


CREATING A DS LOGON (No CAC-enabled)

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

1. Select "Need an Account?":



DEPARTMENT OF DEFENSE
MHS GENESIS
MILITARY HEALTH SYSTEM

[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. Select the radio button next to “I am one of the following”:

*(*You need a DS Logon, NOT a CAC account, so do not select the top button)*

DS LOGON Registration Procedures

This registration is a 10-step process to assist an individual in creating a DS Logon account. This process can take up to 10 minutes to verify your identity. Individuals will be consenting to a soft-inquiry on their credit reports and receive a one-time PIN to the phone number on file. Prior to starting this, please ensure you have time and access to your phone.

Select 1 of the following:

I have my Common Access Card (CAC) WITH access to a card reader.

 I am one of the following:


- 1. Current or previous Service Member (Active Duty, Guard, Reservist, Retiree, Veteran)
- 2. Spouse, Former Spouse and/or eligible Family Member (over 18) who receives DoD benefits.
- 3. DoD Civilian or Contractor

3. Enter the requested information:

Tell us about yourself

First Name

Last Name

Date of Birth 


Person Identifier

4. Select the “Register using my email in DEERS” button:

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



● ● ● ● ● ● ●

5. Select Yes:

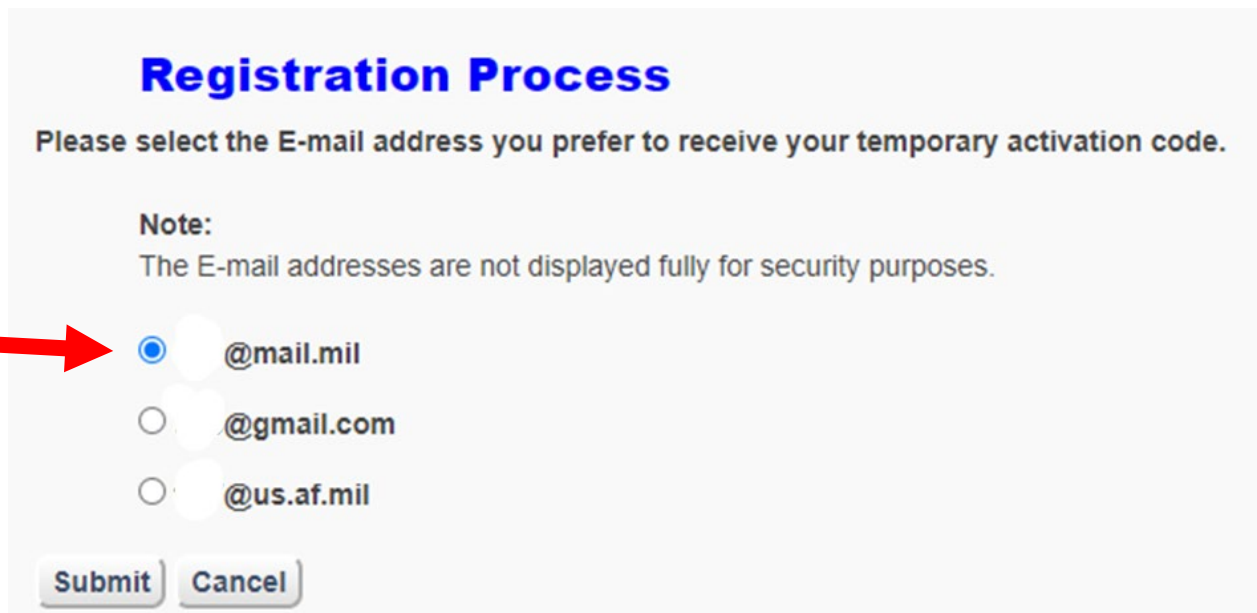
Registration Process

Would you like to use your email address stored on file to confirm your registration?

Please Note:
To maintain the security of your account, you will need to provide information from your DoD ID card to complete this process. Please have your DoD ID card in hand while following the registration instructions.

6. Select the email address that you would like to receive an activation code:

Ideally you should select your personal email address if possible

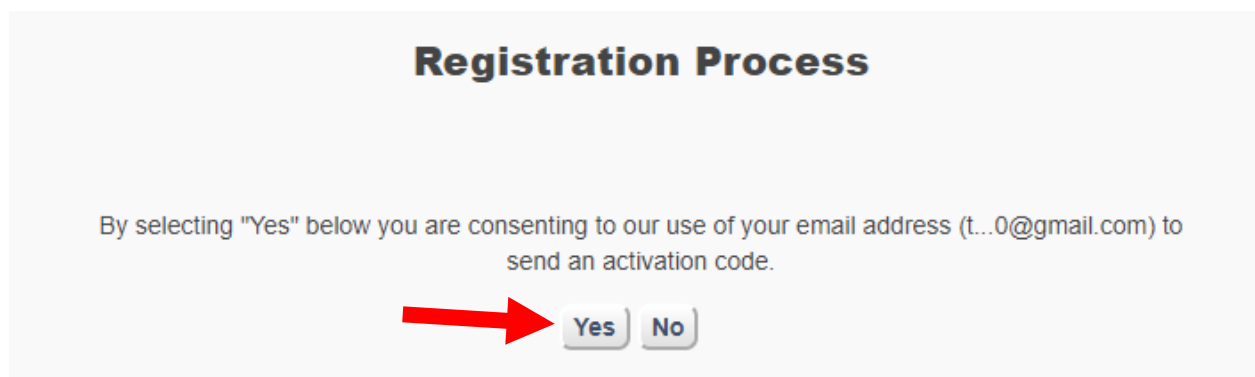


Registration Process

Please select the E-mail address you prefer to receive your temporary activation code.

