



Registering on the TRICARE West Region Government Portal Quick Reference Guide

Key Points

- This guide will help you log in and register for TRICARE West Region Government Portal access using a Common Access Card (CAC) or through the DS Logon method.
- The Government Portal provides access to reports and allows users to review claims, beneficiary information, and provider information, among other features.



Contents

Introduction	3
Logging In With Your CAC Card	3
Logging In With Your DS Logon Account.....	7
Registering for Government Portal Access	10
Contacting Your Site Administrator	13
Cybersecurity Awareness	14

Introduction

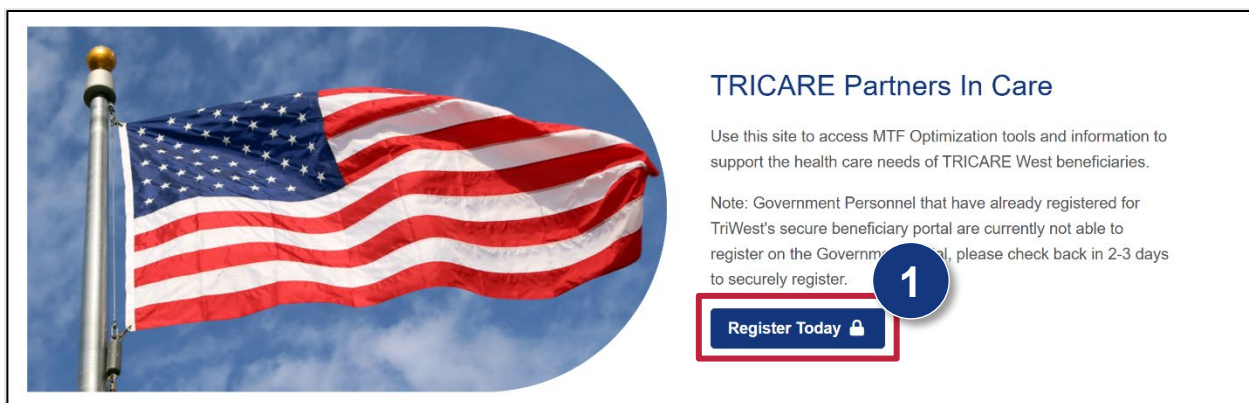
This guide will help you log in and register for TRICARE West Region Government Portal access. This portal supports medical management processes, provides access to reports, dashboards, and military treatment facility (MTF) tools, and allows users to review claims, as well as beneficiary and provider information.

Logging In With Your CAC Card

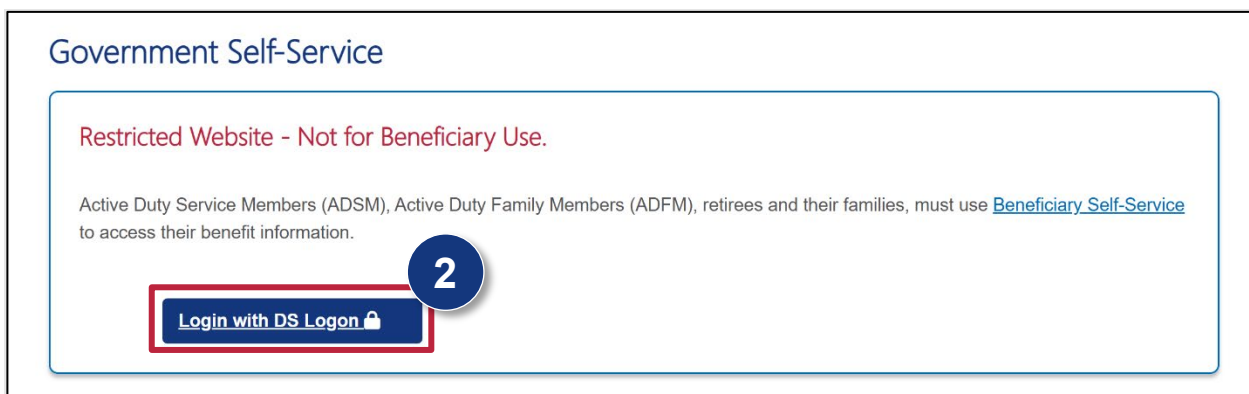
Users can log into the Government Portal using a DS Logon username and password, or a Common Access Card (CAC). The following instructions will guide you through the Government Portal login process using your CAC.

Note: This process requires a CAC reader.

