International Passport And Travel Tracking System (IPATTS)

How to Guide to obtain a Passport and/or Visa
Version 0.1

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IPATTS System Overview

The International Travel Section (ITS) tracks and reports on preparations for international travel. ITS provides this service for all employees of the United States Department of Agriculture (USDA) who travel abroad on official business.

Disclaimer: images (screen shots) in this document are subject to change without notification

IPATTS Navigation Tips

The following are general tips when using the IPATTS system:

- First create a traveler record if it does not already exist.
- Create a case to request for a new passport for new visa or existing passport for new visa.
- Search for passport
IPATTS System Login

The IPATTS System is a FAS Intranet application. To access the IPATTS system, please use the following URL:

http://www.fas.usda.gov/ipatts

After clicking on the link to the IPATTS system, first a USDA warning message will appear. After reading the disclaimer, click the I Agree button to proceed to the next screen of the system. To exit out of the application, Click the Cancel button.
Once the user clicks the Continue button, an eAuthentication login screen will appear. The user should now enter his or her eAuthentication personal login information and then click the **Login** button.
If the user id and password is incorrect, the system will proceed to an eAuthentication Login failed screen. This screen will provide options for the user to retrieve the correct user id and password to access the system.

Login failed
If you have a USDA e-Authentication account please do the following:

- Click the back button and re-enter your eAuthentication User ID and Password.
- Forgot your User ID? Click here
- Forgot your Password? Click here

- If you receive this message again, use the self-service “Reset My Forgotten Password” feature.
- If you need additional assistance, contact the ITS Service Desk at eAuthHelpDesk@Ftc.usda.gov or call 800-457-3642.

NOTE: A valid USDA eAuthentication Account is required to access this application. If you do not have a USDA eAuthentication account, please choose “Create an Account” from the “Quick Links” menu on this page.

To help resolve and troubleshoot your problems, please remember to include the following information on all requests for ITS Service Desk assistance:

- Your eAuthentication User ID
- Provide your 3 security attributes (PIN, MMN, DOB)
- Indicate whether you are a public customer, federal, state or district employee
- If you are a federal employee, provide the

[Image of eAuthentication Status screen]
If a user has an E-Authentication account, but is not a registered user of IPATTS, the system will direct the user to the User Registration Request form. Once this registration is completed by the user, the request is then sent to ITS staff for approval for access to IPATTS.
After successfully completing the User Registration Request form, the system will display a message stating that the request has been successfully submitted to ITS.
Once the request is received by ITS, the user will receive an email generated from the system and it will display all of the user’s contact information related to the system.
**Traveler**

The system will proceed to the IPATTS home screen for a Traveler user. The IPATTS home screen contains the major access features of the application on the toolbar (Home, Traveler, Passport, Case, Country, Help, Contact Us and Logout).
The Traveler section allows a user the ability to search for a Traveler. The system will allow the user to search for travelers using the following parameters:

- Name
- Passport Number
- SSN

The user should use the radio button to select one of the three parameters used for searching and then enter the necessary traveler information and click **Search** for the system to search and find the traveler. Also, a user can click on the Search button without entering any traveler information and the system will generate a listing for all travelers in the system. To search for another traveler after completing a search, click the **Reset** button for the system to reset and refresh the search parameters.
After clicking on the Search button, the Traveler Search screen will expand to display the search results for an individual traveler or for all travelers. This section contains the following information for each traveler:

- Traveler ID (which is a hyperlink)
- Name
- Organization
- Job Title
- USDA Status

Clicking on any of the Travel ID hyperlinks on the left hand side will allow the user to closely review or update data for the Traveler that was selected.
After clicking on the Traveler ID, the system will retrieve the Traveler Details screen. This section provides the general traveler information section that contains the following information:

- Traveler ID
- Name (Last and First which are required and Middle, Title, Suffix and Former Names)
- Organization (Required, Uses a drop down list)
- USDA Status (Required)
- Active Traveler
- Job Title
- Gender
- SSN
- Place of Birth (Required)
- Nationality (Please use the drop down box to add select a Nationality and the Active box to make the Nationality active or click the Add New link to add a new Nationality to the drop down menu)
- Dependent Of
- Relationship
- Job Grade
- Marital Status
- NTE Date
- Date of Birth (Required)
- Photos (Click the Add New link to add a new photo, if desired)
The Contact Information section within the Traveler Detail screen contains the following information:

- Phone (Home, Cell and Business which Home and Business are Required and must be entered in the following format: (999)999-9999)
- Fax
- Email (Required)
- Address 1 (Required)
- Address 2
- City (Required)
- State (Required)
- Zip/ Postal Code (Required)
- Country (Required)
- Emergency Contact Name (Required)
- Emergency Contact Phone (Required and must be entered in the following format: (999)999-9999)

The DOS Medical Certificate section within the Traveler Detail screen contains the following information:

- Medical Certificate Date
- Medical Certificate Validity (Months)
- Comments

There is also a Passport, Cases and Dependent section within the Traveler Detail screen for the user to review any passport, case, or dependent information that was associated with the traveler.
After performing a traveler search, from the Traveler Search screen, a Traveler user can click the **Add** button located at the lower right hand side of the screen to add a new traveler record.
Clicking on the Add button allows the user to enter new information for a traveler in the Traveler Details section. Once all required information is entered, click the Save button to save the data.
Passport

The Passport section allows a user the ability to search or enter passport information. This section contains the following parameters:

- Add New
- Search

To search for an existing passport within the IPATTS System, click on the Search button and the system will proceed to the Passport Search screen. The system will allow the user to search for passports using the following parameters:

- Name
- Passport Number
- SSN
- Passport Type
- Expiration Date From
- Case Submitted From
- ITS Specialist
- Organization
- Passport Status
- Expiration Date To
- Case Submitted To
- Case Type
The user should use the radio button to select one of the three parameters used for searching and then enter the necessary passport information and click **Search** for the system to search and find the passport. Also, a user can click on the **Search** button without entering any passport information and the system will generate a listing for all passports in the system. To search for another passport after completing a search, click the **Reset** button for the system to reset and refresh the search parameters.

