



My HealthVet/Secure Messaging/e-Benefits User Guide for Veterans

***Instructions on Registering for My HealthVet; In-Person Authentication;
Features of My HealthVet; Secure Messaging; and Registering for e-Benefits***



REGISTERING for My HealthVet

Go to the website www.myhealth.va.gov either at home or in the Library of the George E. Wahlen Medical Center. We are located on the 1st Floor of Building 1, and can be reached at 801-584-1209.

Click on the green box to the right “**REGISTER TODAY!**”

My HealthVet - The Gateway to Veteran Health and Wellness - Windows Internet Explorer

https://www.myhealth.va.gov/

File Edit View Favorites Tools Help

My HealthVet - The Gateway to Veteran Health and ...

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

Search All VA Web Pages

Search

» Open Advanced Search

Home Veteran Services Business About VA Media Room Locations Contact Us

My healthvet

Prescription Refills, Healthy Living and Talking to Your Doctor Online:

Veterans who are enrolled in a VA facility, registered on My HealthVet and complete the one-time In-Person Authentication process, can:

- refill their VA prescriptions online by viewing their Rx medication names (not just the Rx numbers)
- get VA Wellness Reminders
- when available, participate in Secure Messaging with your health care team*

...all available 24/7, where ever there is Internet access.

Those registered can now download their personal information that is stored in My HealthVet from the new **Blue Button**. This makes it possible for My HealthVet users to view, print, or save their health data that are currently available in My HealthVet.

Go to My HealthVet Enter Here

Not Registered?

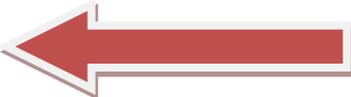
Register Today! Start Here

? Why Register?

Complete mandatory sections that have a **RED asterisk ***, any other information that pertains to you is optional.

At the section, "RELATIONSHIP TO THE VA", **MAKE SURE YOU CHECK BOXES FOR VA PATIENT AND VETERAN**, and any other boxes that apply.

Create your My HealtheVet user profile.

* Indicates Required Information 

IDENTIFICATION

Title: First Name*: Middle Name: Last Name*: Suffix:

Alias:

Social Security Number (*This is required information for VA Patients)
 - -

Confirm Social Security Number (*This is required information for VA Patients)
 - -

Gender*: Birth Date*: Month Day Year

Marital Status Current Occupation:

RELATIONSHIP TO THE VA
Tell us about yourself. (Check all that apply. *At least one is required.)

VA Patient Veteran Advocate/Family Member/Friend
 Veteran VA Employee
 Health Care Provider Other

You must provide your Social Security Number (SSN) before you can access VA Prescription Refill and future MHV features, such as electronic copies of your VA health information.

VA Patients: In order to access these features, your identity will be verified by matching your MHV account information with your information in the VA system.

Related Links:

- [Why Provide Your SSN?](#)
- [Benefits for VA Patients](#)
- [Our Privacy Policy](#)

You must indicate that you are a VA Patient before you can access VA Prescription Refill and future MHV features, such as electronic copies of your VA health information.

Choose one method of how you would like to be contacted. If you choose email, then make sure you put down your email address. If you choose phone, then put down the appropriate number in the appropriate field.

CONTACT INFORMATION

My Preferred Method of Contact Is*:

Email (E)

Home Phone (H):

Mobile Phone (M):

Work Phone (W):

Fax (F):

Pager (P):

Select your preferred method of contact. Your preferred method of contact will require you to enter information in the corresponding field.

Note – Entering an email address allows you to receive email reminders for upcoming appointments and notification when a Secure Message is received.

You will create a User ID and password. Follow the instructions in the gray section for the rules that must apply. You will also create 2 DIFFERENT hint questions. These will be used in the future if you forget either your User ID or Password.