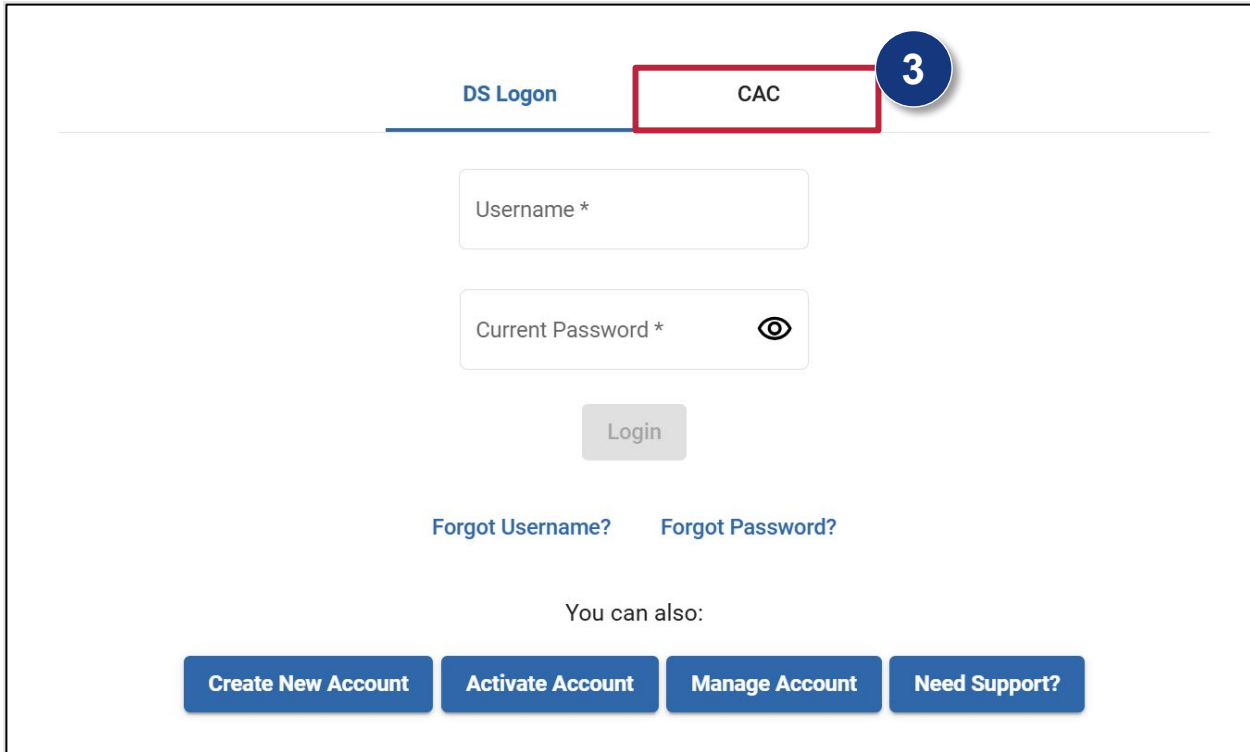
1. Go to the [TRICARE West Region homepage](#). Select the Government tab and select the **Register Today** button.



2. On the **Government Self-Service** page, you will encounter a warning, indicating that the Government Portal is not for beneficiary use. Select the **Login with DS Logon** button to continue.

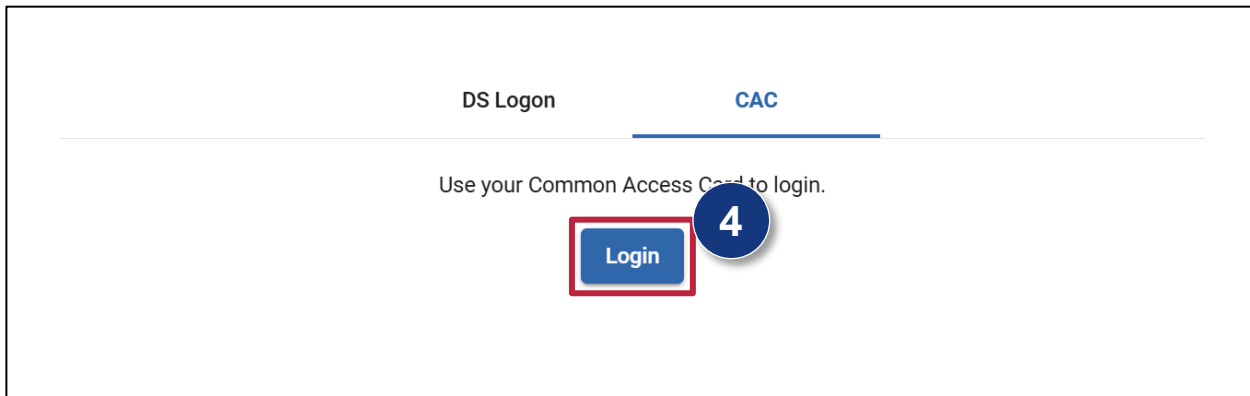


3. On the DS Logon sign in page, select the **CAC** tab to continue.



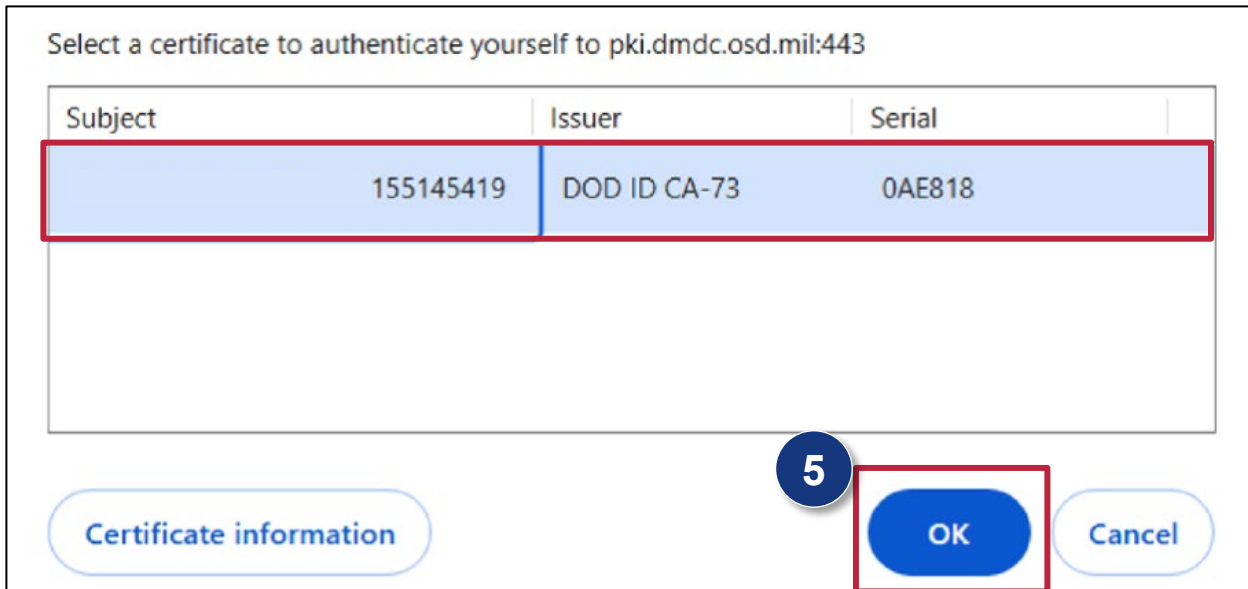
The screenshot shows the DS Logon sign in page. At the top, there are two tabs: "DS Logon" and "CAC". The "CAC" tab is highlighted with a red box and a blue circle containing the number "3". Below the tabs, there are two input fields: "Username *" and "Current Password *". The "Current Password *" field has an eye icon to its right. Below the input fields is a "Login" button. Underneath the "Login" button are two links: "Forgot Username?" and "Forgot Password?". At the bottom, there is a section titled "You can also:" followed by four buttons: "Create New Account", "Activate Account", "Manage Account", and "Need Support?".

