

NAVY LODGING PROGRAM

DODLODGING.NET TECHNICAL SUPPORT FAQ

1. What browsers does your website support?

Internet Explorer 10.0 or above is recommended. Firefox, Chrome and Safari are also compatible

2. How do I create a username and password?

When you have selected your destination and room type, you will then be navigated to the 'Create a Profile and Password' page. Your profile will be created after you have accepted Navy Getaways or Navy Gateway Inns & Suites 'Terms and Conditions.'

Note: In order for you to create your account, you must fill out every field on the 'Guest Information' form.

3. What are your password requirements?

Passwords must be 6 to 15 characters long. It must contain at least two each of the following: lower case letter, upper case letter, number and special character.

4. How do I reset my password?

After you have selected your location/destination, from the reservation page, you will be navigated to the 'Check Availability' screen. On the left hand side of the screen, click the 'Forgot Password' link. Answer the security question correctly to reset your password.

Note: Your username is the email address you entered on the 'Guest Information' screen, when you made your first reservation.

5. How do I enter my username if the textbox is grayed out?

The username textbox should populate once you enter your email address. If it does not, disable your auto fill function via your toolbar or internet browser.

6. I receive a "page cannot be displayed" error when I attempt to make a reservation, why?

3.0 & TLS 1.0 should be enabled

To verify, please follow the below instructions:

Go to the Tools menu and click Internet Options

Click on the advanced tab

Scroll down the menu until you see SSL 3.0 & TLS 1.0

Check-mark both SSL 3.0 & TLS 1.0

Click Apply - then click Ok

If you still have problems call 901-414-0382.

7. I receive a certificate error when I attempt to make a reservation, but my browser won't let me proceed. What do I do?

The security certificates used on our sites are issued from DoD certificate authorities. The Root CA and Intermediate CA certificates for the DoD are not typically loaded on a normal installation of the Internet Explorer browser. This is more than likely the cause of the error you are receiving.

Please click the link below and follow the directions on installing the DOD root certificates. Once you have completed, please close your internet browser and try again.

<https://militarycac.com/dodcerts.htm>

For additional assistance, please contact us at dodlodging@aimshelp.com or

Dial: (901) 414-0382

DSN: 882-6511