



How to Register and Set Up an Account for the Secure, Self-Service West Region Beneficiary Portal Quick Reference Guide

For TRICARE West Region Beneficiaries

Key Points

- Portal Eligibility
- Viewing Health Records
- Registering for the Beneficiary Portal using DS Logon or DEERS Email
- Support and Cybersecurity Awareness

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Introduction

This guide helps you register for and set up an account in the beneficiary portal using DS Logon or TriWest Healthcare Alliance registration.

This guide also shares how to contact support and provides cybersecurity tips.

Note: *The primary login method is DS Logon. If you do not have a DS Logon and are not eligible for one, please use the secondary option.*

Who is Eligible for the Portal?

To register on the beneficiary portal, you must be in the Defense Enrollment Eligibility Reporting System (DEERS) as one of the following:

- A uniformed Service member (active duty, retired, or a member of a Reserve Component)
- US-sponsored foreign military
- A Department of Defense (DOD) and uniformed services civilian
- Other personnel as directed by the DOD (including the patient population serviced through the Military Health Services System)
- An eligible family member including spouse, ex-spouse, surviving spouse, or adult child receiving DOD benefits



Viewing Health Records

If you receive most care from a military hospital or clinic, you'll have a DOD electronic health record. Access your recent DOD Health Records through the TRICARE West beneficiary portal. Keep in mind:

- **Retired or separated from the Armed Forces:** After January 1, 2014, your service treatment records were digitized. You can access them through the portal if they do not contain information classified as sensitive.
- **Spouses:** Sponsors cannot access their spouse's health records from their portal account. The non-sponsor spouse will access their health records through their own account. To be able to access your spouse's health records within the portal, you must submit an Authorization to Disclose Form, and this request must be approved by TriWest.
- **Children:** State and federal laws protect the privacy of certain children, typically age 13 or older depending on the type of data and specific state laws. Sponsor access to information varies by age and diagnosis.
 - **Children under the age of 18:** Immunizations, vitals, and allergies are viewable on the [MHS Genesis Patient Portal](#).
 - **Children ages 13-17:** The sponsor or authorized parent will not be able to view the following sensitive diagnoses (**Note:** *A sensitive diagnosis of deceased or alcohol/substance abuse will not show in the portal for the sponsor, authorized parent, or for any family members.*):
 - Abortion
 - Reproductive services, including contraception
 - Sexually transmitted disease
 - Gender dysphoria
 - Alcohol/substance abuse or substance use disorders (SUDs)
 - Human Immunodeficiency Virus (HIV) / Acquired Immune Deficiency Syndrome (AIDS)
 - **Children under the age of 13:** Medications, radiology results, problem list, encounters, documents, and laboratory results are viewable.
Note: *For coronavirus and influenza lab tests, results will display for your children who are ages 12-17.*



Beneficiary Portal Log In

Register With DS Logon

When registering, beneficiaries who are 13 years of age and older and spouses will each need their own account. Beneficiaries who are under 13 years of age cannot create their own accounts. Beneficiaries who are under 18 years of age must have an existing record in DEERS and may have access restrictions.

To be eligible for DS Logon, the beneficiary must be:

- At least 13 years old and affiliated with DOD or VA
- Listed in DEERS as a Service Member (Active, Guard, Reservist, Retiree)
- Veteran
- Dependent (e.g., spouse, ex-spouse, surviving spouse, and/or adult child receiving DOD Benefits)
- DOD Civilian
- Contractor

To begin registering on the Beneficiary Portal through DS Logon:

1. Navigate to the [secure, self-service West Region beneficiary portal](#) through one of the recommended browsers, Chrome or Edge. If you have already registered on the beneficiary portal, you can log in.



2. If you have not registered for DS Logon and are eligible, you can register for a DS Logon through [milConnect](#). Select **Register or Log In with DS Logon** under the designated section.

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Beneficiary Portal Log In

There are two ways to log in to the secure beneficiary self-service portal.

1. The primary login method is DS Logon. If you do not have a DS Logon and are not eligible for one, please use the secondary option.
2. The second option is to self-register using the personal email address you have on file with DEERS.