4. With your CAC card securely entered into your CAC card reader, select **Login**.

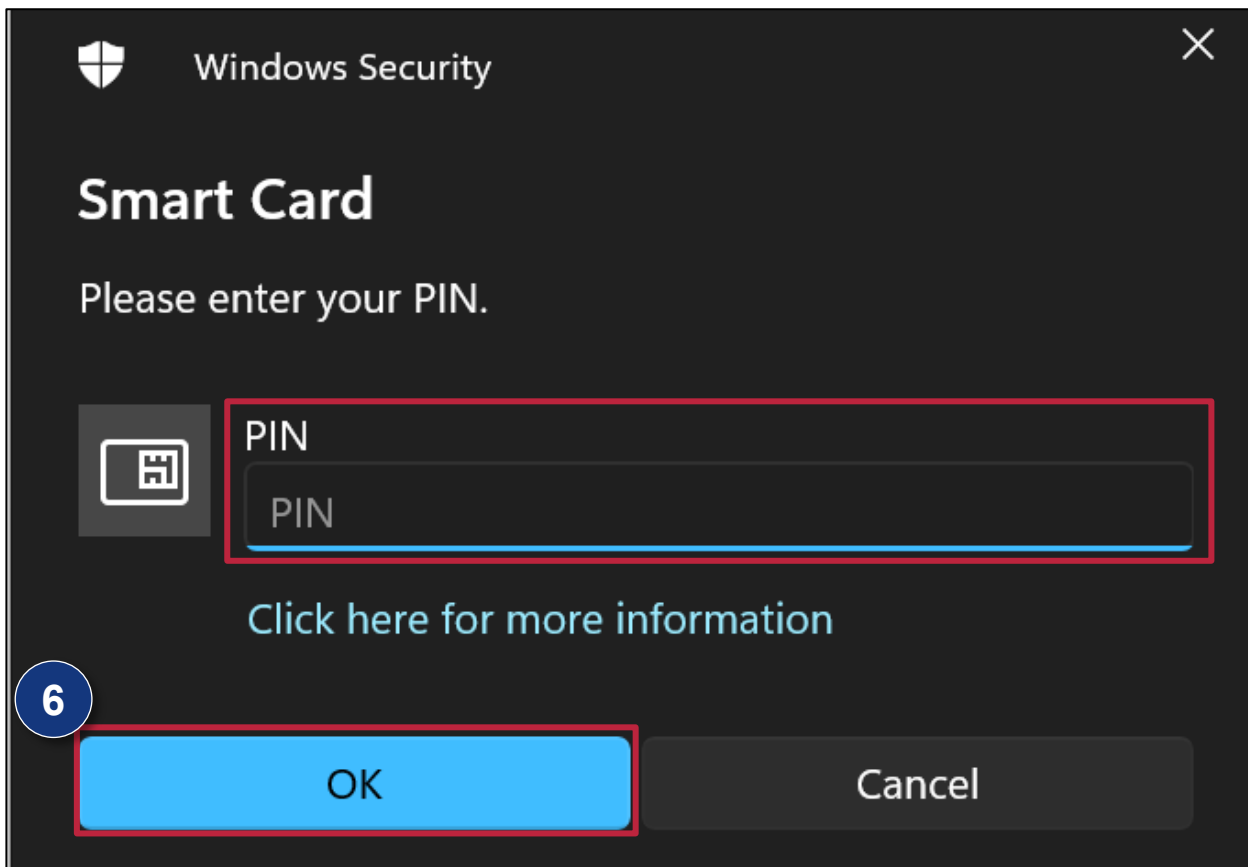


The screenshot shows the DS Logon sign in page. At the top, there are two tabs: "DS Logon" and "CAC". The "CAC" tab is highlighted with a blue underline. Below the tabs, there is a message: "Use your Common Access Card to login." Below the message is a "Login" button, which is highlighted with a red box and a blue circle containing the number "4".

5. Your computer system will prompt you to select the certificate to authenticate. Select the certificate and then select **OK**.



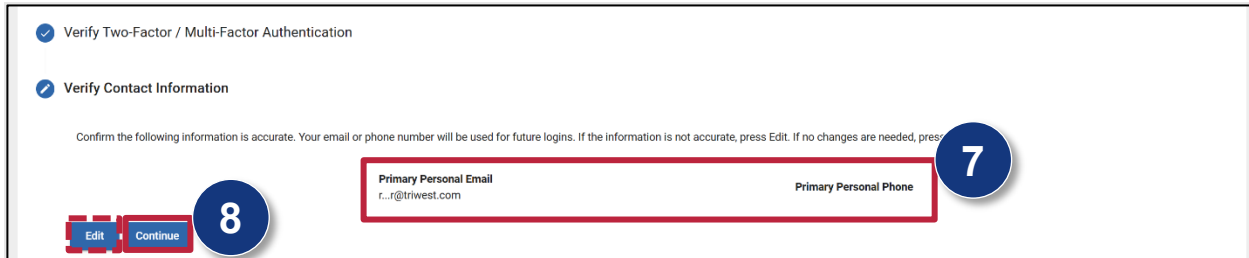
6. When prompted, enter the PIN number associated with your CAC card and select **OK**.
Note: Visit the [Managing Your Common Access Card Website](#) if you forget your PIN number.



