Common DAS Troubleshooting Steps

(Disposition Automated Scheduler)

wms.dla.mil/sap/bc/ui5_ui5/ui2/ushell/shells/abap/Fiorilaunchpad.html#zdas-create



1) My AMPS request for system access has not been completed

Military customers' requests require security and supervisory approval prior to provisioning. First, check your user information to verify that the organization name, security officer, information assurance officer, and supervisor information are accurate.

Account Management and Provisioning System: amps1.dla.mil

ome My Information ×		
Display Name		
User Information Applications & Roles		
User Account Information	Set Security Questions Change Password	Cancel Save
User ID	Account Status Active	
First Name	User Type Civilian	
Middle Name	* Grade	
EDIPI/UPN	* Citizenship US 🗸 🗸	
Email		
* Title		
Cyber Awareness Certification Date		
Annual Revalidation Date		
User Contact Information * Official Telephone	Office/Cube	
Official Fax	* Street	
DSN Phone	PO Box	
DSN Fax	City	
Mobile	* State	
	Code	
	Country UNITED STATES	~
Organization	Supervisor	
🖉 Update Organizatio	n 🥒 Update Supervisor	-
Organization Name	Name	
Security officer(s)	Title	
	Organization	
	orgunization	

Next, navigate to the application and roles tab to check the status of your request. Identify the current approver, and follow-up with the individual with an email or phone call.

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User Inf	ormation A	pplications & Roles				
≥ Curre	nt Roles				Request Role Rem	nove Role
≥ Additi ≥ Provis ≤ Pendi	onal Role Attr ioned Account	ibutes ts			Edit Additional A	Attributes
 > Additi > Provis > Pendi SAAR IE 	onal Role Attr ioned Account ng Requests	ibutes ts Resource(s)	Status	Current Approver	Edit Additional A	Attributes I Request Ist Activity

DLA Disposition Services

2) My system only shows "no data" when it prompts me to select an appointment category

Verify both inbound and outbound directions display the "no data" message. (example below)

Dock Appointment	Scheduling 🔻				
	Direction >>>	Location	Availablity	Save	
	i Select Directi	ion, Category, an	d hit Continue		
				Direction:	Outbound 💿 Inbound
				Category:	Select a Category
					No data

Please contact the DISA Global Service Desk by calling toll-free: 844-DISA-HLP (844-347-2457) or DSN 850-0032 **Press 5, then speak or enter D-L-A**

Ask the technician for a "E1P and T1P unlock."

Log out of the Disposition Automated Scheduler website, close the browser, and login again.

3) I have been locked out of the Disposition Automated Scheduler

After too many failed logon attempts, the account and user will become locked out of the system.

(Password logon no longer possible - too many failed attempts	
	User	
	Password	
l	Language	
	EN - English 🗸	
	Log On	
	Change Password	

Please contact the DISA Global Service Desk by calling toll-free: 844-DISA-HLP (844-347-2457) or DSN 850-0032 **Press 5, then speak or enter D-L-A**

Ask the technician for a "FFP unlock." Accept an "E1P and T1P unlock" if the technician offers.

Close the browser and log in again.

4) The platform does not recognize my DoDAAC when I try to create an appointment

Disposition Automated Scheduler validates DoDAACs to ensure the customer is eligible for disposal services.

Please confirm your DoDAAC and re-enter it using all capitals without spaces or special characters.



If the problem persists, contact your local disposal service representative (DSR) for assistance. He or she can help confirm you are eligible for disposal services and submit a request to have your DoDAAC added.

For assistance with DAS

Access issues (error messages encountered when accessing DAS)

*Be sure to report your problem, identifying it using the "Disposition Automated Scheduler" name

DISA Global Service Desk Toll Free: 844-DISA-HLP (844-347-2457) DSN: 850-0032 - Press 5, then speak or enter D-L-A Online at: DLA Service Portal (CAC or User ID/Password required) Email: disa.global.servicedesk.mbx.dla-ticket-request@mail.mil