Continue with DS Logon

Get immediate access with DS Logon or by using your CAC. Set up two-factor authentication to keep your data even more secure.

Please note: If you've already set up a West Region account using your DEERS email address, you'll need to confirm your information on the portal again when switching to DS Logon.

Register or Log In with DS Logon

Log In or Register with DEERS Email

Use the personal email address you have on file with the Defense Enrollment Eligibility Reporting System (DEERS) to log in.

If you do not have an email on file in DEERS, you'll need to make that update prior to logging in. [Verify or Update DEERS](#)

Log In **Sign Up As New User**

3. Through the DS Logon page, select **Create New Account**.
Note: Select **Need Support?** to access support documentation related to DS Logon.

DS Logon CAC PIV

Username *

Current Password *

Login

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

You can also:

Create New Account **Activate Account** **Need Support?**



4. Select **Email Registration: I have a valid DOD ID Card or CAC and a valid unique email address in DEERS**, then select **Continue**.

DS Logon Registration

It is critical that you read the [DS Logon Support Documentation](#) PRIOR to creating an account. There is specific information in the Support Documentation related to account creation and items needed for remote identity proofing.

It is recommended to use Chrome or Edge. If you experience issues, make sure to clear your cookies, cache, and all browser sessions. You may need to allow pop-ups.

Please select how you would like to create your DS Logon account:

CAC: I have my CAC with access to a card reader.

Email Registration: I have a valid DoD ID card or CAC and a valid unique email address in DEERS. This option is recommended for Military Spouses, Retirees and their eligible Family Members who are in possession of a valid DoD ID Card.

Remote Identity Proofing: I do not have a valid DoD ID card or CAC and will need to remote proof to verify my identity.



5. Complete the **Name**, **Date of Birth**, and **Person Identifier** information fields, then select **Submit**.

Registration

Tell us about yourself.

Name

First Name * Last Name *

Date of Birth

Month Day Year

Person Identifier

ID Type * ID Number *

5



6. You will receive an activation email within 24 hours or a letter within 15 business days. To enter your activation code, select the **Activate Account** button.

A screenshot of the TRICARE login interface. At the top, there are three tabs: "DS Logon" (which is selected and underlined), "CAC", and "PIV". Below the tabs are two input fields: "Username *" and "Current Password *". The password field has an eye icon to its right. Below these fields is a grey "Login" button. Underneath the login button are two links: "Forgot Username?" and "Forgot Password?". At the bottom of the page, there is a section titled "You can also:" followed by three blue buttons: "Create New Account", "Activate Account", and "Need Support?". The "Activate Account" button is highlighted with a red rectangular border, and a blue circular callout containing the number "6" is positioned over it.



7. Complete the information fields and enter the **Activation Code**, then select **Submit**.
Note: If any issues occur during the DS Logon registration process, you may call the DS Logon Help Desk for further assistance at 800-477-8227.

DS Logon Activation

Tell us about yourself.

Name

| | |
|--------------|-------------|
| First Name * | Last Name * |
|--------------|-------------|

Date of Birth

| | | |
|-------|-----|------|
| Month | Day | Year |
|-------|-----|------|

Person Identifier

| | |
|-----------|-------------|
| ID Type * | ID Number * |
|-----------|-------------|

Activation Code

| |
|--------|
| Code * |
|--------|



8. Once registered for DS Logon, return to the beneficiary portal to sign in with your new DS Logon account.

A screenshot of the TRICARE beneficiary portal login interface. It is divided into two main columns. The left column is titled "Continue with DS Logon" and contains text about getting immediate access with DS Logon or using a CAC, and a "Please note" section. A red box highlights a button labeled "Register or Log In with DS Logon" with a lock icon, and a blue circle with the number "8" is overlaid on it. The right column is titled "Log In or Register with DEERS Email" and contains text about using a personal email address and a link to "Verify or Update DEERS". It features two buttons: "Log In" with a lock icon and a hand cursor, and "Sign Up As New User".

Continue with DS Logon

Get immediate access with DS Logon or by using your CAC. Set up two-factor authentication to keep your data even more secure.

Please note: If you've already set up a West Region account using your DEERS email address, you'll need to confirm your information on the portal again when switching to DS Logon.

