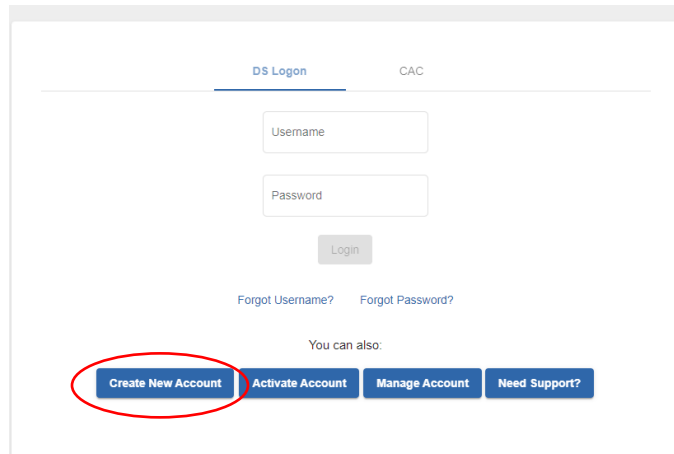


# Patient Portal: Military Family Member/Dependents Instructions

If you DO NOT have a DS Logon, follow these steps. If you DO, please skip to step 9.

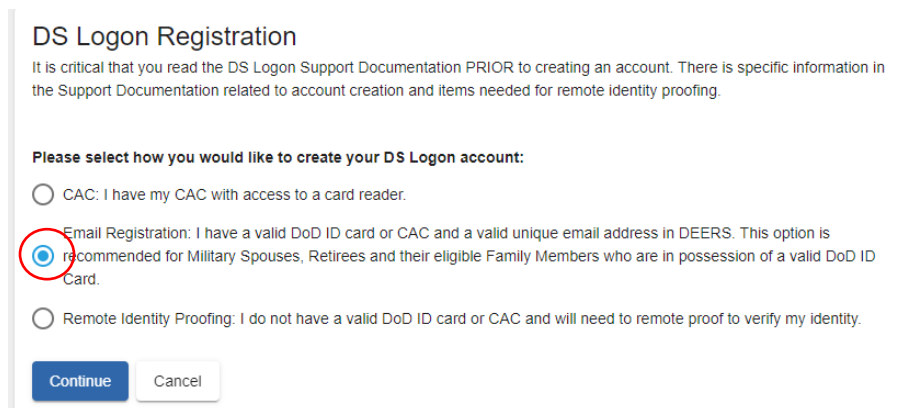
**WARNING:** The website may cause you to log-in multiple times and not flow with the directions below. If this happens, please log-in, and then find the applicable step within these directions that looks like the display of your screen.

1. Go to the following link: <https://myaccess.dmdc.osd.mil/identitymanagement/app/login>
2. Select "Create New Account"



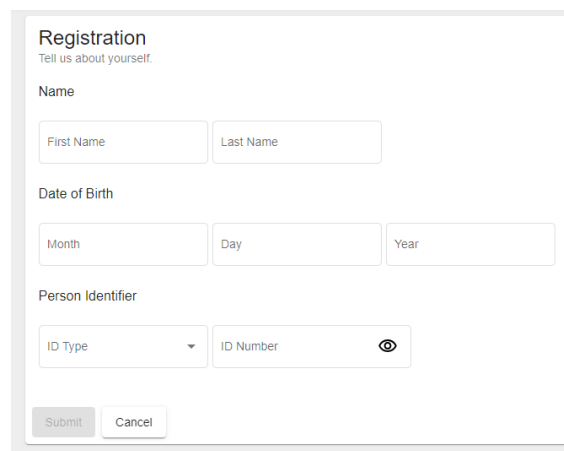
The screenshot shows the DS Logon login interface. At the top, there are tabs for "DS Logon" and "CAC". Below these are input fields for "Username" and "Password", followed by a "Login" button. There are also links for "Forgot Username?" and "Forgot Password?". Below the login section, it says "You can also:" followed by four buttons: "Create New Account", "Activate Account", "Manage Account", and "Need Support?". The "Create New Account" button is circled in red.

3. Select "Email Registration: I have a valid DoD ID card or CAC and a valid unique email address in DEERS. This option is recommended for Military Spouses, Retirees and their eligible Family Members who are in possession of a valid DoD ID Card." and press "Continue".