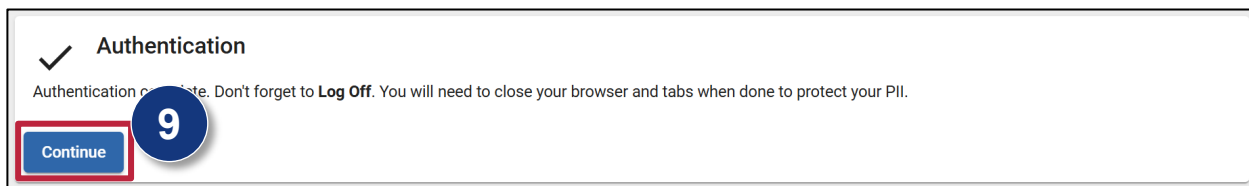
7. Verify your **Contact Information**.

Note: Select **Edit** to make any changes. To update your Primary Personal Email or Primary Phone Number, you must provide your DOD ID Number or Social Security Number to submit.

8. Select **Continue** to begin the Self-Service Registration.



9. On the Authentication page, select **Continue**.



10. To continue into the registration process, select **Continue to DS Logon** and follow the prompts.

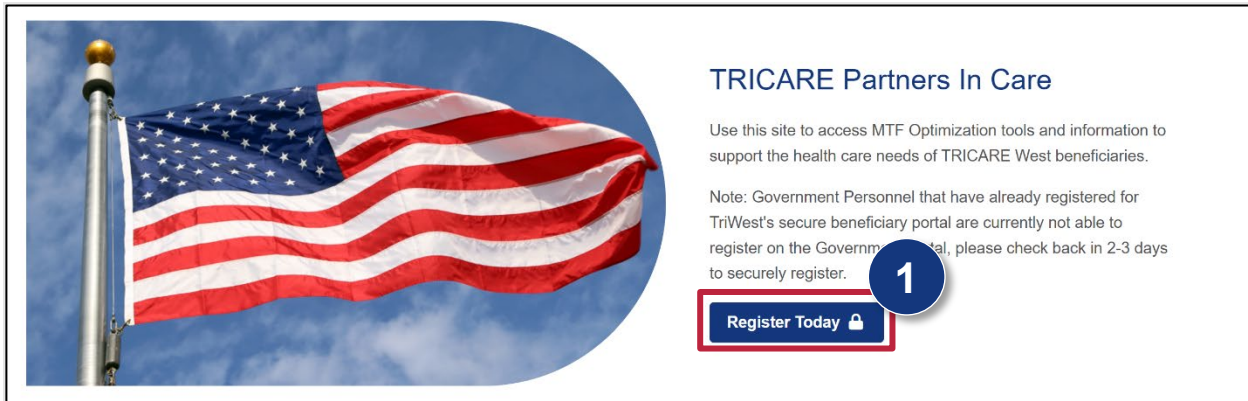
Beneficiary Self-Service to access their benefit information.' A blue button labeled 'Continue with DS Logon' with a lock icon is highlighted with a red box and circled with a blue '10'." data-bbox="95 500 860 700"/>

Continue to the [Registering for Government Portal Access](#) section on page 10 after following the Logging In With Your CAC Card steps.

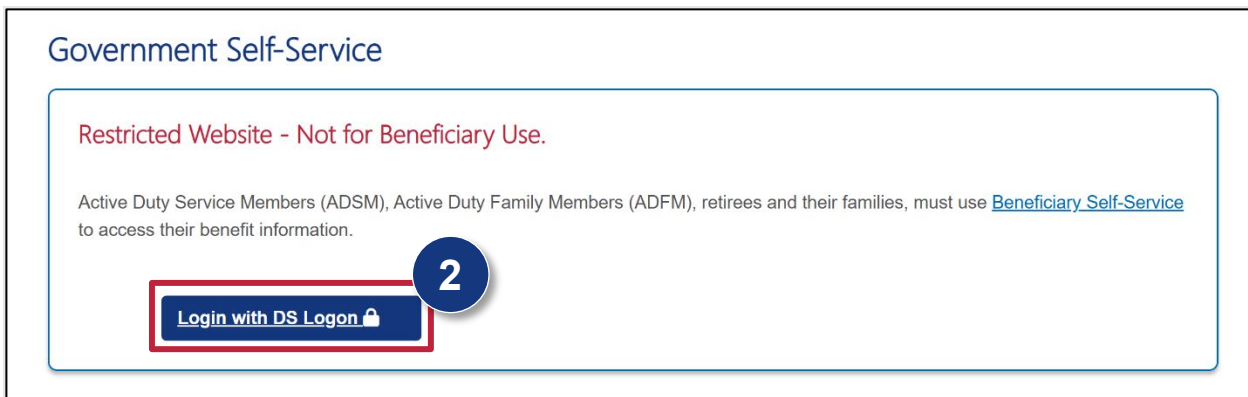
Logging In With Your DS Logon Account

Users can log into the Government Portal using DS Logon or a CAC card. The following instructions will guide you through the Government Portal login process using the DS Logon method.