8 Register or Log In with DS Logon 🔒

Log In or Register with DEERS Email

Use the personal email address you have on file with the Defense Enrollment Eligibility Reporting System (DEERS) to log in.

If you do not have an email on file in DEERS, you'll need to make that update prior to logging in. [Verify or Update DEERS](#)

Log In 🔒 Sign Up As New User



Register With DEERS Email

Log in to the beneficiary portal using the personal email address you have on file with DEERS.

1. Navigate to the [secure, self-service West Region beneficiary portal](#) through one of the recommended browsers, Chrome or Edge. If you have already registered on the beneficiary portal, you can log in. **Note:** If you don't have an email address in DEERS or are unsure what email address is on file, select the **Verify or Update DEERS** link.
2. If you have not registered for the beneficiary portal, select **Sign Up As New User** to register.

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Beneficiary Portal Log In

There are two ways to log in to the secure beneficiary self-service portal.

1. The primary login method is DS Logon. If you do not have a DS Logon and are not eligible for one, please use the secondary option.
2. The second option is to self-register using the personal email address you have on file with DEERS.

Continue with DS Logon

Get immediate access with DS Logon or by using your CAC. Set up two-factor authentication to keep your data even more secure.

Please note: If you've already set up a West Region account using your DEERS email address, you'll need to confirm your information on the portal again when switching to DS Logon.

[Register or Log In with DS Logon](#)

Log In or Register with DEERS Email

Use the personal email address you have on file with the Defense Enrollment Eligibility Reporting System (DEERS) to log in.

If you do not have an email on file in DEERS, you'll need to make that update prior to logging in [Verify or Update DEERS](#)

1 [Log In](#) **2** [Sign Up As New User](#)



3. Enter your email in the **Email Address** field.

4. Select **Send verification code**.

Note: Check your email for the Verification Code. A new field appears for you to enter the code.

A screenshot of a mobile application interface for TRICARE West Region. At the top left is a back arrow and the word "Cancel". In the center is the TRICARE logo, and to its right is the text "WEST REGION". Below the logo is the instruction: "Enter email address on file with DEERS. Send. Then enter verification code." There are two main elements highlighted with red boxes and numbered callouts: a text input field labeled "Email Address" with a blue circle containing the number "3" to its left, and a blue button labeled "Send verification code" with a blue circle containing the number "4" to its left.



5. Enter the code you received in the **Verification code** field.

6. Select **Verify code**.

Note: You can use **Send new code** if the code does not arrive. Check your spam or junk folder. Once you've entered the verification code, you will be redirected to the Beneficiary Portal, where you can complete Self-Service registration. **Refer to the next page for this Self-Service Registration process.**

Verification code has been sent to your inbox. Please copy it to the input box below.



7. Enter a password in the **New Password** and **Confirm New Password** fields.
Note: Your password must be 8-16 characters and contain at least three of the following elements:
 - A lowercase letter
 - An uppercase letter
 - A number, 0-9
 - A special character, @ # \$ % ^ & * - _ + = [] { } | \ : ' , ? / ` ~ " () ; .
8. Enter your information in each of the fields.
Note: Check the format before entering information to avoid error messages.
9. Confirm the information entered is accurate, and then select **Create**.
Note: If the format is wrong, error messages will display in red before the related fields. If the information does not match your record, then an error displays with directions on what to do.

A screenshot of a web form with several input fields and a button. A red rectangular box highlights the 'New Password' and 'Confirm New Password' fields, with a blue circle containing the number '7' next to it. Another red rectangular box highlights the 'First Name', 'Last Name', 'Sponsor Social Security Number', and 'DoD Benefits Number: 11-digits, back of ID (no dash)' fields, with a blue circle containing the number '8' next to it. A third red rectangular box highlights the 'Create' button, with a blue circle containing the number '9' next to it.

