

1. Go to <https://patientportal.mhsgenesis.health.mil/>
 - Select option “Need an Account”.

DEPARTMENT OF DEFENSE
MHS GENESIS
Patient Portal

[Frequently Asked Questions](#)

ATTENTION ALL USERS: PLEASE READ THE BELOW INFORMATION IN ITS ENTIRETY

ACTION NEEDED: Phone Numbers can be updated by yourself by logging into your DS Logon account and going to "UPDATE CONTACT INFORMATION." This will take you to a screen to update your own phone number and email. Please ensure your phone (e.g., cell, landline) and email address is accurate as future security features will be enabled soon and you won't have access to your DS Logon account if the phone number is not one you can access.

IMPORTANT: After visiting DS Logon or one of our partner sites, CLOSE your browser window AND all open tabs. This will help protect your information and privacy. If you choose not to close your browser and all open tabs, this can enable third parties access to your PRIVATE HEALTH and BENEFIT INFORMATION.

DS Logon CAC DFAS

DS Logon

DS Logon Username

DS Logon Password

[Forgot Username?](#)

[Forgot Password?](#)

[Login](#)

[Need An Account?](#)

[Activate My Account](#)

[Upgrade To Premium Account](#)

[Change My Account](#)

2. Provide all eligibility information and continue.

DEPARTMENT OF DEFENSE
MHS GENESIS
Patient Portal

[Frequently Asked Questions](#)

Tell us about yourself

First Name

Last Name

Date of Birth

Person Identifier

Activation Code

[Continue](#) [Cancel](#)

3. For those without a Common Access Card (CAC), choose the option to “Register using my email in DEERS.” If you do not have an email in DEERS, you can set this up by going to <https://idco.dmdc.osd.mil/idco/>.

Registration Process

Our records indicate you currently have an active Common Access Card (CAC) and an email on file in DEERS. The most efficient method is to register using an attached CAC reader. If you do not have this option available then you may use your email on file in DEERS. A one-time activation code will be sent to your email address if you chose this method. Once you receive the activation code follow the instructions to complete the registration process.

CAC Common Access Card

[Register using my attached CAC reader](#)

[Register using my email in DEERS](#)

[Cancel](#)

4. You must consent to using your email address to send an activation code.

Registration Process

By selecting "Yes" below you are consenting to our use of your email address (t.r@mail.mil) to send an activation code.

[Yes](#) [No](#)

5. You will receive notification of the activation code being sent and to check your Spam folder.

Registration Process

A temporary activation code has been sent to t.r@mail.mil. Please check your email Inbox for a message from do-not-reply-dslogon@mail.mil, and follow the instructions. If you do not see an email from do-not-reply-dslogon@mail.mil in your Inbox please check another folder such as a "Spam" or "Junk" folder.

6. After retrieving your activation code, return to the main logon page and then select the option to “Activate My Account”.

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DS Logon CAC DFAS

DS Logon

DS Logon Username

DS Logon Password

[Forgot Username?](#)

[Forgot Password?](#)

[Login](#)

[Need An Account?](#)

[Activate My Account](#)

[Upgrade To Premium Account](#)

[Change My Account](#)

7. Next you will be asked to verify your personal info again and input the activation code you retrieved from your email.

Tell us about yourself

First Name

Last Name

Date of Birth

Person Identifier

Activation Code

[Continue](#) [Cancel](#)

8. Provide your DoD ID Number in the required block.

Activate Account

Please enter the DOD ID NUMBER found on your DoD ID card



UNITED STATES UNIFORMED SERVICES	
	EXPIRATION DATE 2013 OCT 03
	SPONSOR SERVICE / STATUS USN/RET
	SPONSOR RANK / PAY GRADE CWO-3 / W3
	DOD ID NUMBER 1234567890
SIGNATURE SAMPLE	RELATIONSHIP CH
SPONSOR DOE, JOHN	AUTHORIZED PRIVILEGE EXCHANGE COMMUNITY
IDENTIFICATION AND PRIVILEGE CARD	

DOD ID
NUMBER

Continue Cancel

9. Create a DS Logon password that meets system requirements.

Create a password for your account.

