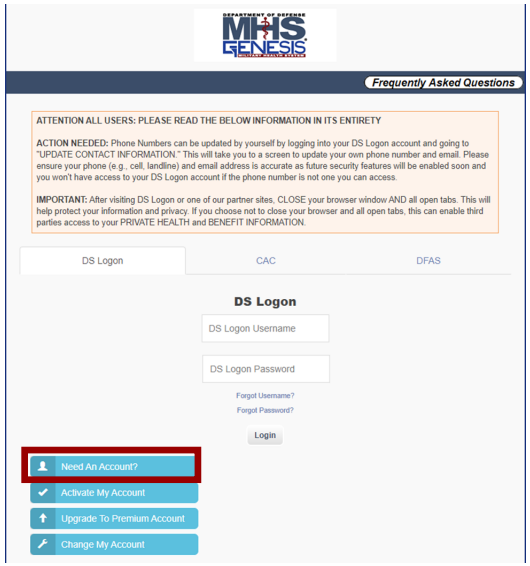
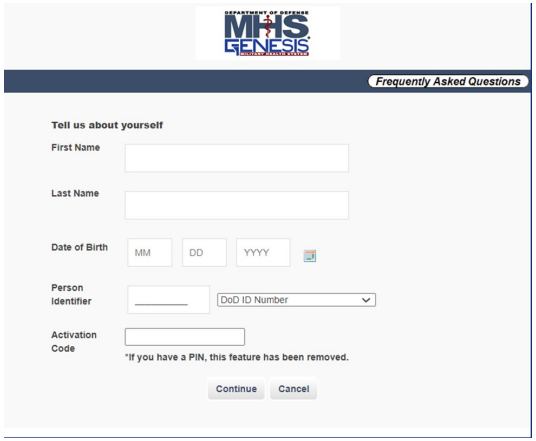
1. Go to https://patientportal.mhsgenesis.health.mil/

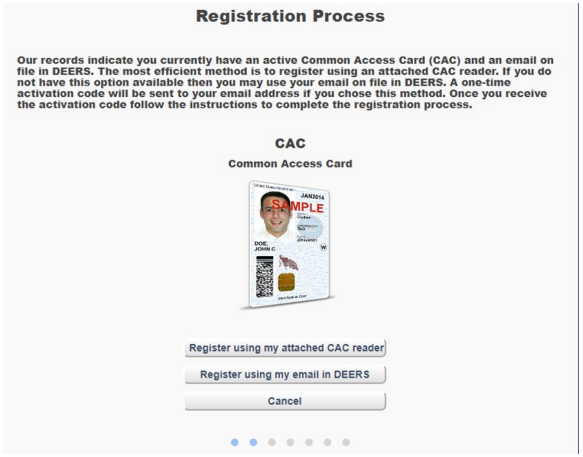
   - Select option “Need an Account”.



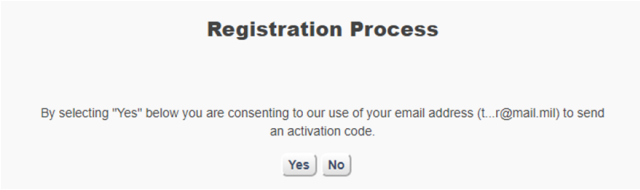
2. Provide all eligibility information and continue.



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/ .



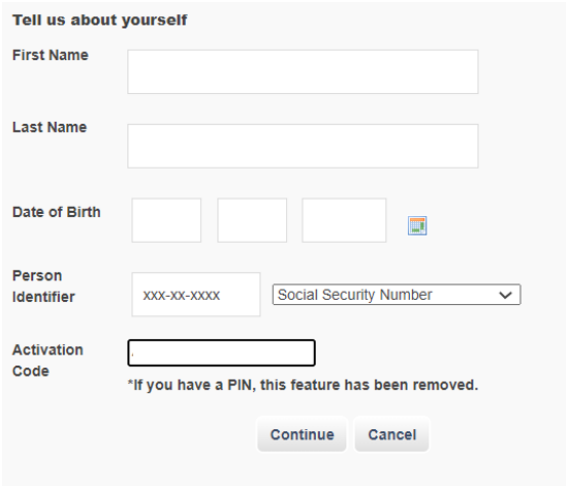
4. You must consent to using your email address to send an activation code.