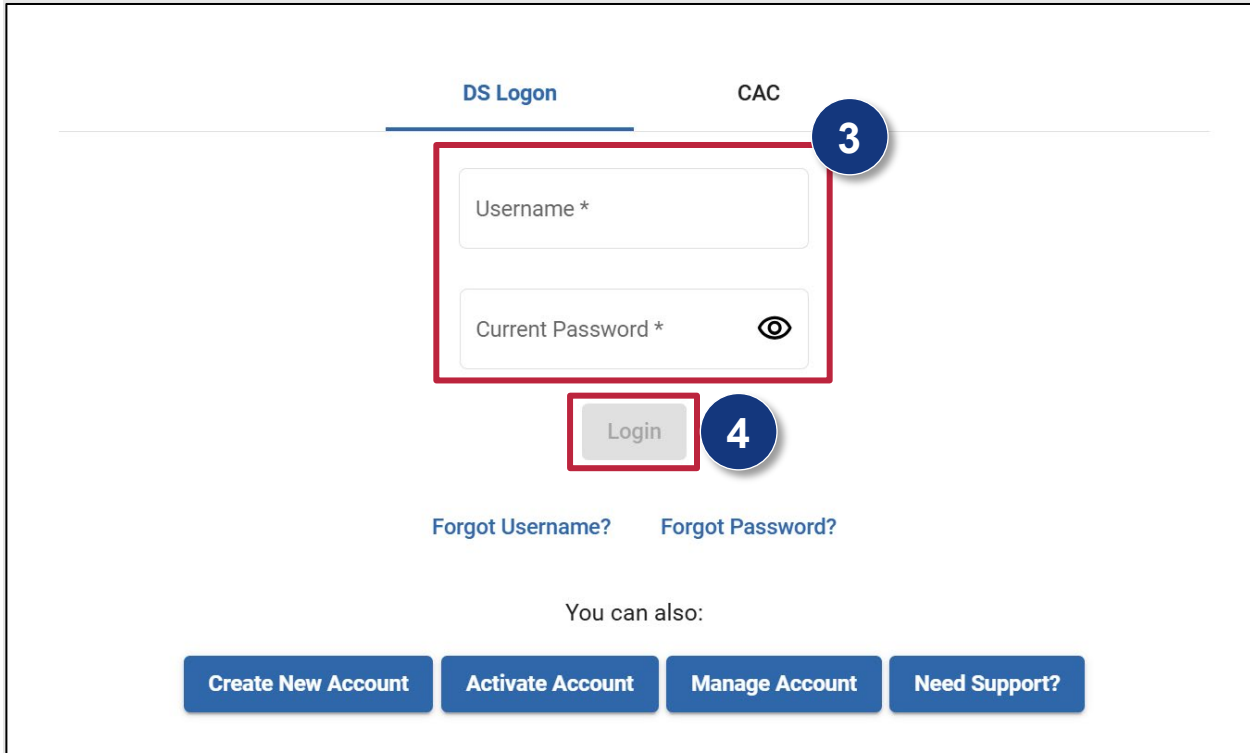
1. Go to the [TRICARE West Region homepage](#). Select the Government tab and select the **Register Today** button.



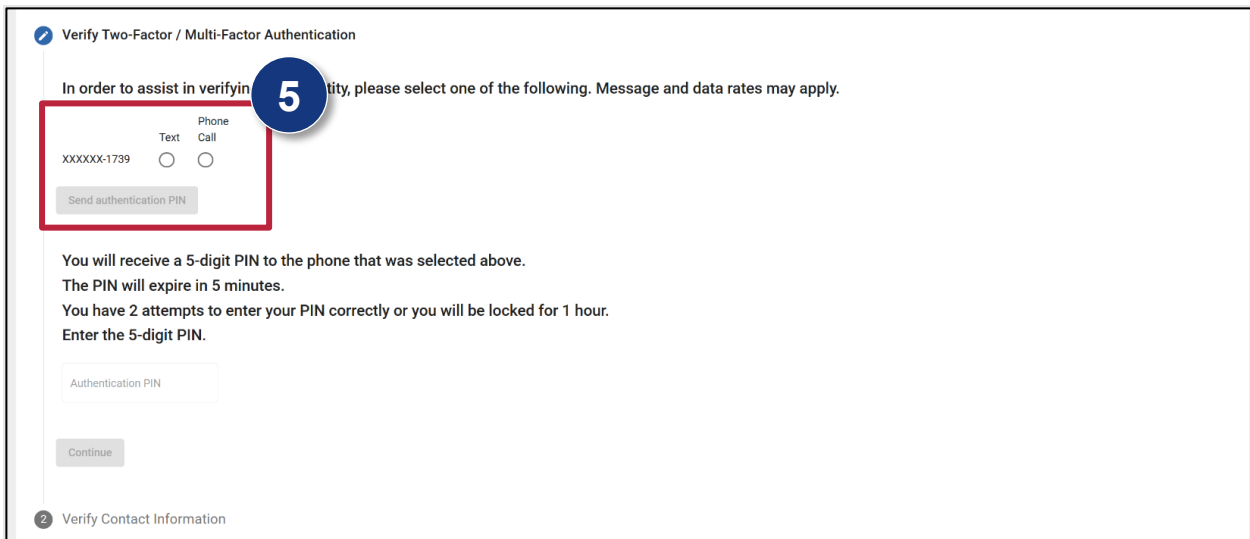
2. On the **Government Self-Service** page, you will encounter a warning, indicating that the Government Portal is not for beneficiary use. Select the **Login with DS Logon** button to continue.



