

8. Provide your DoD ID Number in the required block.

Activate Account

Please enter the DOD ID NUMBER found on your DoD ID card

DOD ID NUMBER

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

Create a password for your account.

Password Requirements:

- ✓ 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
- ✓ When changing a password, your new password cannot be changed more than 1 time in 24 hours

Enter your password below. Please note that:

- 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
- 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 Passwords

10. Create password recovery questions/ answers.

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 login process.

[See more images](#)

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

MHS GENESIS

Activation Successful

Your Username is:

Congratulations! Your identity has been verified. Press continue to go to your DS Logon account.

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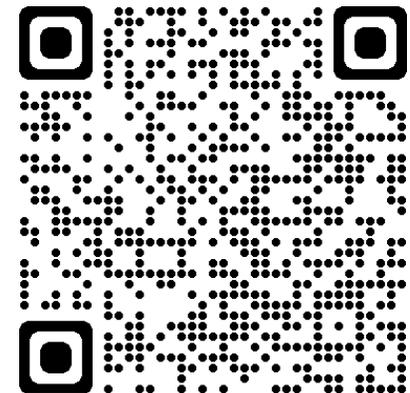
Frequently Asked Questions

Email addresses may be used to reset your password. The email addresses on file are:

l.j@mail.mil

Note: Email address(es) are not displayed fully for security purposes.

10th Medical Group MHS GENESIS Patient Portal Activation Guide



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

The screenshot shows the MHSGENESIS patient portal home page. At the top, there is a navigation bar with the MHSGENESIS logo and a 'Frequently Asked Questions' link. Below the navigation bar, there is a section titled 'ATTENTION ALL USERS: PLEASE READ THE BELOW INFORMATION IN ITS ENTIRETY'. This section contains two paragraphs of text: one about updating phone numbers and another about privacy. Below the text, there are three tabs: 'DS Logon', 'CAC', and 'DFAS'. The 'DS Logon' tab is selected, and it shows a 'DS Logon' section with input fields for 'DS Logon Username' and 'DS Logon Password', and buttons for 'Forgot Username?', 'Forgot Password?', and 'Login'. At the bottom of the page, there is a vertical list of buttons: 'Need An Account?' (highlighted with a red box), 'Activate My Account', 'Upgrade To Premium Account', and 'Change My Account'.

- Provide all eligibility information and continue.

The screenshot shows the 'Tell us about yourself' registration form. It includes input fields for 'First Name' and 'Last Name', a 'Date of Birth' section with dropdowns for 'MM', 'DD', and 'YYYY', and a 'Person Identifier' section with a dropdown for 'DoD ID Number'. There is also an 'Activation Code' field. At the bottom, there are 'Continue' and 'Cancel' buttons. A note below the 'Activation Code' field states: '*If you have a PIN, this feature has been removed.'.

- 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/>.

The screenshot shows the 'Registration Process' page for CAC users. It features a title 'Registration Process' and a paragraph of text: 'Our records indicate you currently have an active Common Access Card (CAC) and an email on file in DEERS. The most efficient method is to register using an attached CAC reader. If you do not have this option available then you may use your email on file in DEERS. A one-time activation code will be sent to your email address if you chose this method. Once you receive the activation code follow the instructions to complete the registration process.' Below the text is a 'CAC Common Access Card' image. At the bottom, there are three buttons: 'Register using my attached CAC reader', 'Register using my email in DEERS', and 'Cancel'.

- You must consent to using your email address to send an activation code.

The screenshot shows a consent step in the registration process. It has a title 'Registration Process' and a paragraph of text: 'By selecting "Yes" below you are consenting to our use of your email address (t...r@mail.mil) to send an activation code.' Below the text are two buttons: 'Yes' and 'No'.

- You will receive notification of the activation code being sent and to check your Spam folder.

The screenshot shows the final registration process instructions. It has a title 'Registration Process' and a paragraph of text: '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.'

- After retrieving your activation code, return to the main logon page and then select the option to "Activate My Account".

The screenshot shows the main logon page. It features a navigation bar with the MHSGENESIS logo and a 'Frequently Asked Questions' link. Below the navigation bar, there is a section titled 'ATTENTION ALL USERS: PLEASE READ THE BELOW INFORMATION IN ITS ENTIRETY'. This section contains two paragraphs of text: one about updating phone numbers and another about privacy. Below the text, there are three tabs: 'DS Logon', 'CAC', and 'DFAS'. The 'DS Logon' tab is selected, and it shows a 'DS Logon' section with input fields for 'DS Logon Username' and 'DS Logon Password', and buttons for 'Forgot Username?' and 'Forgot Password?'. At the bottom of the page, there is a vertical list of buttons: 'Need An Account?', 'Activate My Account' (highlighted with a red box), 'Upgrade To Premium Account', and 'Change My Account'.

- Next you will be asked to verify your personal info again and input the activation code you retrieved from your email.

The screenshot shows the 'Tell us about yourself' verification form. It includes input fields for 'First Name' and 'Last Name', a 'Date of Birth' section with dropdowns for 'MM', 'DD', and 'YYYY', and a 'Person Identifier' section with a dropdown for 'Social Security Number'. There is also an 'Activation Code' field. At the bottom, there are 'Continue' and 'Cancel' buttons. A note below the 'Activation Code' field states: '*If you have a PIN, this feature has been removed.'.