The screenshot shows the "DS Logon Registration" page. It includes a warning about reading support documentation. Below that, it asks the user to select how they would like to create their DS Logon account. There are three radio button options: "CAC: I have my CAC with access to a card reader.", "Email Registration: I have a valid DoD ID card or CAC and a valid unique email address in DEERS. This option is recommended for Military Spouses, Retirees and their eligible Family Members who are in possession of a valid DoD ID Card.", and "Remote Identity Proofing: I do not have a valid DoD ID card or CAC and will need to remote proof to verify my identity." The "Email Registration" option is selected and circled in red. At the bottom, there are "Continue" and "Cancel" buttons.

4. Fill out the appropriate information and select "Submit" when done. If it gives you an error message stating your account cannot be activated at this time", please go to step 5a. You most likely do not have an email on file and your sponsor will need to add it manually.



The screenshot shows the "Registration" page with the heading "Tell us about yourself." The form includes the following fields: "Name" with sub-fields for "First Name" and "Last Name"; "Date of Birth" with sub-fields for "Month", "Day", and "Year"; and "Person Identifier" with a dropdown for "ID Type" and a text field for "ID Number" with a visibility icon. At the bottom, there are "Submit" and "Cancel" buttons.

5. Fill out the required information in all the tabs (see sub-bullet “A” on the next page if you have issues with the “Select Email Portion”).

The image shows a registration process flowchart titled "Registration Process". It consists of four steps: 1. Agree, 2. Select Email, 3. Consent, and 4. Done. Step 1 is currently active, showing a question: "Would you like to use your email address stored on file to confirm your registration?". Below the question are two buttons: "Yes" (highlighted in blue) and "No".

- a. If your email **IS NOT** displayed underneath “Select Email”, please work with your sponsor on updating the email on record within <https://idco-pki.dmdc.osd.mil/idco/> before proceeding forward  
To update the email, the **Sponsor** will

- Go to <https://idco-pki.dmdc.osd.mil/idco/>
- Select “My Profile”
- Log in with CAC
- Once logged in, select the family member along the left hand side, and update their email on record. Once updated, start back at beginning of directions to create an account.

6. You should receive an email from [do-not-reply-dslogon@mail.mil](mailto:do-not-reply-dslogon@mail.mil) to the registered email. Please check your junk email and follow the directions utilizing the URL and DSL Activation Code within the email. The URL should take you to a page that displays the following:

The image shows a "DS Logon Activation" form. The title is "DS Logon Activation" with the subtitle "Tell us about yourself." The form has the following sections and fields:

- Name:** Two input fields for "First Name" and "Last Name".
- Date of Birth:** Three input fields for "Month", "Day", and "Year".
- Person Identifier:** A dropdown menu for "ID Type" and an input field for "ID Number" with a toggle icon.
- Activation Code:** A single input field for "Code".

At the bottom of the form are two buttons: "Submit" and "Cancel".

7. After activating your account, it will take you to a new page (see below) to set up your account. Please follow the directions and fill out appropriate information on the screen

**DS LOGON**

1 Verify Contact Information

Confirm the following information is accurate. Your email or mobile phone number will be used for future logins. If the information is not accurate, press Edit to revise. If no changes are needed, press Continue.

Primary Personal Email Primary Personal Phone

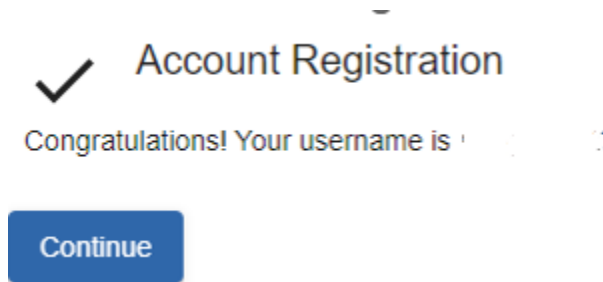
Click here to not show this page again for 1 year.

Edit Continue

2 Create Password

3 Setup Challenge Questions

8. After you have finished, please COPY DOWN your account registration



9. Close out of the browser, and open it back up. Go to the following link and log in with your credentials:  
<https://myaccess.dmdc.osd.mil/identitymanagement/app/login>

DS Logon CAC

Username

Password

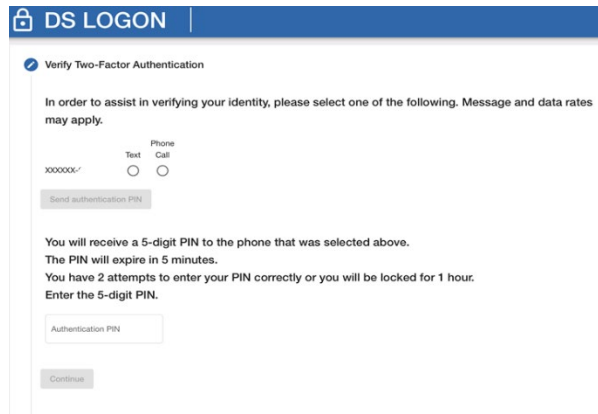
Login

[Forgot Username?](#) [Forgot Password?](#)