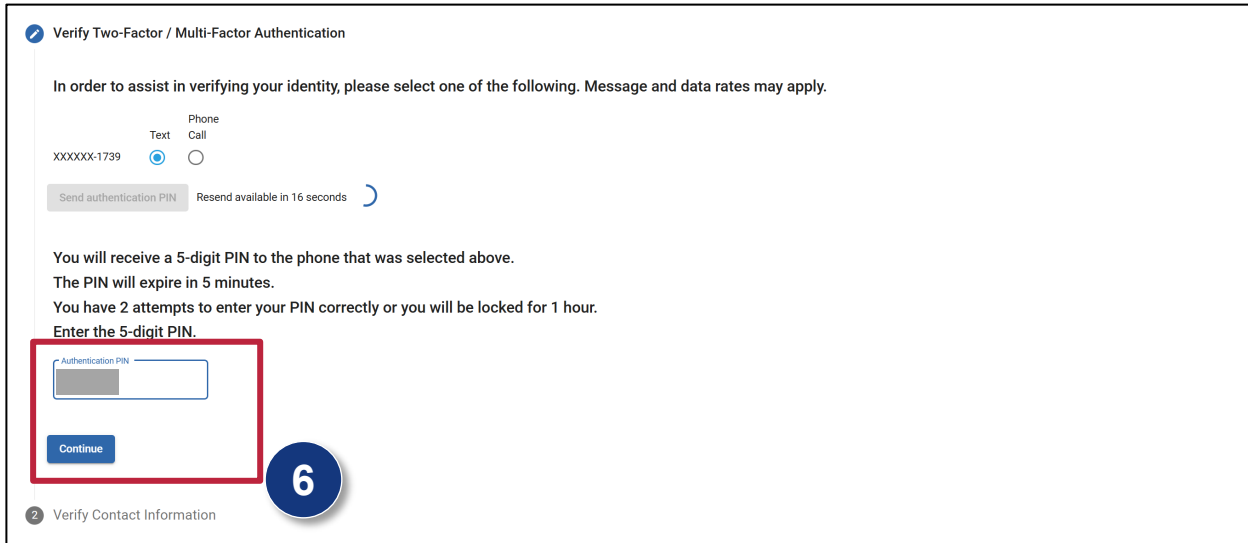
3. On the DS Logon sign in page, enter your **username** and **password** into the appropriate fields.
Note: Select the **Forgot Username?** or **Forgot Password?** links for help recovering your username or password if you have forgotten them.
4. Select **Login**.



5. Verify your identity using the **Two-Factor Authentication / Multi-Factor Authentication** method. Select a communication method, then select **Send authentication PIN**.



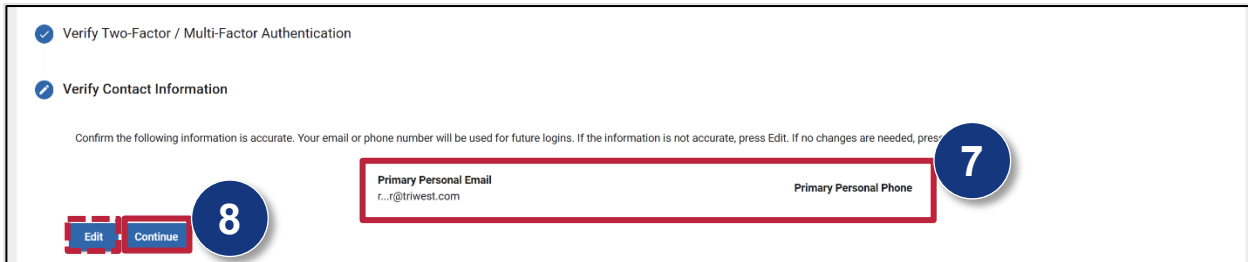
6. Enter the 5-digit authentication PIN in the Authentication PIN field, then select **Continue**.



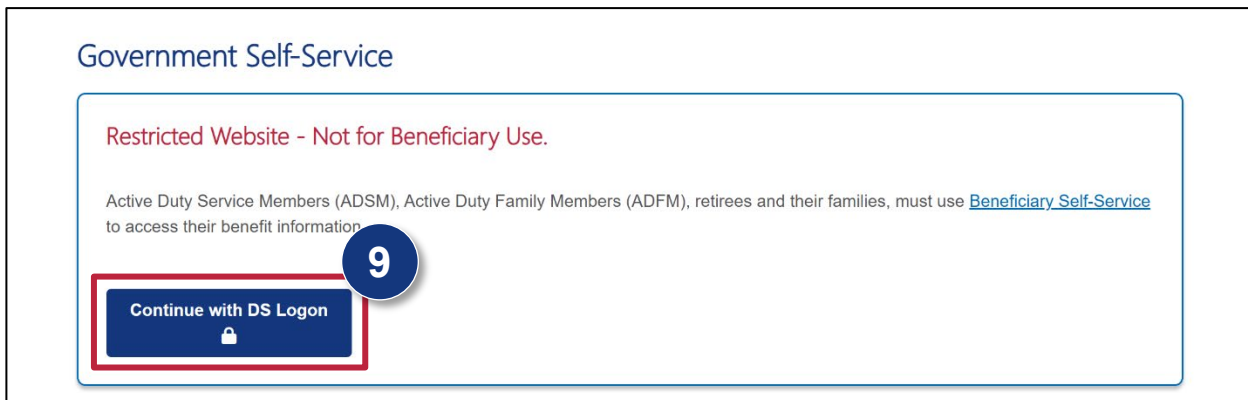
7. Verify your **Contact Information**.

Note: Select **Edit** to make any changes. To update your *Primary Personal Email* or *Primary Phone Number*, you must provide your *DOD ID Number* or *Social Security Number* to submit.