Password Requirements:

- ✓ Passwords must be at least 9 characters but no more than 20
- ✓ At least 1 lowercase letter (e.g., a,b,c,...,x,y,z)
- ✓ At least 1 uppercase letter (e.g., A,B,C,...,X,Y,Z)
- ✓ At least 1 number (e.g., 0,1,2,...,8,9)
- ✓ Special Characters are not required but these special characters can be used (e.g., @, #, \$, %, ^, *, /, ~, - , !, ? > = < , ' , " , ')
- ✓ No birth dates, social security numbers, or part of your name
- ✓ When changing a password, your new password cannot be changed more than 1 time in 24 hours

Enter your password below. Please note that:

1. All passwords expire in 180 days (6 months) and will need to be changed prior to expiration. You may want to note your password expiration date on a calendar. As a security precaution, your password should never be written down
2. When entering your password below, you will know your password meets the password requirements when all lines above are green. If there is any red lines, please go back and adjust the password to meet the requirement identified

Password

Confirm Password

☐ Show Passwords

Continue

Cancel

10. Create password recovery questions/ answers.

Please select a question and type the answer. These questions will be asked when you reset or change your password. Your answers are not case sensitive.

What was the name of your first pet?

In what hospital were you born?

What school did you attend for sixth grade?


























In what city did you meet your spouse?

In what town was your first job?

Once completed, press Continue.

[Continue](#) [Cancel](#)


Select your image. This image will be displayed during the login process.

				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[Continue](#) [See more](#)

11. Select a security image that you will use each time that you log on via DS Logon.

12. The final two screens will provide the username you will use to log on each time and verification that your account is active. You may now login at the main page via your DS Logon.



Frequently Asked Questions

Activation Successful

Your Username is:

Congratulations! Your identity has been verified.
Please continue to go to your DB Logon account.

[Continue](#)



Frequently Asked Questions

Email addresses may be used to reset your password. The email addresses on file are:

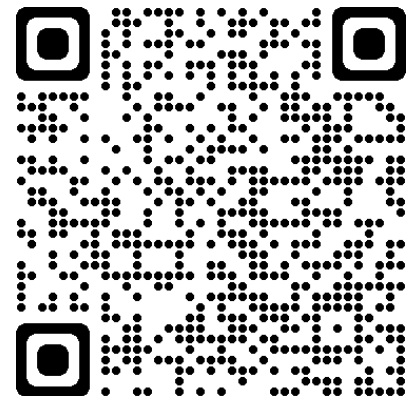
L.I@gmail.com

[Add Email](#)

Note: Email address(es) are not displayed fully for security purposes.

[Continue](#)

Tripler Army Medical Center MHS GENESIS Patient Portal Activation Guide





The MHS GENESIS Patient Portal is available where the new electronic health record is in use.

Your DS Logon or a CAC is required for MHS GENESIS, TOL, and Secure Messaging. With the Patient Portal, you can:

- Monitor your health information
- Exchange secure messages with your care team
- See laboratory and test results
- Update your patient profile
- Make appointments

patientportal.mhsgenesis.health.mil

Aloha,

This is an overview of the MHS Genesis Patient Portal with a focus on the experience from the patient's perspective





Getting Our Patient's Signed Up



1. Create DS Log On at <https://myaccess.dmdc.osd.mil>
2. Upgrade to a DS Premium Log On. Please note, there is no cost associated with upgrading to the DS Premium Log On.
3. Using your DS Premium Log On, login to MHS Genesis at <https://patientportal.mhsgenesis.health.mil>
4. The sponsor * can* assign patient portal access to a spouse for dependent children by going to <https://myaccess.dmdc.osd.mil> and selecting "Change Relationships"





Frequently Asked Questions

#3

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DS Logon

CAC

DS Logon

DS Logon Username

DS Logon Password

[Forgot Username?](#)

[Forgot Password?](#)

Login

*Patients Need a "Premium" Account
Validate Identity by:
1.) CAC Card (or)
2.) Answer Security Questions
(Soft Credit Inquiry)*



CUI

#1

#2

Need An Account?