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

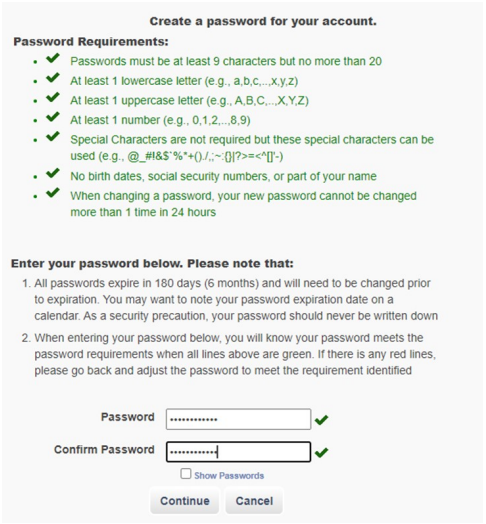
6. After retrieving your activation code, return to the main logon page and then select the option to “Activate My Account”.

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



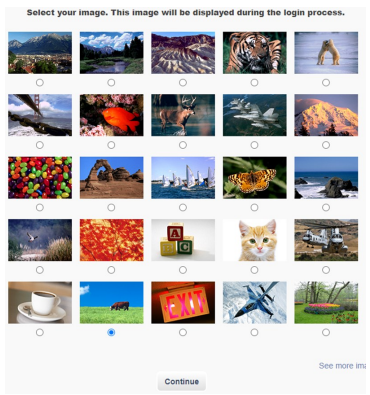
8. Provide your DoD ID Number in the required block.

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

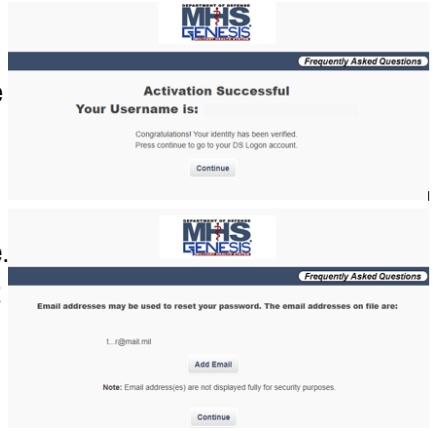


10. Create password recovery questions/ answers.

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.



Martin Army Community Hospital

MHS GENESIS Patient Portal

Activation Guide

MHS GENESIS Patient Portal

Sign Up Now!

MHS Genesis Patient Portal

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

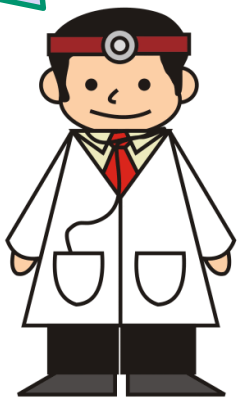
Your DS Logon or a CAC is required for MHS GENESIS, TOL, and Secure Messaging. With the Patient Portal, you can:

- 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

Good Day,

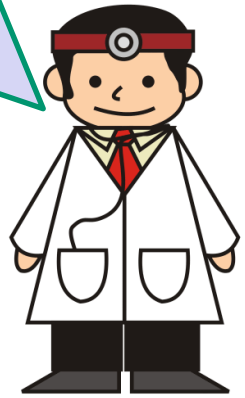
This is an overview of the MHS Genesis Patient Portal with a focus on the experience from the patient's perspective



MHS Genesis Patient Portal

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"



Gaining Patient Access

MHS GENESIS

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 y

IMPORTANT: After visiting DS Logon or one of our partner sites, CLOSE your brow help protect your information and privacy. If you choose not to close your browser a 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

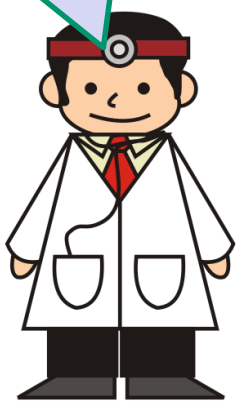
Need An Account? #1

Activate My Account

Upgrade To Premium Account #2

Change My Account

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



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.

