



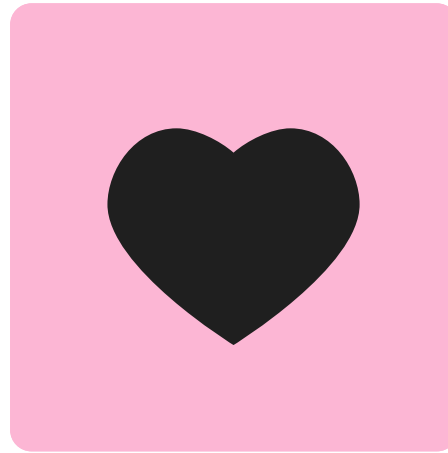
Says

What have we heard them say?  
What can we imagine them saying?



Thinks

What are their wants, needs, hopes, and dreams?  
What other thoughts might influence their behavior?



Feels

What are their fears, frustrations, and anxieties?  
What other feelings might influence their behavior?



Does

What behavior have we observed?  
What can we imagine them doing?

See an example



**SUTHARSAN**  
TRAVEL TRAX  
TOURS

Travel Explorer (TraX) offers a centralized travel source comprising of travel assistance, training, trip tools, frequently asked questions

At a minimum, you will have access to My Profile, Subscriptions, and TraX.

Log into Passport by Username and Password or with your CAC. Either way, the Passport Home screen (Figure 4) opens. Log into Passport by Username and Password or with your CAC. Either way, the Passport Home screen (Figure 4) opens. Log into Passport by Username and Password or with your CAC. Either way, the Passport Home screen (Figure 4) opens.

Travel Explorer (TraX) offers a centralized travel source comprising of travel assistance, training, trip tools, frequently asked questions, and other useful information. Registered users can access TraX 24 hours a day, 7 days

: To register to log into TraX by email address and password, complete all mandatory fields, then select Submit Registration. You'll get an email when your account is ready

TraX: Tool used to access training, help tickets, and trip calculator estimator.

We recommended you do both. Why? The simple answer is, so you never lose access to your TraX account

Use the link in the email to complete registration and create your password, then return to Passport (Figure 2) and log in with your email and passw

. At the bottom of the page, the active links carry throughout the application for easy navigation

Subscriptions: Shows you the DTMO Publications (e.g., Customer Services Notices, Dispatch) that TraX automatically emails to you. You can unsubscribe at any time

Select Register with your CAC. You will receive an email when your account is ready for use

You'll be able to log into Passport by selecting Continue with your CAC