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

		Frequently Asked Question
ATTENTION ALL USERS: PLEASE REAL	D THE BELOW INFORMATION IN	ITS ENTIRETY
ACTION NEEDED: Phone Numbers can b "UPDATE CONTACT INFORMATION" Th ensure your phone (e.g., cell (Landine) and you won't have access to your DS Logon or help protect your information and privacy. parties access to your PRIVATE HEALTH	e updated by yourself by logging in is will take you to a screen to updat d email address is accurate as futur uccount if the phone number is not of he of our partner sites, CLOSE your you choose not to close your brow and BENEFIT INFORMATION.	to your DS Logon account and going to a your own phone number and email. Please security features will be enabled soon and ine you can access. browser window AND all open tabs. This will see and all open tabs, this can enable third
DS Logon	CAC	DFAS
	DS Logon	
	DS Logon Username	
	DS Logon Password	
	Forgot Username?	
	Forgot Password?	
	Login	
Need An Account?		
 Activate My Account 	T	
Upgrade To Premium Account		
Change My Account		

2. Provide all eligibility information and continue.

					Frequent	tly Asked Quest
Tell us about	yourself					
First Name						
Last Name						
Date of Birth	ММ	DD	YYYY			
Person Identifier		_ (DoD ID Numbe	er	~	
Activation Code						

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

ur records indicate you currently have an active Common Access Gard (GAC) and an email on le in DEERS. The most officient method is to register using an attached CAC reader. If you do of have this option available then you may use your email on file in DEERS. A one-time citvation code will be sent to your email address if you chose this method. Once you receive se activation code follow the instructions to complete the registration process.
CAC
Common Access Card
Autor Au
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 (tr@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".



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	XXX-XX-XXXX	Social Security Number	~
Activation Code	, *If you have a PIN,	, this feature has been remov	red.
		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 ca



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

Create a password for your account. **Password Requirements:** • Y 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 • V 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 Pas Continue Cancel

10. Create password recovery questions/ answers.

I	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 legin process.					

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 you account is active. You may now login at the main page via your DS Logon.



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
- See laboratory and test results
- Exchange secure messages with your care team
- 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



MHS Genesis Patient Portal

Getting Our Patient's Signed Up



- 1. Create DS Log On at <u>https://myaccess.dmdc.osd.mil</u>
- 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 <u>https://myaccess.dmdc.osd.mil</u> and selecting "Change Relationships"





Gaining Patient Access

1

3





AMERICA'S ARMY: Army Medicine is Army Strong! Giving Other Family Members Access



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

Change DS Logon Account	Relationships	Change Relationships is often <u>broken.</u> If unable to resolve @ GSC – Enter				
Change Password	Register DS Logon for my	"Service Now" Ticket				
Change My DS LOGON Username	Dependents					
Change Challenge Questions	Change Relationships	Ear quantiana regarding the DS Lagon visit				
Deactivate My Account		www.dmdc.osd.mil/milconnect or contact	the			
Change Security Image	"If	Global Support Center at 1-800-600-9332				
https://myaccess.dmdc.osd.mil		IDC myaccess is known to have ny random errors.	4			



DS LOGON	ТЕ						
			Frequently Asi	ked Questions	Log Off	_	
Manage Re	lationships					He pe	ere you can give your spouse rmission to act on behalf of
People I Can Act	<u>t On</u>					de	pendent children – of on your benatt
Name	Relationship	Permission	Begin Date	End Date			
Jane Smith	Family	Clinical	Aug 13, 2021	Aug 13, 2099			Here you see who you have assigned
People Who Can	Act on My Behal	f					relationships to.
Name	Relationship	Permission	Begin Date	End Date			
Jane Smith Add Permission	Family	Clinical	Aug 12, 2021	Aug 21, 2099	Edit		
People My Spou	<u>se Can Act On</u>						is missing family
Name	Relationship	Permission	Begin Date	End Date			members over though
John Smith Finish	Family	Clinical	Aug 12, 2021	Aug 21, 2099	Edit		registered in DEERS. Please submit a ticket when you find this.

CUI