New Password

Confirm New Password

7

First Name

Last Name

Sponsor Social Security Number

DoD Benefits Number: 11-digits, back of ID (no dash)

8

9

Create



10. Read the statements provided on privacy of information then select **Continue**.

Beneficiary Self-Service Registration

Step 1 of 5

View Privacy Information [Registration Example >](#)

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Consent Notification

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General Privacy Act Statement

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Privacy Act Statement

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Back Continue

11. Confirm the information displayed is accurate, then select **Continue** to proceed.

- If the information displayed is incorrect, log into your DEERS account or contact DEERS to update it:

DEERS Support Office (DSO)

Toll-free: 1-800-538-9552

TTY/TTD: 1-866-363-2883

Fax: 1-800-336-4416 (Primary) or 1-502-335-9980 (Alternate)

Website: [milConnect](#)

Step 2 of 5

Confirm Your Information

Please review the information below to ensure accuracy. If updates are needed, log in to [your DEERS account](#)

Last 4 digits of SSN: 1234

First and Last Name: Jason Knoll

Email: jknoll@gmail.com

Phone: (555) 555-5555

Residential Address: 123 Main St, Sunnvale, CA 87654

Back Continue



12. Choose your preferred method of communication using the dropdown menu for each field listed. Once complete, select **Continue**.

Step 3 of 5

Communication Preferences

General Correspondence ⓘ

Residential Address ▼

Clinical Care Programs, Health & Wellness ⓘ

Residential Address ▼

Explanation of Benefits ⓘ

Residential Address ▼

Enrollment Action Required ⓘ

Residential Address ▼

Referrals and Authorizations ⓘ

Residential Address ▼

Additional Care Preferences ⓘ

Opt-in to receive text messages about my Care Programs

Opt-in to receive text messages about my Referrals/Authorizations

By selecting Opt-In you agree to receive text messages. Standard message and data rates may apply. Message frequency will vary. You can opt out at any time by replying STOP to a text message, updating your preferences via Portal, or calling TriWest at 1-888-TRI-WEST between 8am until 5pm PST. Reply HELP to a text message at any time for assistance. Terms & Conditions can be found at [\[URL TBD\]](#). Privacy Policy can be found at <https://www.triwest.com/privacy>.

Back Continue

12



13. Confirm that your information displayed is accurate, then select **Continue**.
Note: If you need to make any revisions to your communication preferences, select **Back** to return to the page where the information can be edited.

Beneficiary Self-Service Registration

Step 4 of 5

Review Your Information

Please review the information below to ensure accuracy. Use the Back button for updates or Continue button to submit your information.

| | |
|--------------------------------|---------------------|
| Last 4 digits of SSN | First and Last Name |
| 1234 | Jason Knoll |
| Email | Phone |
| jknoll@gmail.com | (555) 555-5555 |
| Residential Address | |
| 123 Main St, Sunvale, CA 87554 | |

Communication Preferences

General Correspondence
Electronic

Clinical Care Programs, Health & Wellness
Electronic

Explanation of Benefits
Electronic

Enrollment Action Required
Electronic

Referrals and Authorizations
Electronic

Additional Care Preferences

Back Continue

14. A message will display indicating if the registration was successful. Select **Go to Beneficiary Portal** to return to the beneficiary portal homepage.

Beneficiary Self-Service Registration

Step 5 of 5

Registration Successful

An email has been sent to jknoll@gmail.com to confirm your registration.

Go to Beneficiary Portal

15. Sign in with your new account.

Continue with DS Logon

Get immediate access with DS Logon or by using your CAC. Set up two-factor authentication to keep your data even more secure.

Please note: If you've already set up a West Region account using your DEERS email address, you'll need to confirm your information on the portal again when switching to DS Logon.

Register or Log In with DS Logon

Log In or Register with DEERS Email

Use the personal email address you have on file with the Defense Enrollment Eligibility Reporting System (DEERS) to log in.

If you do not have an email on file in DEERS, you'll need to make that update prior to logging in. [Verify or Update DEERS](#)

Log In Sign Up As New User



Support and Cybersecurity Awareness

If you need help accessing the beneficiary portal or with the information within it, contact TRICARE West Customer Service at 1-888-TRIWEST (874-9378).

Cybersecurity awareness is crucial to protect your information. Remember:

- TriWest will never call you to ask for your password.
- Ignore suspicious requests for personal information and do not open emails or links from unknown sources.
- Always use secure messaging portals for exchanges and monitor your medical and insurance statements for any signs of fraud.