<p>ACCOUNT INFORMATION User ID and Password User ID*: <input type="text"/> Password*: <input type="password"/> Re-enter Password*: <input type="password"/></p> <p>Password Hint Questions and Answers Question 1*: <input type="text" value="What is the name of town in which you were born?"/> Answer 1*: <input type="text"/> Question 2*: <input type="text" value="What is your pet's name?"/> Answer 2*: <input type="text"/></p>	<p>Your User ID:</p> <ul style="list-style-type: none"> • must be unique • must contain no spaces • may be a combination of letters and numbers • must be 6 to 12 characters in length • is not case sensitive <p>Examples Include:</p> <ul style="list-style-type: none"> • Starfish8 • JESmith • 1233bc <p>Your Password Must:</p> <ul style="list-style-type: none"> • be 8 to 12 characters in length • have at least one letter and one number • have at least one special character (e.g., !, #, %) • have no spaces • be case sensitive • not be the same as the User ID <p>Examples Include:</p> <ul style="list-style-type: none"> • #1veteran • some_pass1 • giveme\$100
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Check both boxes to agree to the Terms and Conditions and Privacy Policy. You can click on the blue hyperlink to open and read if you desire. Then click on Save in order to submit your registration. **Make sure to only click the Save button once.** When you see the Congratulations message you have registered successfully.

<p>Terms & Conditions and Privacy Policy I have read and agree to abide by the following My HealtheVet terms.</p> <div style="border: 2px solid red; padding: 5px;"> <input type="checkbox"/> *Accept Terms & Conditions <input type="checkbox"/> *Accept Privacy Policy </div>	<div style="border: 2px solid red; display: inline-block; padding: 5px 15px; background-color: #333; color: white;">Save</div>
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HOW TO DO IN-PERSON AUTHENTICATION

1. You can visit us in the George E. Wahlen Medical Center Library to complete and/or turn in the VA Release Form (VA Form 10-5345a), **OR** complete the form at any Community Based Outpatient Clinic (CBOC).
2. On the registration page, there is a link to watch a video. You can watch the video at home or in the Medical Center Library and let the clerk know that you have watched the video.

...all available 24/7, where ever there is Internet access.

Those registered can now download their personal information that is stored in My HealtheVet from the new **Blue Button**. This makes it possible for My HealtheVet users to view, print, or save their health data that are currently available in My HealtheVet.

It puts **you** in control of **your** information stored in My HealtheVet.

*now available through some VA clinics and expanding to others throughout 2010 & 2011

Learn more about:

[Secure Messaging](#)

[VA Blue Button](#)

[Registration on My HealtheVet](#)

[In-Person Authentication](#): First step to prescription names and Secure Messaging

[Video](#): Introduction to My HealtheVet's In-Person Authentication



For local questions, contact your VA facility and ask for your My HealtheVet Coordinator.

3. Show a government form picture ID (Veteran's Identification Card, Driver's License) to the VA designee.
4. If done at any CBOC, the form is faxed to the My HealtheVet Coordinator in the library and processed the same day.
5. Information is then entered in the Administrative Portal by the MHV Coordinator. Once the status indicates Pending Authorization, it may take up to 24-48 hours to finish processing.

FEATURES of My HealtheVet

1. Go to the Internet website www.myhealth.va.gov anytime/anywhere; it is safe and secure!
2. Click on the blue box to the right, indicating **Go to My HealtheVet Enter Here...**

The screenshot shows the My HealtheVet website interface. At the top, the browser title is "My HealtheVet - The Gateway to Veteran Health and Wellness - Windows Internet Explorer". The address bar contains "https://www.myhealth.va.gov/". The website header features the "UNITED STATES DEPARTMENT OF VETERANS AFFAIRS" logo and a search bar. A navigation menu includes "Home", "Veteran Services", "Business", "About VA", "Media Room", "Locations", and "Contact Us". The main content area has a section titled "Prescription Refills, Healthy Living and Talking to Your Doctor Online:" with a list of benefits and a "Blue Button" section. A red arrow points to a blue button labeled "Go to My HealtheVet Enter Here" in the right sidebar.

You will then be required to enter your User ID and Password that you created. If you forgot one, there is a link you can click on that will give you your hint questions. You will then be able to create a new password. The user ID is not case sensitive (contains at least 6 letters and numbers). The Password is case sensitive (contains at least 8 characters to include letters, numbers, special character). You need to only get one hint question correct.

If you forget the User ID, this can be retrieved from the My HealtheVet Coordinator by calling 801-584-1209 or stopping by the library. You will be asked your Social Security Number and Date of Birth to verify your identification. If you cannot remember either of your hint questions, you can send a help desk request through the My HealtheVet web site, or visit us in the library.

This is what the Home Page looks like. It will have your name listed to show that you are in the portal. At the end of your session, remember to click on the “Logout” button.

