

MILITARY HEALTH SYSTEM MHS GENESIS

Two Factor Authentication (2FA)

Two factor authentication (2FA) is now required in DS Log-on (DSL)

DS LOGON HAS UPDATED THEIR LOGON PROCESS

DS Logon (DSL) has updated their logon process. This change impacted sites that use DSL as their login credential such as TRICARE Online, MHS GENESIS Patient Portal, Humana Military, Health Net Federal Services, VA.gov, etc. The update introduced two factor authentication (2FA) at every authentication.

WHAT IS TWO-FACTOR AUTHENTICATION

2FA is when a user will receive a text or vocal call to receive a PIN to enter and be validated. The phone number must be already existing in the Defense Manpower Data Center's (DMDC) Defense Enrollment Eligibility Reporting System (DEERS) database. 2FA is used when using the DSL username/password credential.

RECENT UPDATES

In October 2022

- DSL's data vendor now supports the use of foreign phone numbers for 2FA. It previously did not. Ensure you have the correct country code.
- You will need the phone with the phone number that is in DEERS in your possession at the time of login to receive the PIN, that needs to be entered and verified.
- U.S. phone numbers do not need the country code (10 digits only)
- For your readability, you can add parentheses, dashes, dots, plus signs and spaces. However, these special characters will be ignored.
- For other DEERS update info see:
<https://www.tricare.mil/deers>

Update Phone Numbers with DMDC

Beneficiaries can update their phone numbers with DMDC, in several ways (below). All family members who require a DSL account are required **UNIQUE** phone numbers and email addresses

1. Users can log into DSL using username/password. DSL will ask a user to validate their contact information and give an option to edit their contact information. If a user edits the contact information, the user will be logged out and will need to log in again to receive the PIN.
2. The regional TRICARE contractor. Their TRICARE Service Centers (TSCs) and call center personnel can update contact information including phone numbers directly in DEERS. Changes are effective immediately.
East: <https://www.humanamilitary.com/> or 1-800-444-5445,
West: <https://www.tricare-west.com/> or 1-844-866-9378,
Overseas: <https://www.tricare-overseas.com/contact-us>
3. ID card offices. ID card offices can enter phone numbers that are updated immediately. <https://idco.dmdc.osd.mil/idco/locator>
4. Call DEERS Support Office (DSO) 1-800-538-9552 (TTY/TDD: 1-866-363-2883). Fax updates to 1-800-336-4416 (Primary) or 1-502-335-9980 (Alternate). Changes are made directly in DEERS.

Service personnel offices (not ID card offices). The Service personnel systems report contact updates to DEERS; this will probably take a bit longer.



For further assistance about DS Logon, please visit:
<https://milconnect.dmdc.osd.mil/milconnect/>

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For more information about MHS GENESIS, visit:
<https://health.mil/Military-Health-Topics/Technology/MHS-GENESIS>