

I STILL NEED HELP!

For further assistance, contact a call center below:

| <i>Organization</i> | <i>Phone # and Hours</i> | <i>Helps With</i> |
|------------------------------------|---|---|
| DMDC Customer Contact Center | 800-368-3665 Mon-Fri 5 a.m.- 5 p.m. PT | DEERS, CAC Issues, identity proofing, and DSL account information DMDC help desk DOES NOT help with ID.ME or LOGIN.GOV |
| Veterans Affairs (eBenefits) | 800-827-1000 Mon-Fri 5 a.m. - 6 p.m. PT | Veterans adding an identity to DEERS, Benefits Questions, such as GI Bill, Claim Status or Disability Benefits |
| Veterans Affairs (eBenefits) | 800-983-0937 Mon-Fri 5 a.m. - 6 p.m. PT | Technical Issues, such as password changes or error codes |

RAPIDS Site Locator <https://idco.dmdc.osd.mil/idco/>



MHS GENESIS Patient Portal DS Logon (DSL) Guide

Please READ this entire guide



What is DS LOGON (DSL)? It is an identity verification system managed by the Department of Defense. This log-in method allows access to the new MHS GENESIS Patient Portal, but is also used to access other DOD and VA partner websites that contain Personally Identifiable Information. By signing up for a free account, you can view your financial and benefits information, Personal Health Information, claim statuses, and records.

IMPORTANT

What is REMOTE PROOFING?

-In order to protect your PII and PHI in partner applications, remote proofing is a multi-step process where the system automatically selects a means to remotely verify your identity. The process consists of any combination of the following: successfully uploading documentation (i.e., driver's license), taking a selfie that is similar to a passport photo, typing select digits of a credit card, and/or answering knowledge-based questions. ALL information sent to the data vendor is ENCRYPTED and PROTECTED. The user CANNOT choose which method is used for remote proofing. The data vendor provides information that helps the DOD verify the user's identity.

· You MUST complete all the steps at a single time in the time limit provided. If you do not complete the process, or your session times out, or if you provide information that cannot be verified, your ability to access DSL and partner sites may be impacted and you may be locked out of the system for a period of time.

· The process is meant to take approximately 10 minutes. Please have driver's licenses, credit cards, and/or loan documents, computer or cell phone with a camera and the ability to receive a One Time PIN all together before you start the process.

· The information used in remote proofing is pulled using a soft inquiry on your credit report and is not used for any other purpose except to verify your identity at a single point in time. The data is not used for data mining or any purpose other than identity verification. THIS DOES NOT AFFECT YOUR CREDIT; IT IS ONLY USED TO VERIFY YOUR IDENTITY.

· If you have reported identity theft and your credit report is frozen, you will need to temporarily unfreeze your credit report to remote proof.

DS Logon Website & FAQ (click "Need support?" at the bottom)
<https://myaccess.dmdc.osd.mil/identitymanagement/app/login>

➔ Go to <https://myaccess.dmdc.osd.mil/identitymanagement/app/login> to sign up for a DS Logon account

- Select "Create Account"
- Follow the registration procedures
- Registration can take up to 10 minutes to verify your identity. Individuals will be consenting to a soft-inquiry on their credit report and receive a one-time PIN (OTP) to the phone number on file. Prior to starting this, ensure you have time and access to your phone.

➔ For Retirees, Veterans, Family Members/Dependents. See pages 2-3 in the FAQs found at <https://www.dmdc.osd.mil/identitymanagement/> Click "Need Support?" at the bottom of the page.

- If you are getting a new ID card, users can request in-person verification at the same time. You can use this link <https://idco.dmdc.osd.mil/idco/> to find a RAPIDS site location.
- Please utilize site location websites to make an appointment and find a list of required documentation to bring to your appointment.
- Veterans have the option to contact the VA by phone, web page <https://ask.va.gov/>, or in person at a VA Regional Office.

➔ After you have created an account you will be able to:

- Manage Relationships
- Update password information
- Account Locks, Deactivations, & 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.

If you have unsuccessfully tried to remote proof multiple times and are now receiving an error, your ability to remote proof will be suspended for **30 days**. If you try again, the 30-day timeline starts over again. DMDC CCC, VA, and DSL **CANNOT** remove the suspension on your ability to re-mote proof as it occurs at the data vendor site.

You must either wait the full 30 days to try again or proceed to a RAPIDS site location to provide proof of identity in person.