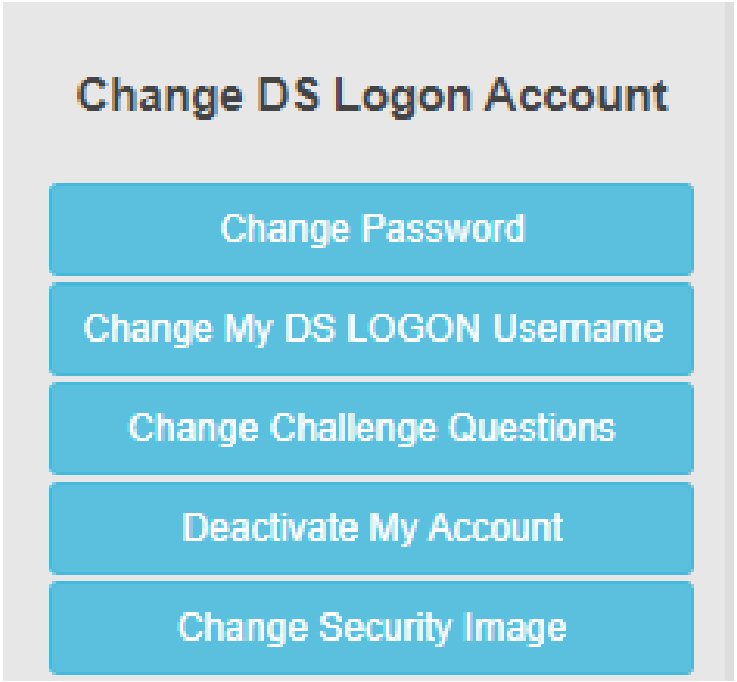
Last Updated: 2021/05 1

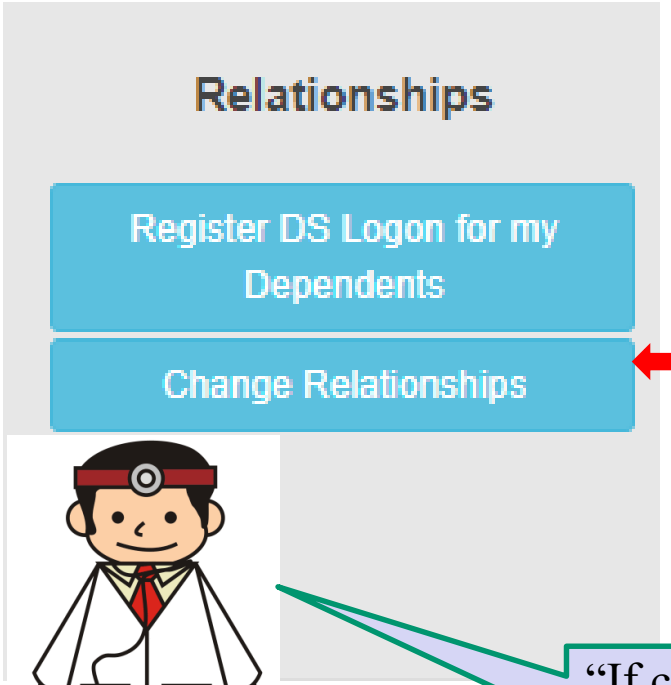
CUI

Giving Other Family Members Access

Welcome Your name will appear here

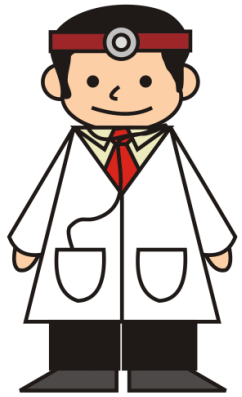
The sponsor * can* assign patient portal access to a spouse for dependent children by going to https://myaccess.dmdc.osd.mil and selecting "Change Relationships"





Change 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.

https://myaccess.dmdc.osd.mil

CUI

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.