

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

The screenshot shows the MHSGENESIS patient portal home page. At the top, there is a navigation bar with the MHSGENESIS logo and a 'Frequently Asked Questions' link. Below the navigation bar, there is a section titled 'ATTENTION ALL USERS: PLEASE READ THE BELOW INFORMATION IN ITS ENTIRETY'. This section contains two paragraphs of text: one about updating phone numbers and another about privacy. Below the text, there are three tabs: 'DS Logon', 'CAC', and 'DFAS'. The 'DS Logon' tab is selected, and it shows a 'DS Logon' section with fields for 'DS Logon Username' and 'DS Logon Password', and buttons for 'Forgot Username?', 'Forgot Password?', and 'Login'. At the bottom of the page, there is a vertical list of buttons: 'Need An Account?' (highlighted with a red box), 'Activate My Account', 'Upgrade To Premium Account', and 'Change My Account'.

- Provide all eligibility information and continue.

The screenshot shows the 'Tell us about yourself' registration form. It has a 'Frequently Asked Questions' link at the top. The form fields include: 'First Name' (text input), 'Last Name' (text input), 'Date of Birth' (MM, DD, YYYY dropdowns), 'Person Identifier' (text input with a 'DoD ID Number' dropdown), and 'Activation Code' (text input). Below the 'Activation Code' field, there is a note: '*If you have a PIN, this feature has been removed.' At the bottom of the form, there are 'Continue' and 'Cancel' buttons.

- 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/>.

The screenshot shows the 'Registration Process' page. It has a title 'Registration Process' and a paragraph of text: '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.' Below the text, there is a 'CAC Common Access Card' section with an image of a sample CAC card. At the bottom, there are three buttons: 'Register using my attached CAC reader', 'Register using my email in DEERS', and 'Cancel'.

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

The screenshot shows the consent step in the registration process. It has a title 'Registration Process' and a paragraph of text: 'By selecting "Yes" below you are consenting to our use of your email address (t...r@mail.mil) to send an activation code.' Below the text, there are two buttons: 'Yes' and 'No'.

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

The screenshot shows the final registration process page. It has a title 'Registration Process' and a paragraph of text: '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.' Below the text, there are 'Continue' and 'Cancel' buttons.

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

The screenshot shows the main logon page. It has a title 'Frequently Asked Questions' and a section titled 'ATTENTION ALL USERS: PLEASE READ THE BELOW INFORMATION IN ITS ENTIRETY'. This section contains two paragraphs of text: one about updating phone numbers and another about privacy. Below the text, there are three tabs: 'DS Logon', 'CAC', and 'DFAS'. The 'DS Logon' tab is selected, and it shows a 'DS Logon' section with fields for 'DS Logon Username' and 'DS Logon Password', and buttons for 'Forgot Username?' and 'Forgot Password?'. At the bottom, there is a 'Login' button. Below the 'Login' button, there is a vertical list of buttons: 'Need An Account?', 'Activate My Account' (highlighted with a red box), 'Upgrade To Premium Account', and 'Change My Account'.

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

The screenshot shows the 'Tell us about yourself' verification form. It has a title 'Tell us about yourself' and a section titled 'First Name' with a text input field. Below that, there is a section titled 'Last Name' with a text input field. Below that, there is a section titled 'Date of Birth' with MM, DD, YYYY dropdowns. Below that, there is a section titled 'Person Identifier' with a text input field and a 'Social Security Number' dropdown. Below that, there is a section titled 'Activation Code' with a text input field. Below the 'Activation Code' field, there is a note: '*If you have a PIN, this feature has been removed.' At the bottom of the form, there are 'Continue' and 'Cancel' buttons.

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

Activate Account

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



DOD ID NUMBER

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

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?

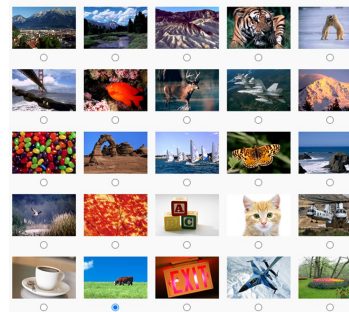
What school did you attend for sixth grade?

In what city did you meet your spouse?

In what town was your first job?

Once completed, press Continue.

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



[See more images](#)

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.

MHS GENESIS

[Frequently Asked Questions](#)

Activation Successful

Your Username is:

Congratulations! Your identity has been verified. Press continue to go to your DS Logon account.

MHS GENESIS

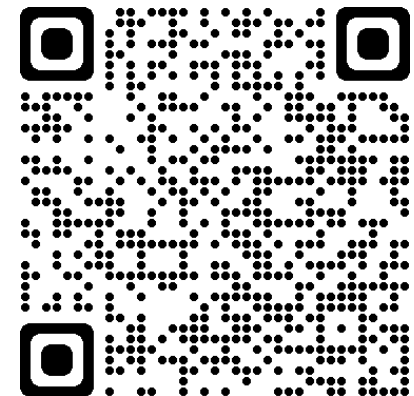
[Frequently Asked Questions](#)

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

l.j@mail.mil

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

MHS GENESIS Patient Portal Activation Guide





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

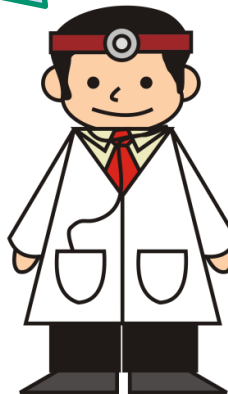
Your DS Logon or a CAC is required for MHS GENESIS, TOL, and Secure Messaging. With the Patient Portal, you can:

- 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

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 own.

IMPORTANT: After visiting DS Logon or one of our partner sites, CLOSE your browser to help protect your information and privacy. If you choose not to close your browser, other parties access to your PRIVATE HEALTH and BENEFIT INFORMATION.

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)*



#1

Need An Account?

#2

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.



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

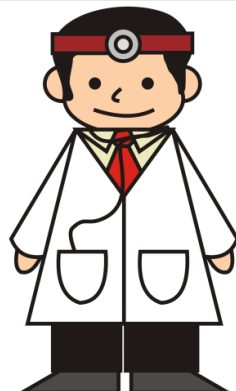
Change Security Image

<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.