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

VA Home

March 2011 National Brain Month

VA Facility Locator | About MHV | Help | FAQs | Contact MHV | Search: GO

HOME | PERSONAL INFORMATION | PHARMACY | RESEARCH HEALTH | GET CARE | TRACK HEALTH | MHV COMMUNITY | SECURE MESSAGING

LEARN ABOUT | WHAT'S NEW? | COMING SOON

In the Spotlight



Talk with Your Health Care Team about Memory Problems

March 2011

Many older adults are not willing to be tested for memory problems. They worry about losing insurance or their driving license. Not every memory problem is a sign of something serious. It is common to sometimes forget or lose things, or make a mistake. But there are warning signs that should be shared with your Health Care Team. Memory loss that begins suddenly or that gets in the way with your daily life may suggest a more serious problem. If you have had warning signs in the last month, talk with your Health Care Team. [Read More »](#)

Spiritual Practice at Home of the Brave



Home of the Brave is a VA Community Living Center. This Center is about helping Veterans with dementia. It is a place that provides a home-like environment that helps both the Veterans

Keep the Brain Healthy



Did you know that your brain, like the rest of your body, needs good nutrition and exercise? Keeping your brain healthy and active is just as important as keeping your body healthy and active. [Read More »](#)

[Download My Data](#)

[Prescription Refill](#)

[Emergency Contacts](#)

[Providers & Physicians](#)

[Vitals & Readings](#)

[Military Health History](#)

[Medical Library](#)

[VA Honors Veterans](#)

Member Logout
Logged On As: Lori
[Logout](#)

Quick Links

- [VA National Suicide Prevention Hotline](#)
If you are in crisis call:
1-800-273-TALK (8255)
- [In-Person Authentication](#)
- [Flu Information](#)
- [My HealtheVet Learning Center](#)
- [VA Mental Health Services](#)

Getting the Most Out of My Health

Personal Information tab: click on the items below to make any changes. You can also print a **Health Information Card** to put in your wallet that lists your allergies, address, phone number, email, etc.

If you feel as though someone has access to your account that you no longer want to have access to because you shared your password, you can change your password at any time.

The screenshot shows the My HealtheVet website interface. At the top, there is a header with the United States Department of Veterans Affairs logo and the text "VA Home". Below this is a navigation bar with the "My healthevet" logo and a search bar. The main navigation menu includes "HOME", "PERSONAL INFORMATION" (highlighted in yellow), "PHARMACY", "RESEARCH HEALTH", "GET CARE", "TRACK HEALTH", "MHV COMMUNITY", and "SECURE MESSAGING". A secondary navigation bar includes "IN CASE OF EMERGENCY", "PROFILES", "DOWNLOAD MY DATA", "ACCOUNT", and "HEALTH INFORMATION CARD".

The "Personal Information" section is titled "Personal Information" and contains the following text: "My HealtheVet (MHV) has made it easy to keep track of your Personal Information. My HealtheVet is all about you and your health. Part of your personal online health journal is your identification. When you registered for My HealtheVet, you entered important information about yourself. This is where you will find it, along with other important facts like your login information, blood type and emergency contacts."

Below the text are five main navigation tiles:

- In Case of Emergency**: Features a red cross icon and a "Display on Web" button. Text: "Keep your emergency contacts in one place... [More »](#)"
- My Profile**: Features a blue "APPROVE" button. Text: "Your name, address and identifying information... [More »](#)"
- Download My Data**: Features a blue download icon. Text: "Use the Blue Button to easily download your health information... [More »](#)"
- My Account**: Features a blue button with a person icon. Text: "Manage your account, in-person authentication... [More »](#)"
- Change your Password**: Features a gold padlock icon. Text: "Change your My HealtheVet password here... [More »](#)"

Download My Data: refers to the Blue Button. You can view your account or print it. It will list all of the Self-Entered information as well as your prescription history and your appointments for the past two years. This report can be about 50 pages when printing, depending on how many medications or appointments you've had.



Blue Button Download My Data

My Download Request

[Blue Button User Guide](#) | [Learn More](#) | [Protecting Your Personal Health Information](#)

The VA Blue Button is simple, safe, and reliable. You can download all of the personal health information currently available in your My HealtheVet account. You can get your information in two file formats. You can download it in a format that is easy to read and print (PDF file) or as a simple text format (.txt file). You may wish to review the information in your account first to be sure it is up to date before you download it.