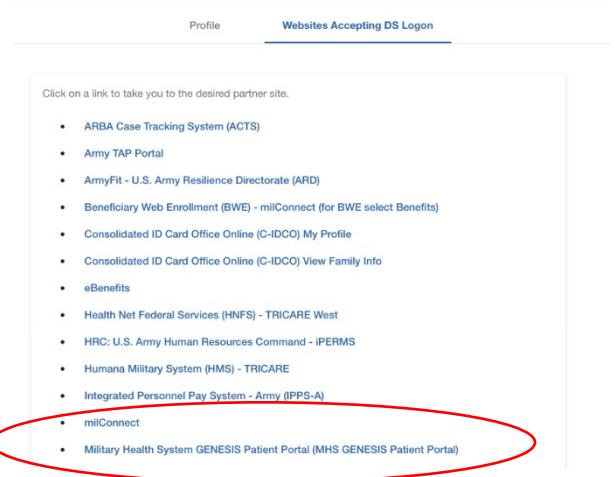
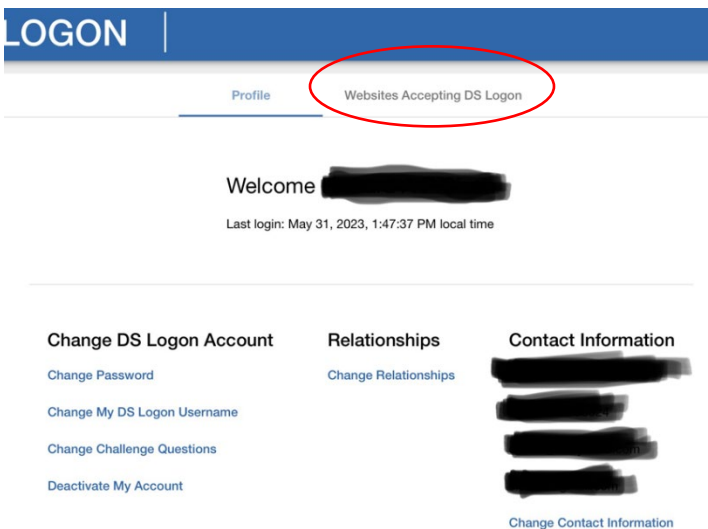
You can also:

Create New Account Activate Account Manage Account Need Support?

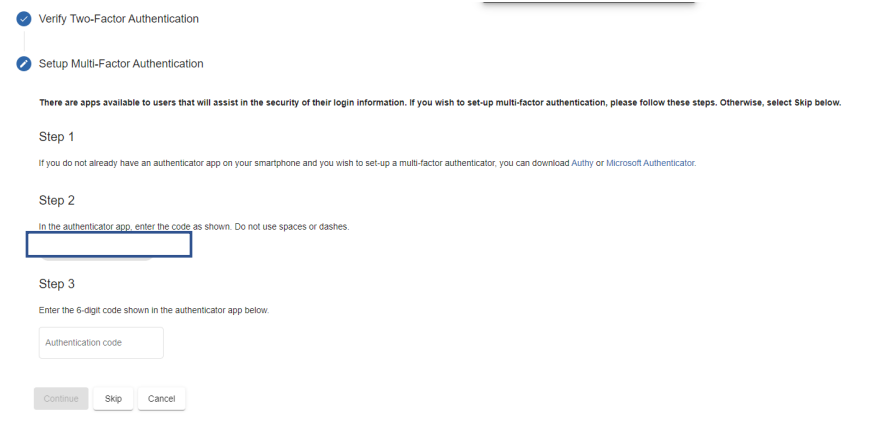
10. This page may appear. If so, please follow the instructions on screen. If it does not, please go to step 11.



11. This page may appear. If it does not, please go to step 12. If it does, please select “Websites Accepting DS Logon” and then select “Military Health System GENESIS Patient Portal (MHS GENESIS Patient Portal)” on the following page. This will take you back to a log on page, which you will provide your DS Logon information again.



12. It will take you to a page to set up multi-factor authentication. It is highly recommended, but not required. If you would like to skip, please scroll to the bottom and press “skip”. If you would like to set up multi-factor authentication, follow the directions appropriately (it will require you to download an application on your smartphone).



13. You can now access the Patient Portal. For any issues or concerns, please contact 1-800-368-3665.