

- 10. Confirm primary email address and primary phone number to make changes. User can also elect to not view this page for one year.
- 11. Create password.

Must be changed at least every 180 days.

Must be between 15 and 20 characters in length Must contained 1 uppercase letter, 1 lowercase letter, and 1 number

Special characters are allowed but not required.

Passwords roud be at least 17	Charactery but no more the	an 25
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✓ Special characters are aptions ———— ———————————————————————————————	. Your passessord can control	in these special classifiers g., PAG 1710/021-
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12. Setup Challenge Questions.

***	Challenge Challenge Cyrestians	
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13. Registration Complete.



Set up Multi-Factor Authentication (MFA)

User must work the steps to setup Multi-Factor Authentication (MFA).

Download "Authy or Microsoft Authenticator".

Open app, create/add account, enter code shown in step 2 to app.



When using an authenticator app, the system will prompt user to enter the 6-digit code from the app as shown. If correct, the system displays confirmation message.



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 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 as the data vendor site.

<u>To un-suspend account</u>: 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 browser for optimal user experience.

MHS GENESIS Patient Portal Activation Guide





https://my.mhsgenesis.health.mil

For customer support, please contact DMDC Customer Contact Center at 800-368-3665.

Go to https://my.mhsgenesis.health.mil

1. Select option "Create Account".



2. Select one of the following options that best describes you.

DS Logo	on Registration
minutes to ver	on is a multi-step process to assist an individual in creating a DS Logon account. This process can take up to 16 rily your donn'ts, individuals will be consorting to a soft-inquiry on their credit reports and receive a one-time PIP number on the Depending on the verification process, you may need your phone, driver's illumes, and credit
Select one of	f the following options that best describes you:
() I have my	Common Access Card (CAC) with access to a card reader
() I have my	Common Access Card (CAC) but NO access to a card reader
O I have a D	DFAS account
lamone	of the following.
1 Current	or previous service member (active duty, guard, reservist, retires, veteran)
2 Spouse	former spouse and/or eligible family member (over 18) who receives DoD benefits
3 DoO m	vilian or contractor

3. Provide all eligibility information and continue.

	Registration			
	Frank Nagion	biller.		
	Code of Retro			
	10.00			
Person Identifier	Person condition			
174	9.54		•	
Social Security Number	Think! Owner			

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.



NOTE: You will remote proof using 1 of 3 random methods.

1st Method: Financial Account & Knowledge-Based Quiz

DS LOGON

Financial Account Identity Information

Select an Account Iges

Const Ord

Cons

User must select an account type—credit card or other. When selecting **credit card**, you must enter the **last 8-digits**. When selecting **other account**, the user must enter the **full account number**.

The User must also pass a knowledge-based quiz in less than 3 minutes. The system allows 3 attempts to successfully complete the quiz.



2nd Method: Document Upload

Card

Etc.

You will have to upload documents for Identity

Verification:	⊕ DS LOGON Cons
Driver's License	Document Upload Identity Verification
Border Crossing Card	Builting to defin regular process (Art) top complete an entire had also residently purpose. [Stack the first of account purposed by rights [Stack the second or a process of a second or account and admit for good to all or a process of a p
Consular ID Card	(All Divers Liverage >
 Employment 	Border Crossing
Authorization Card	All Consular D Card
ID Card	(A. iii) Europi ayen quoi Authorit adross Card
 Passport or Passport 	All Cod Cod
Card	Paragrat
 Permanent Resident 	All Person Card
Card	Fortranse Section Card
 State Department ID 	(A) Department (C) >

Take a picture of selected documents and submit for verification. Close page. Click on verification status after waiting 1 minute to monitor status of request.

AB Department IC >



Will receive notification that upload is complete.



3rd Method: Knowledge-Based Quiz & Document Upload

ONLY 3 attempts to pass the quiz. Must answer within 3 minutes.

Follow 2nd method directions for document upload.



7. Verify contact information.

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			14 1201			

Verify Two-Multi Factor Authentication (2FA)

8. User will choose phone number to receive one-time -PIN (OTP) and hit "send authentication code".

⊕ DS LO	OGON
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1003 Hill 002-0-10	Proc. DE
	coive a 5-dept code to the priorie that was selected above. Alto you receive the pre-bale exter the 5-dept code. The code will expre in 5 instudes.
Table	

9. Enter OTP.

Data submitted is only used to verify identity at the time of remote proofing.