8. Select **Continue** to begin the Self-Service Registration



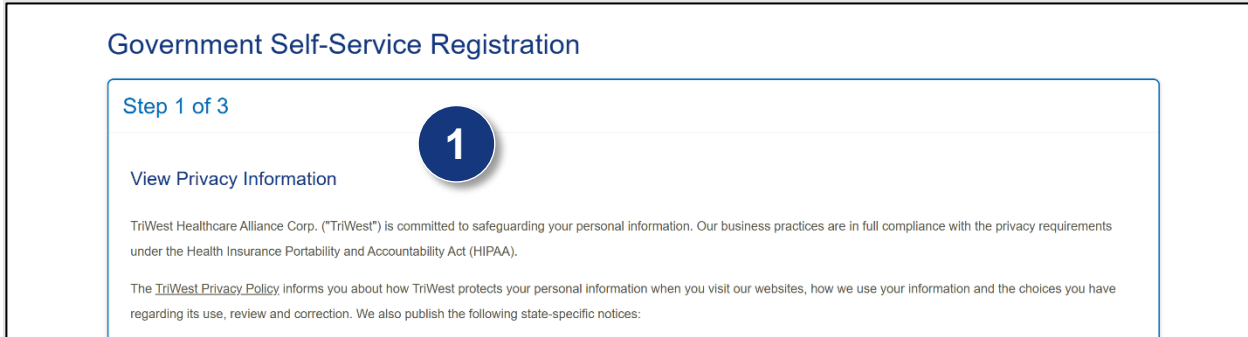
9. To continue into the registration process, select **Continue to DS Logon** and follow the prompts.



Continue to the [Registering for Government Portal Access](#) section on page 10 after following the Logging In With Your DS Logon Account steps.

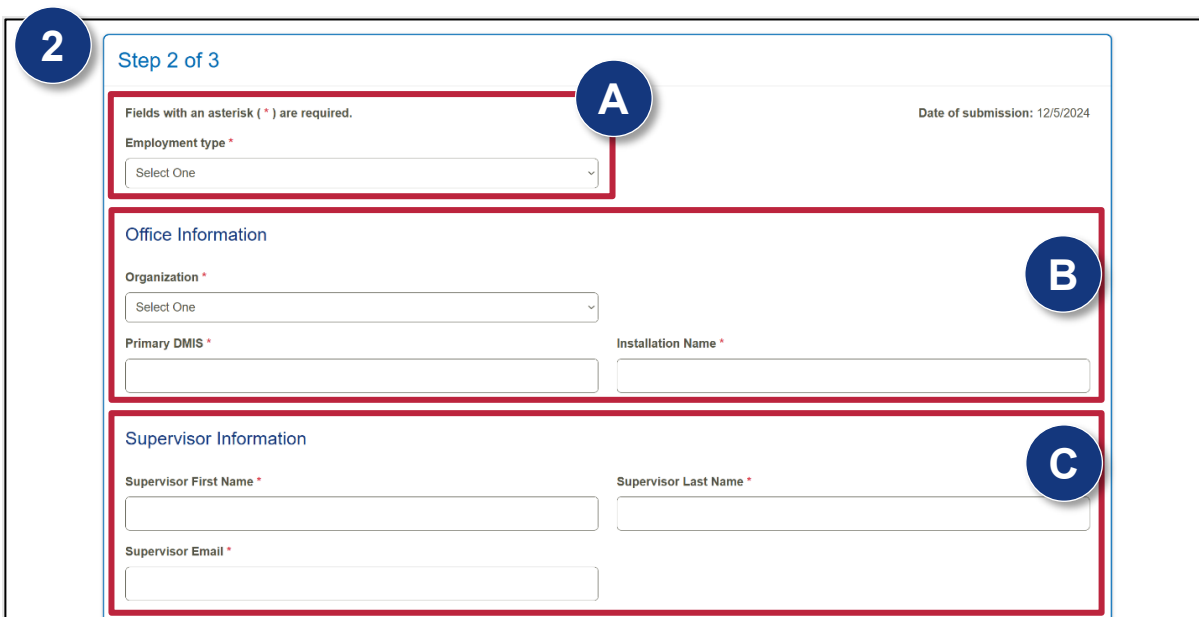
Registering for Government Portal Access

1. Read the statements on the **Privacy** portion of the Self-Service Registration process and select **Continue** at the bottom of the page.

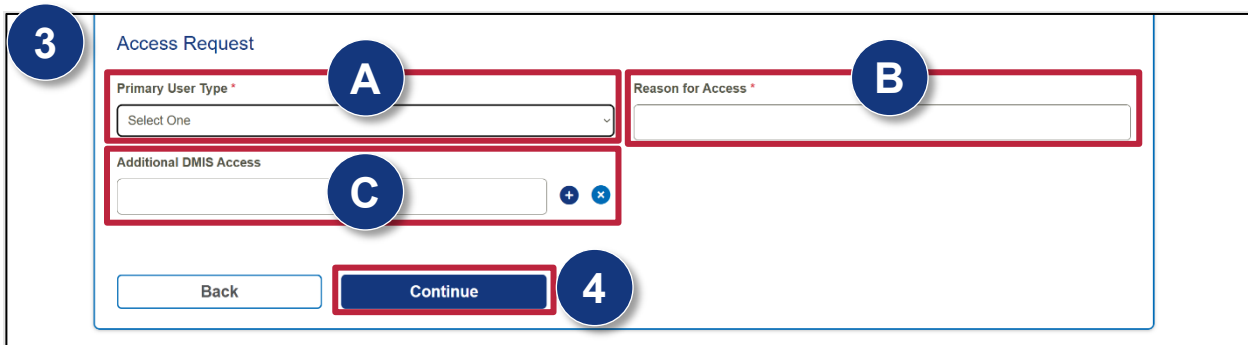


2. The next step of the Self-Service Registration process requires you to fill out the form in its entirety. Select the most appropriate responses from the drop-down lists and enter the correct information in the required fields.