Activate My Account

Upgrade To Premium Account

Change My Account

DSL FAQs
Version 3.11

Defense Self-Service Logon (DSL) Frequently Asked Questions (FAQs)

DSL General Information

- **What is DS Logon (DSL)?** DSL makes it easy for you to access your information contained across DoD and VA partner websites. By signing up for a free account, you can view your financial and benefits information; Personally Identifiable Information (PII); Personal Health Information (PHI); claim statuses and records.
- **Who is Eligible for an Account?** You must be affiliated with the DoD or VA, and listed in the Defense Enrollment Eligibility Reporting System (DEERS) in one of the following roles to get a DSL account: Service Members (Active, Guard, Reservist, Retirees), Veterans; Eligible Family Members (over 18 years old); Spouses (current and former w/DoD Benefits); DoD Civilians and Contractors.
- **How DSL validates a user's identity?** DSL validates a user's identity by allowing a user to use their CAC; DFAS myPay credentials; to remote or in-person proofing. Remote Proofing is where a data vendor provides information that helps the DoD verify a user's identity. The questions pulled are from your credit report and other data sources. Remote proofing includes a soft-inquiry on your credit report but does NOT impact your credit score. In-person proofing requires a user to bring I-9 documents to a Veteran Affairs Regional Office or RAPIDS office. Acceptable I-9 documents are listed in Updating Records Section.
- **Best Practices on Protecting Your Account:**
 - Do not give your username/password information to anyone.
 - Be sure your phone and computer's software and malware/virus protection are up-to-date.
 - Only install software from the software provider's website.
 - Do not click on any emailed links that says you need to install something. Again, go directly to a software provider's website to install software.
 - Be cautious of messages, links and ads on social media as they may contain viruses. When in doubt, do not click on them.
 - Close your web browser after each DSL session.
 - Check your accounts and data (e.g., eBenefits, bank accounts, credit reports, DSL) on a monthly basis to ensure your information is still accurate.
 - If you think your account has been compromised or hacked:
 - Change your password immediately
 - Change your challenge questions
 - Freeze your credit report
 - Check banking account information associated with your benefits. You may need to in-person proof if a compromise has occurred.

Last Updated: 2021/05

1



AMERICA'S ARMY:

Army Medicine is Army Strong!

Giving Other Family Members Access

Welcome

Your name will appear here

The sponsor * can* assign patient portal access to a spouse for dependent children by going to <https://myaccess.dmdc.osd.mil> and selecting “Change Relationships”

Change DS Logon Account

Change Password

Change My DS LOGON Username

Change Challenge Questions

Deactivate My Account

Change Security Image

<https://myaccess.dmdc.osd.mil>

Relationships

Register DS Logon for my Dependents

Change Relationships



Change Relationships is often broken.

If unable to resolve @ GSC – Enter “Service Now” Ticket

For questions regarding the DS Logon, visit www.dmdc.osd.mil/milconnect or contact the Global Support Center at 1-800-600-9332

“If can, can.... If cannot, cannot!”
DMDC myaccess is known to have many random errors.



DS LOGON
YOUR SELF-SERVICE SITE

[Frequently Asked Questions](#)

[Log Off](#)

Manage Relationships

People I Can Act On

Name	Relationship	Permission	Begin Date	End Date
Jane Smith	Family	Clinical	Aug 13, 2021	Aug 13, 2099

People Who Can Act on My Behalf

Name	Relationship	Permission	Begin Date	End Date	
Jane Smith	Family	Clinical	Aug 12, 2021	Aug 21, 2099	Edit

[+ Add Permission](#)

People My Spouse Can Act On

Name	Relationship	Permission	Begin Date	End Date	
John Smith	Family	Clinical	Aug 12, 2021	Aug 21, 2099	Edit

[Finish](#)

Here you can give your spouse permission to act on behalf of dependent children – or on your behalf..

Here you see who you have assigned relationships to.

We find a common issue is missing family members, even though registered in DEERS. Please submit a ticket when you find this.

