web is currently in development. For use of IATS web at your site, please ensure proper communications are taking place with your system admins and network support teams. Your agency's CCB member and IATS leads may have more information on how this affects your site.

IATS HELP DESK:

Submit MyIT Ticket:

<https://dfasnow.dfas.mil>

Email: dfas.indianapolis-in.ztd.other.iats-help-desk@mail.mil

Travel Tech Messages can be found at the following

URL: <https://www.asafm.army.mil/DFAS-Guidance/DFAS-Policy-Memorandums/>