- A. Employment Type: Select **Government Employee, Individual Contractor, or Vendor Contractor** from the drop-down list.
- B. Office Information: Select an **Organization**, enter a 4-digit Primary Defense Medical Information System Identification (**DMIS**) ID, and enter an **Installation Name**.
Note: If you do not have a Primary DMIS, enter "0000"
- C. Supervisor Information: Enter a **Supervisor First Name, Supervisor Last Name, and Supervisor Email**.
Note: The form only accepts .gov or .mil email addresses.

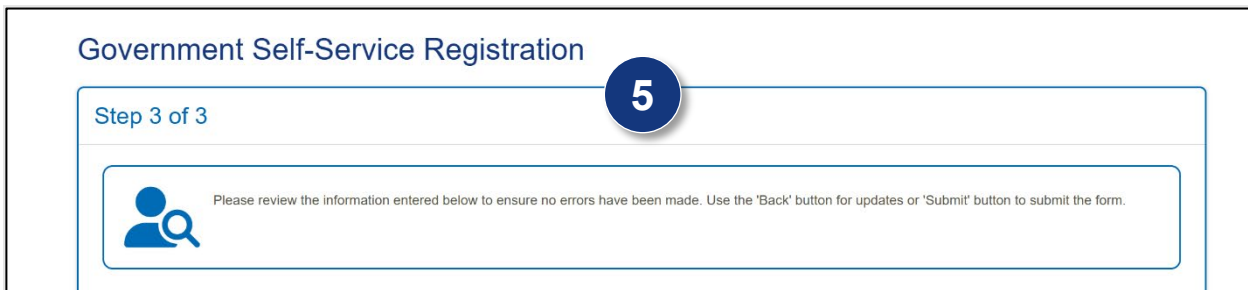


3. At the bottom of the form, complete the **Access Request** section.
 - A. Select one of the following options from the **Primary User Type** drop-down menu:
 - DHA – Customer Service
 - DHA – Medical Management
 - Info Warehouse
 - MMSO – Medical Management
 - MTF – Customer Service
 - MTF – Medical Management
 - NOAA – Medical Management
 - USPHS – Medical Management
 - B. Enter a **Reason for Access**.
 - C. Include any **Additional DMIS Access** you need depending on your role.
Note: Use the “+” and “x” buttons to add or remove DMIS IDs from the form.
4. Then select the **Continue** button.



The screenshot shows the 'Access Request' form. Callout 3 points to the entire form area. Callout A points to the 'Primary User Type' dropdown menu. Callout B points to the 'Reason for Access' text input field. Callout C points to the 'Additional DMIS Access' input field with '+' and 'x' buttons. Callout 4 points to the 'Continue' button at the bottom right of the form.

5. Review the information entered to ensure that you have not made any errors.

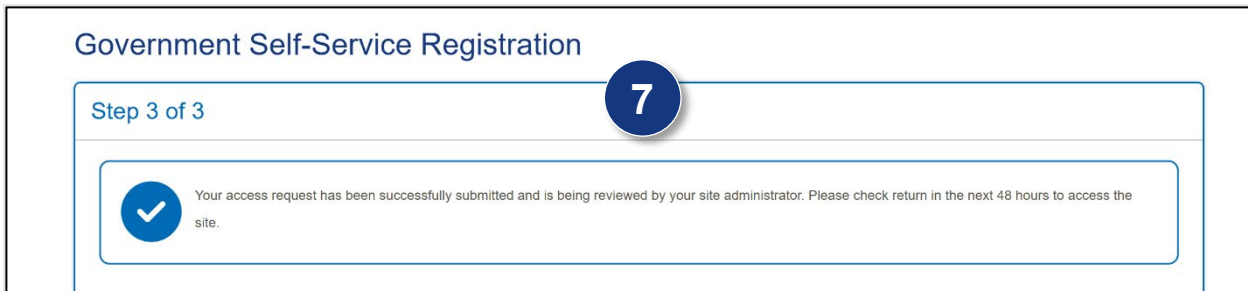


The screenshot shows the 'Government Self-Service Registration' review screen. Callout 5 points to the 'Step 3 of 3' indicator at the top of the review area. Below the indicator is a message: 'Please review the information entered below to ensure no errors have been made. Use the 'Back' button for updates or 'Submit' button to submit the form.' There is also a magnifying glass icon over a person silhouette.

6. Select **Submit** to submit and complete the registration process.
Note: Use the **Back** button to make changes.



7. You have successfully submitted your access request. Once submitted, an administrator will review the registration request and authorize or deny access. Please allow up to 48 hours to access the site.
Note: If you do not obtain access within 48 hours, please contact your Site Administrator (see next section for details).





Contacting Your Site Administrator

Each MTF or Defense Health Network (DHN) has one or more designated Government Portal Site Administrators. These individuals are responsible for managing user access, updating account permissions, and serving as the first line of support for portal-related access issues.

If you are unsure who your designated site administrator is, you can take the following steps:

- **Check with your chain of command** – The Healthcare Business, TRICARE Operations, or Referral Management leadership maintain an internal point of contact (POC) list for Government Portal system access.
- **Ask a peer** – Another user within the same clinic or department, including your supervisor or manager, will often know who your Site Administrator is.
- **Still unsure?** Contact **Brandon Hilliard (DHA)** at brandon.s.hilliard.civ@health.mil or reach out to TRICAREPortalAdminRequest@TriWest.com with your DMIS ID number for assistance in identifying the appropriate site administrator at your location.



Cybersecurity Awareness

Cybersecurity is crucial for protecting your information. When practicing cybersecurity awareness, it is important to 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.