

10. Confirm primary email address and primary phone number to make changes. You can also elect to not view this page for one year.



11. Create password.

Your password must be changed at least every 180 days, be between 15 and 20 characters in length, and contain:

- One uppercase letter
- One lowercase letter
- One number

Special characters are allowed but not required.

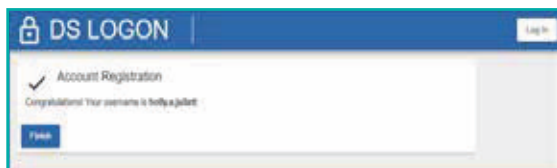


12. Set up Challenge Questions.

You can update information, change password, update challenge questions, change relationships, change sponsors, and deactivate account.



13. Registration Complete.



Set Up Multi-Factor Authentication

Follow the steps to set up Multi-Factor Authentication.

Download Authy or Microsoft Authenticator.

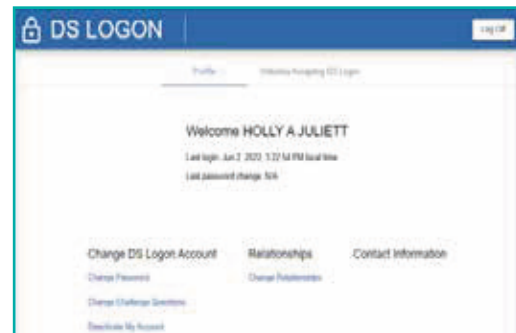
Open app, create/add account, enter the code from step 2 into the app.

When using an authenticator app, the system will prompt you to enter the 6-digit code from the app. If the code is correct, the system will display a confirmation message.



You are now logged in with a DS Logon (DSL) account.

You can update information, change password, update challenge questions, change relationships, change sponsors, and deactivate account.



Account Locks, Deactivations, and Suspensions

DSL accounts can be locked for a variety of reasons to include unusual activity. Account locks can only be unlocked by DMDC. Account locks are NOT the same as account suspended or an account that has been deactivated.

An account can be suspended due to incorrect password attempts or inactivity.

An account can be removed due to inactivity.

If you have unsuccessfully tried to remote proof multiple times and are now receiving an error, your ability to remote proof has been suspended for 30 days. If you try again, the 30 day timelines starts over again. DMDC cannot remove the suspension on your ability to remote proof as it occurs at the data vendor site.

To un-suspend your account: Log into DSL, Select Un-suspend My Account, Answer Challenge Questions and Change Password.

NOTE: You MUST complete all the steps at a single time in the time limit of 10 minutes. If you do not complete the process, you timeout, or you provided information that cannot be verified, your ability to access DSL and partner sites may be impacted. Please have documents ready BEFORE you start the process.

Chrome and Edge are recommended browsers for optimal user experience.

For help with DEERS, CAC Issues, identity proofing, and DSL account information, contact:

DMDC Customer Contact Center
 Monday-Friday, 5 a.m. - 5 p.m. (PT)
 1-800-368-3665



MILITARY HEALTH SYSTEM **MHS GENESIS**

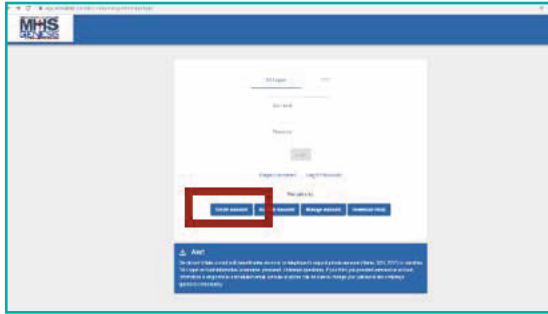
Patient Portal Activation Guide



<https://my.mhsgenesis.health.mil>

GO TO: <https://my.mhsgenesis.health.mil>

1. Select "Create Account".



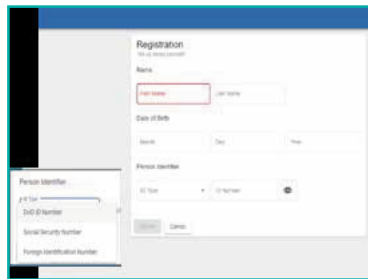
2.

Select one of the following options that best describes you.



3.

Provide all eligibility information and continue.



4.

Click "I agree" to consent to Identity proofing.



5. You must verify your current mailing address.



6. You will receive notification that you've consented to remote proofing.



Remote Proofing

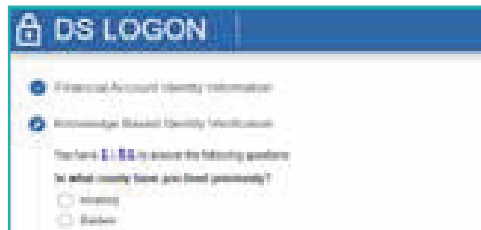
You will remote proof using one of three methods. The data you submit is only used to verify your identity at the time of remote proofing.

First Method

You must select an account type—credit card or other.



If selecting "credit card", you must enter the last eight digits of the card number. If selecting "other," you must enter the full account number. You must then pass a knowledge-based quiz in less than 3 minutes. You have three attempts to successfully complete the quiz.



Second Method

You will upload documents for Identity Verification such as:

- Driver's License
- Border Crossing Card
- Consular ID Card
- Employment Authorization Card
- Personal Identification (ID) Card
- Passport
- Passport Card
- Permanent Resident Card
- State Department ID Card
- Veterans Affairs ID Card

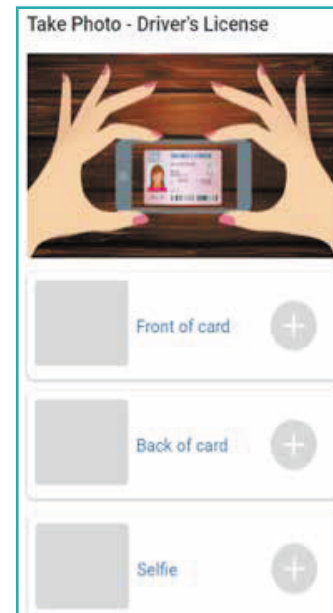


Take a picture of your selected documents and submit for verification.

Close the page.

After waiting 1 minute, click on "verification status" to monitor the status of your request.

Upon successful verification, the system will display "verification succeeded."

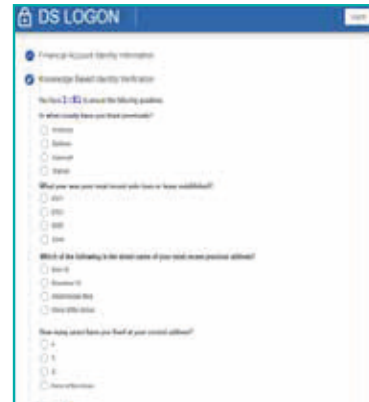


Third Method

Knowledge-based Quiz

Document Upload

Identity Verification



7.

Verify your contact information.



Verify Two-Factor Authentication

8.

Choose phone number to receive a one-time PIN, then click "send authentication code".



9.

Enter the one-time PIN.