After clicking on the **Search** button, the Passport Search screen will expand to display the search results for an individual passport or for all passports. This section contains the following information for each passport:

- Passport ID (which is a hyperlink)
- Passport Number
- Name
- Status
- Location
- Issue Date
- Expiration Date
- Passport Type

Clicking on any of the Passport ID **hyperlinks** on the left hand side will allow the user to closely review or update data for the passport that was selected.
After clicking on the Passport ID, the system will retrieve the Passport Details screen. This section provides the general passport information section that contains the following information:

- Passport ID
- Passport Number
- Traveler
- Status
- Issue Location
- Issue Date
- Expiration Date
- Passport Location
- Embassy
- Blank Pages
- Passport Signed
- Comment
- Type (Required)
- Invalidation Type
- Invalidation Reason
- Invalidation Date
- Permanent Location
- Times Pages Added
- Passport as Issued Correct
The Passport Detail screen also captures Visa(s) and Case(s) information for review.
Case

The Case section allows a user the ability to search or enter case information.
This section contains the following parameters:

- Add New
- Search

To enter new case information into the system, please click on the tab marked **Add New**.
After clicking on the Add New tab, the Case Detail screen will appear. This screen should be used to enter new case information. This section contains the following case information:

- Case ID
- Traveler (Required)
- Passport ID
- Traveler’s Organization (Required)
- Case Type (Required)
- ITS Specialist
- Sponsoring Organization (Required)
- Sponsor Name (Required)
- Sponsor Phone (Required)
- Employment Validation Source
- Official Duty Station
- Passport Expedite Letter Requested Date
- Visa Expedite Action Date
- Mail Passport
- Mail Tracking Number
- Departure from USA Date
- Return to USA Date
- Requested Pickup Date (Required)
- Estimated Completion Date
- Estimated More Business Days
- Business Days Ahead
- Case Status (Required)
- Incomplete Case Reason

Note: * Indicates a Required Field
There is also a section for the user to enter Tasks, Pickup/Delivery (DOS), Trip, Dependent/DOS Medical Clearance, Authorization, Supporting Documents, Tickets and Compliance Information that relates to the Case. Clicking on the up arrows (^) on the right hand side of each section expands the section to allow the user to review and enter further information.
After entering all required information, click the **Save** button to save the entry. Click the **Submit** button to submit the entry within the system.
To search for an existing case within the IPATTS System, click on the **Search** button and the system will proceed to the Case Search screen. The system will allow the user to search for cases using the following parameters:

- Name
- Passport Number
- SSN
- Case Status
- Case Submitted From
- Departure Date From
- ITS Specialist
- Organization
- Passport Status
- Case Submitted To
- Departure Date To
- Case Type
- Package Awaiting Approval

The user should use the radio button (Name, Passport Number, or SSN) to select one of the three parameters used for searching and then enter the necessary case information and click **Search** for the system to search and find the case. Also, a user can click on the search button without entering any passport information and the system will generate a listing for all passports in the system. To search for another passport after completing a search, click the **Reset** button for the system to reset and refresh the search parameters.

After clicking on the Search button, the Case Search screen will expand to display the search results for an individual case or for all cases. This section contains the following information for each case:

- Case ID (which is a hyperlink)
- Name
- Date Submitted
Clicking on any of the Case ID hyperlinks on the left hand side will allow the user to closely review or update data for the case that was selected.
Country

The Country section provides the user with the ability to review Country Requirements by the following options:

- Visa Requirements
- Embassy
To review all Visa Requirements click on the **Visa Requirements** link.
The Visa Requirements screen displays data in a read only format for a Traveler user. The user will be able to select a country, from the drop down list, but not edit the following fields:

- Country
- Country Code
- FIPS Code
- Visa Application Form URL
- Number of Visa Forms
- Number of Photos
- Photo Type
- Sign Photo(s) Details
- Passport Signature
- Visa Required
- Days to Process Visa
- Transit Visa Required
- Maximum Number of Entries Per Visa
- Maximum Number of Days Per Entry
- Number of USDA Letters Required
- Submit by DOS
- Number of DOS Letters Required
- State Desk Officer
- Medical Clearance Required
- Remarks
To review all Embassy information, click on the **Embassy** link.
The Embassy screen allows the user to review information for an Embassy based on the following fields:

- Embassy (Required)
- Address 1
- Address 2
- City
- State
- Zip
- Drop Off Hours
- Embassy URL
- Notes
- Pick Up Hours
- Holiday URL

There is also a section to view dates in which the Embassy is closed.
Help

The Help section describes the functionality of the IPATTS system and which users have access to the system. A link to the IPATTS User Manual can also be found in this section. Please take a moment to read the information regarding the IPATTS application.
Contact Us

The Contact Us section provides information on how to contact the IPATTS Support Team for assistance with any questions or problems that might occur while using the system.
After clicking the Contact Us button the system will display the information on how to contact the ITS Office.
After clicking the Contact Us button, the system will automatically open an email window (depending on the user’s default email application) so the user can send a message to the IPATTS Support Team. Please note that the To: box will automatically provide the IPATTS Support Team email address.
Logout

The Logout section allows a user to log out of the IPATTS application. After clicking the Logout link, the system will ask the user to confirm that the webpage being viewed should be closed. The user is presented an option to click Yes or No. Clicking Yes will close out of IPATTS and the browser that was open to view IPATTS, and clicking No will cancel the request to logout.