

MHS Genesis Portal



<https://my.mhsgenesis.health.mil/pages/home>

UNCLASSIFIED / CUI

DEPARTMENT OF DEFENSE
MHS GENESIS
MILITARY HEALTH SYSTEM

IMPORTANT INFORMATION!
All Users

WE'RE MODERNIZING YOUR LOGIN EXPERIENCE!
We're excited to announce myAuth, a new, secure, and user-friendly way to access your DoD applications, supported by the Defense Manpower Data Center (DMDC). [Click here to learn more.](#)

ATTENTION MILITARY DEPENDENTS, RETIREES AND DEPENDENTS:
The preferred method to create a DS Logon account is to select "Email Registration"

IMPORTANT TIP:
If you experience issues, ensure you are using Chrome or Edge, clear your cookies, cache, and close all browsers. Do not use Internet Explorer Backwards Compatibility. You may need to allow pop-ups. You can also refer to Need Support? below for more information.

FOR YOUR SECURITY:
You must **LOG OFF** and **CLOSE** your browser to prevent unauthorized access to your account.

Dismiss

DS Logon CAC PIV

Username *

Current Password *

Scroll
Down. ↓

→
You will see this.

Options to login:

DS Logon CAC PIV

Username *

Current Password *

Login

[Forgot Username?](#) [Forgot Password?](#)

You can also:

Create New Account Activate Account Manage Account Need Support?

Alert

We do not initiate contact with beneficiaries via email or telephone to request private personal (Name, SSN, DOB) or sensitive DS Logon account information (username, password, challenge questions). If you think you provided personal or account information in response to a fraudulent email, website or phone call, be sure to change your password and challenge questions immediately.

***Note: Access is managed by DS Logon – MEDDAC cannot assist**



You have an appointment starting next month!

PC FTR

Army Medicine Camp Zama Crawford F Sams Health Clinic Fa...

Wed., Sep. 17

9:40 a.m. JST

Options

1

Select "Options"

Questions about your health record? Contact your healthcare team.
Questions about your account? Support is available any time at (800) 600-9332
Please close your internet browser after you sign out. This is to protect your health information & privacy!

[Terms of Use](#) | [Privacy Policy](#) | [Frequently Asked Questions](#)

Appointment Details

The information you need

PC FTR

On
Wednesday, September 17, 2025
at 9:40 a.m. JST

3

With
Provider, Name M MD

At
Army Medicine Camp Zama Crawford F Sams Health Clinic Family Medicine

Cancel Appointment

Reschedule Appointment

Add to Calendar

Print

4

Close

You have an appointment starting next month!

PC FTR

Army Medicine Camp Zama Crawford F Sams Health Clinic

Wed., Sep. 17

9:40 a.m. JST

Options

2

Select "View Details"

View Details

Reschedule Appointment

Cancel Appointment

Select "Messaging" tab

The screenshot displays the MHS GENESIS Patient Portal interface. At the top, a dark blue navigation bar contains the portal logo and five tabs: Home, Health Record, Messaging, Appointments, and Clipboards. The 'Messaging' tab is highlighted with a yellow border and a red box, with a large number '5' next to it. Below the navigation bar, a left sidebar lists 'Messaging', 'Inbox', 'Sent', and 'Trash'. The main content area is titled 'Inbox' and contains a text box explaining its function. At the bottom of this area, a blue button labeled 'Send a message' is highlighted with a red box and a large number '6'. A red arrow points from the 'Send a message' button to the 'Messaging' tab. A text box at the top right says 'Select "Messaging" tab', and another at the bottom right says 'Select "Send Message"'.

MHS GENESIS Patient Portal

Home Health Record **Messaging** Appointments Clipboards

Messaging

Inbox

Sent

Trash

Inbox

The inbox contains updates or responses received from your care providers. Select **Send a Message** to create a message to your name, location and/or specialty by typing in the search box.

Send a message

Select "Send Message"

6

MHS GENESIS Patient Portal

Home Health Record **Messaging** Appointments Clipboards

Messaging

Inbox

Sent

Trash

< New Message

To send a message to your PCM/Provider, start typing their name in the search box. You can also search by typing in location or specialty. You will see results information* icon.

Please do not send messages to a Specialty Care Clinic or Provider if you are not already a patient or do not have a referral for Specialty Care from your Primary Care Provider.

Messages are saved to your chart and viewable by your care team and PCM. Your care is important to us! Our goal is to respond within 1 business day, but we may respond sooner.

* Indicates a required field.

Patient Name

Your Name Here

*** To**

7 ✨ Type the Provider name: the system auto-searches as you type

Select a recipient

*** Subject**

8 ★ Type the Appointment Date and "Shaving Update"

Attachments Maximum file size is 25 MB

9 ★ Upload required Images (4)

Choose File No file chosen

Add another attachment

*** Message**

10 ⚡ Type a message here.
Example: "See attached pictures"

Send Cancel

11

Type at least three letters of the **Last Name** of the Provider you have the appointment with.
(Look for Camp Zama)

7 ✨

* To

cru

Camp Zama Family Medicine Clinic_Provider, Name M MD

Ft Bliss SFMC Garrison Care Team_Dela Cruz, Marco, MD

Ft Moore MACH Family Medicine Strong Team_Crumling, Nicole, MD

Ft Moore Sledgehammer TMC Marne Team_Cruz, Deana, PA

8 ★

Example Format:

17 SEP 25 Shaving Update

9 ★

Required: (Not Full Head)

A. Right Cheek B. Left Cheek

C. Front Face D. Front Neck

Examples Below?