Note:
The E-mail addresses are not displayed fully for security purposes.

@mail.mil
 @gmail.com
 @us.af.mil



Registration Process


By selecting "Yes" below you are consenting to our use of your email address (t...0@gmail.com) to send an activation code.

7. You will receive a link with an activation code to the email address selected. The link will take you to a similar personal information screen as what you filled out previously and it will have an area to input your access code. Click continue once all information has been completed.

8. On the new screen, enter your DOD ID number and click Continue:

Activate Account

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



The image shows a sample DoD ID card for John Doe. The card includes the following information: Expiration Date: 2013 OCT 03; Sponsor Service / Status: USN/RET; Sponsor Rank / Pay Grade: CWO-3 / W3; DOD ID Number: 1234567890 (circled in red); Relationship: CH; Signature: SAMPLE; Sponsor: DOE, JANE; Authorized Patronage: Exchange, NWR, Commissary. The card is titled 'UNITED STATES UNIFORMED SERVICES IDENTIFICATION AND PRIVILEGE CARD'.

DOD ID NUMBER

9. Create a password and select continue:

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. Answer the security questions and click continue:

**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.**

Question 1 ▼

Question 2 ▼

Question 3 ▼

Question 4 ▼

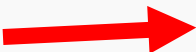
Question 5 ▼

Once completed, press Continue.

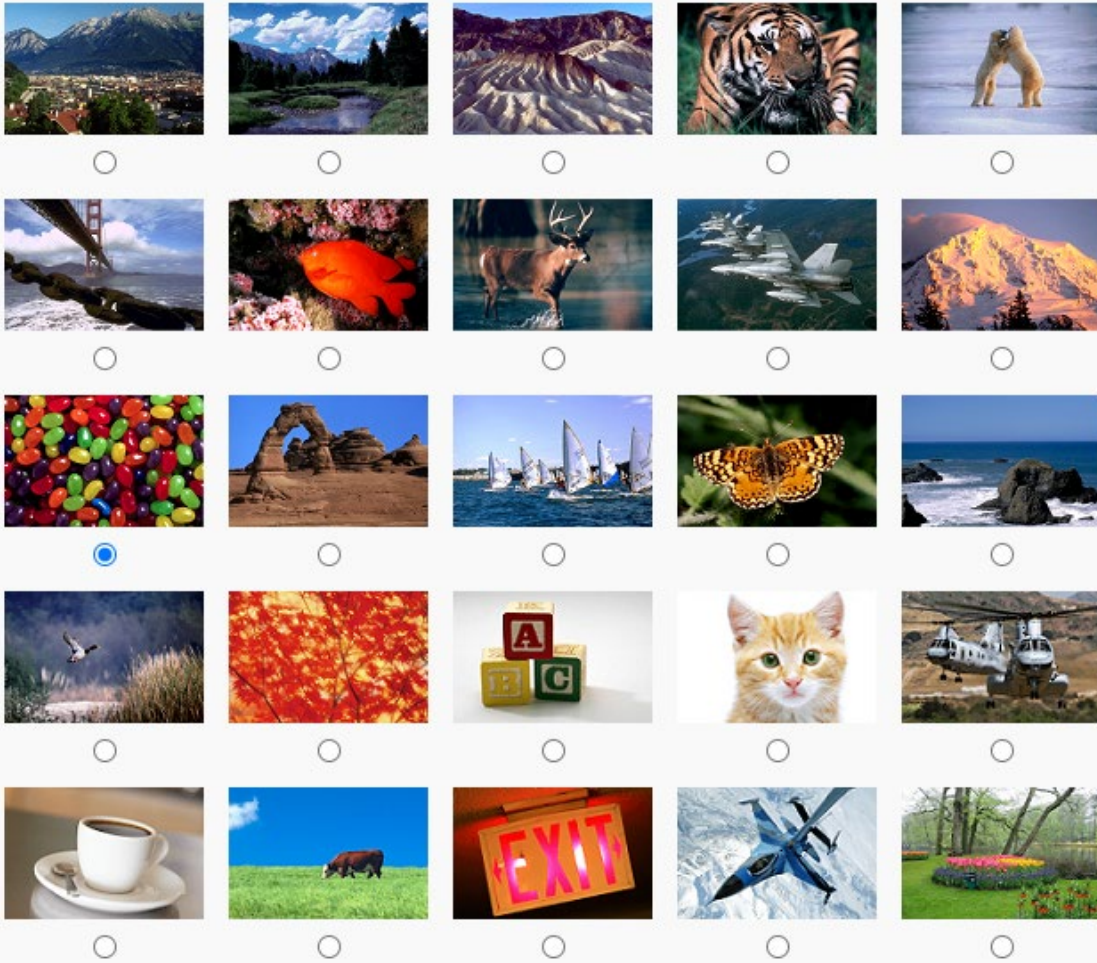
11. Next, follow the prompts to select your security image:

Security Image

**To increase the security of your account,
press Continue to select a security image.**



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



[See more images...](#)

Continue

12. The following screen will then show you all of the email addresses on file, including the one you entered at the start of this process. Click continue:

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

@us.af.mil

@gmail.com

@mail.mil

If you wish to update your email address(es) in DEERS please access [milConnect](#)

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

Continue

13. You will receive an email to whichever email address you entered at the start with a subject line "Congratulations! Your DS Logon Premium Level 2 is now active!"

It also contains a link to update your DEERS contact information.

You should now be able to use your MHS Genesis portal.

Issues accessing the MHS Genesis Patient Portal:

- 1. Issues with the DS login visit www.dmdc.osd.mil/milconnect or call 800-538-9552.**
(This is the same link found in your confirmation email)
- 2. All other issues call the Global Service Center 800-600-9332**