

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.

It must be changed at least every 180 days. It must be between 15 and 20 characters in length. It must contain 1 uppercase letter, 1 lowercase letter, 1 number, special characters are allowed but not required.

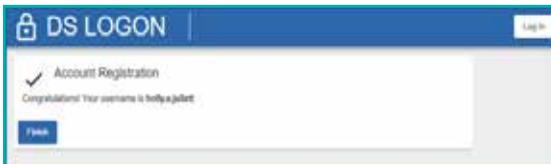


12. Setup Challenge Questions.

You can update information, change password, update challenge questions, change relationships, change sponsors, and deactivate account.



13. Registration Complete.



## SETUP Multi-Factor Authentication

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.



User logged in with DSL account.

You can update information, change password, update challenge questions, change relationships, change sponsors, and deactivate account.

## 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.

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

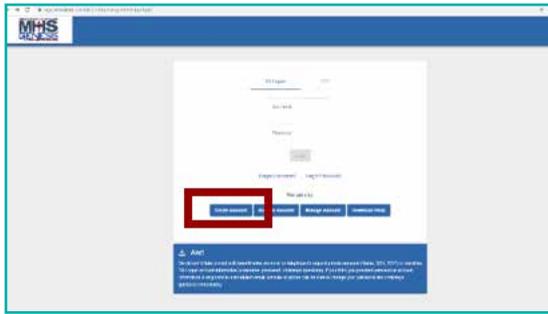


# MILITARY HEALTH SYSTEM **MHS GENESIS**

*Patient Portal  
 Activation Guide*

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

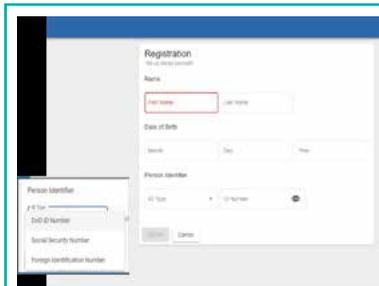
1. Select option "Create Account".



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



3. Provide all eligibility information and continue.



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.

### First Method

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.

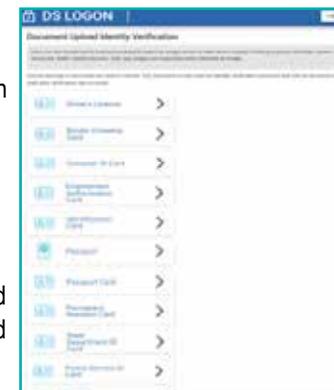
The User must pass a knowledge-based quiz in less than 3 minutes. The system allows 3 attempts to successfully complete the quiz.



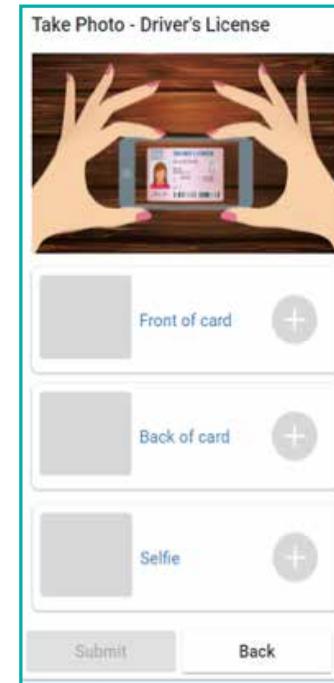
### Second Method

You will have to upload documents for Identity Verification such as:

- Driver's License Border
- Crossing Card
- Consular ID Card
- Employment Authorization Card
- Personal Identification (ID) Card
- Passport
- Passport Card
- Permanent Resident Card
- State Department ID Card
- Veterans Affairs ID Card



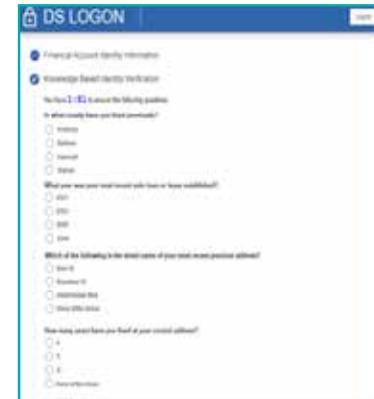
Take a picture of selected documents and submit or verification. Close page. Click on verification status after waiting 1 minute to monitor status of request.



Upon successful verification, the system will display "verification succeeded".

### Third Method

- Knowledge-based Quiz
- Document Upload
- Identity Verification
- Next is #7 Contact Information.



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

7. Verify contact information.



### 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.