

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.

12. Setup Challenge Questions.

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.

To un-suspend account: 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".

The screenshot shows the DS Logon Registration page. At the top, there are links for 'DS Logon', 'CAC', and 'DFAS'. Below these are input fields for 'Username' and 'Password', and a 'Login' button. At the bottom, there are links for 'Forgot Username?' and 'Forgot Password?'. A red box highlights the 'Create Account' button, with 'Activate Account' and 'Download FAQs' buttons next to it.

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

The screenshot shows the 'Registration' form with the heading 'DS Logon Registration'. It explains that the process is multi-step and takes up to 10 minutes. Below this, it asks the user to 'Select one of the following options that best describes you:'. There are three radio button options: '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', and 'I have a DFAS account'. A fourth option, 'I am one of the following:', is selected. Below it are three numbered categories: '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', and '3. DoD civilian or contractor'. 'Continue' and 'Cancel' buttons are at the bottom.

3. Provide all eligibility information and continue.

The screenshot shows the 'Registration' form with fields for 'Name' (First Name and Last Name), 'Date of Birth' (Month, Day, Year), and 'Person Identifier' (ID Type and ID Number). There are also fields for 'Social Security Number' and 'Foreign Identification Number'. 'Continue' and 'Cancel' buttons are at the bottom.

4. Click "I agree" to consent to Identity proofing.

The screenshot shows the 'Consent to Identity Proofing' screen. It contains a paragraph of text explaining the consent process. At the bottom, there is a blue 'I Agree' button and a 'Cancel' button.

5. You must verify your current mailing address.

The screenshot shows the 'Current Mailing Address' verification form. It asks for 'Address Line 1', 'Address Line 2', 'City', 'State', and 'ZIP'. There are 'Submit' and 'Cancel' buttons at the bottom.

6. You will receive notification that you've consented to remote proofing.

The screenshot shows a confirmation screen with a checkmark and the text 'Consent Thank you for consenting to Remote Proofing'. There is a 'Continue' button at the bottom.

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

1st Method: Financial Account & Knowledge-Based Quiz

The screenshot shows the 'Financial Account Identity Information' form. It asks the user to 'Select an Account Type' with options for 'Credit Card' and 'Other'. Below this is a field for 'Account Number'. There are 'Submit' and 'Cancel' buttons at the bottom.

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.

The screenshot shows the 'Knowledge Based Identity Verification' quiz screen. It asks 'In what country have you lived previously?' with radio button options for America, Britain, Germany, and Vietnam. It also asks 'What year was your most recent auto loan or lease established?' with radio button options for 2001, 2003, 2005, and 2008. Another question asks 'Which of the following is the street name of your most recent previous address?' with radio button options for Main St, Broadway St, Westside Blvd, and None of the Above. A final question asks 'How many years have you lived at your current address?' with radio button options for 4, 6, 8, and None of the Above. There are 'Submit' and 'Cancel' buttons at the bottom.

2nd Method: Document Upload

You will have to upload documents for Identity Verification:

- Driver's License
- Border Crossing Card
- Consular ID Card
- Employment Authorization Card
- ID Card
- Passport or Passport Card
- Permanent Resident Card
- State Department ID Card
- Etc.

The screenshot shows the 'Document Upload Identity Verification' menu. It lists various document types with arrows pointing to the right: Driver's License, Border Crossing Card, Consular ID Card, Employment Authorization Card, Identification Card, Passport, Passport Card, Permanent Resident Card, State Department ID Card, and Postal Service ID Card.

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.

The screenshot shows the 'Take Photo - Driver's License' screen. It features a camera viewfinder showing a driver's license. Below the viewfinder are three buttons: 'Front of card', 'Back of card', and 'Selfie', each with a plus sign. At the bottom are 'Submit' and 'Back' buttons.

Will receive notification that upload is complete.

The screenshot shows the 'Document Upload Identity Verification' completion screen. It displays a 'WARNING: Not a mobile device.' message and provides a URL to click on. Below this, it says 'Click on Upload Documents to upload a picture of the identity documents requested. When finished, click on Verification Status after waiting 1 minute to monitor the status of the request. Document verification succeeded.' There are 'Continue' and 'Cancel' buttons at the bottom.

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.

The screenshot shows the 'Knowledge Based Identity Verification' quiz screen. It asks 'In what country have you lived previously?' with radio button options for America, Britain, Germany, and Vietnam. It also asks 'What year was your most recent auto loan or lease established?' with radio button options for 2001, 2003, 2005, and 2008. Another question asks 'Which of the following is the street name of your most recent previous address?' with radio button options for Main St, Broadway St, Westside Blvd, and None of the Above. A final question asks 'How many years have you lived at your current address?' with radio button options for 4, 6, 8, and None of the Above. There are 'Submit' and 'Cancel' buttons at the bottom.

The screenshot shows the 'Verify Contact Information' form. It asks for 'Primary Personal Email' and 'Primary Phone Number'. There are fields for 'City', 'State', and 'Zip'. There are 'Update Changes' and 'Confirm No Changes' buttons at the bottom.

Verify Two-Multi Factor Authentication (2FA)

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

9. Enter OTP.

The screenshot shows the 'Verify Two-Factor Authentication' screen. It asks the user to 'In order to assist in verifying your identity, please select one of the following. Message and data rates may apply.' There are radio button options for 'Text' and 'Call'. Below this is a field for the phone number and a 'Send authentication code' button. There is also a field for the 'Authentication code' and a 'Submit' button.

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