Easy access to all of the information in your My HealtheVet account can help you to share your information with people you trust. Having this information in ways you can use and share may help you better manage your overall health and your healthcare. [Learn More »](#)

Remember that once you have downloaded your information from My HealtheVet, it is your responsibility to keep it safe and private. Learn more about [protecting your personal health information](#).

Download all of my available data from My HealtheVet
 Download only my selected data from My HealtheVet

[Continue](#) [Cancel](#)

 Protect your information and your identity. Send to a safe site or device that you or someone you trust controls.

This is your personal health information. Your health care professional does not have access to this information unless you share it.

Pharmacy tab: refill medications and click in the box that has available refills. It will not be refillable if it is a narcotic, your prescription expired or you don't have any refills left. If you are "authenticated" then send your Primary Care Team a Secure Message for needed renewals/refills. You can also view your Prescription History. If you are taking any over-the-counter medications, herbs, or supplements, you will have to enter this information yourself. My VA Medication List will only list your medications names, start and stop date.

The screenshot shows the My HealthVet website interface. At the top, there is a header with the United States Department of Veterans Affairs logo and the text "My healthvet". To the right of the header, it says "March 2011 National Br Month". Below the header is a navigation bar with links: "VA Facility Locator", "About MHV", "Help", "FAQs", "Contact MHV", and "Search:". Below the navigation bar is a red menu bar with the following items: "HOME", "PERSONAL INFORMATION", "PHARMACY" (highlighted with a yellow box), "RESEARCH HEALTH", "GET CARE", "TRACK HEALTH", "MHV COMMUNITY", and "SECURE MESSAGING". Below the menu bar is a sub-menu bar with "RX REFILL" and "MEDICATIONS + SUPPLEMENTS".

The main content area is titled "Pharmacy" and contains the following text:

Since its introduction in August 2005, Prescription Refill continues to be the most popular feature of My HealthVet. Prescription Refill, Prescription History and your Medications health log can be found here in the Pharmacy section.

There are four main sections in the Pharmacy area:

- Refill My Prescriptions:** Do you need to refill your prescriptions? Do it online... [More »](#)
- Prescription Refill History:** See the prescriptions you have had refilled online... [More »](#)
- My Medications + Supplements:** Track medicines, herbals & supplements you take... [More »](#)
- My VA Medication List:** See the medicines your VA Doctors have prescribed... [More »](#)

The Prescription Refill History section includes a table with the following data:

Last Fill Date	Prescrip Num
01/21/2006	7509931
02/24/2006	4529384
03/19/2006	2375102

Refill Prescription Information (Active Prescriptions of PATIENT ONEHUNDREDTEN)

Last updated [02/18/2011 at 0945]

[Help ?](#) | [Printer Friendly](#) 

2 items found, displaying all items

Refill Status	Refill Submit Date	Fill Date	Refills Remaining	Prescription	Facility	Select to Refill
Active		2/27/2010	3	RX#500980 METOPROLOL TARTRATE 50MG TAB	MHV_VEHU_1	<input checked="" type="checkbox"/>
					Refillable boxes to check	
Active		2/27/2010	3	RX#501478 SIMVASTATIN 40MG TAB	MHV_VEHU_1	<input type="checkbox"/>

2 items found, displaying all items

[Submit Refills](#)



Health Tip

Please reorder only the prescriptions that you are currently using. If you have an active prescription for something which you no longer need or use, please do not request additional refills and ask your physician to cancel the prescription during your next outpatient visit.

Research Health: this tab has evidenced-based medicine with links to medical libraries

The screenshot displays the My HealtheVet website interface. At the top, the United States Department of Veterans Affairs logo is visible on the left, and the text "VA Home" is next to it. The "My healthevet" logo is prominently displayed in the center. To the right, it says "March 2011 National B Month". Below the logo, there are navigation links: "VA Facility Locator", "About MHV", "Help", "FAQs", "Contact MHV", and a search bar. A red navigation bar contains the following tabs: "HOME", "PERSONAL INFORMATION", "PHARMACY", "RESEARCH HEALTH" (highlighted in yellow), "GET CARE", "TRACK HEALTH", "MHV COMMUNITY", and "SECURE MESSAGING". Below this, a blue bar lists "HEALTHY LIVING CENTERS", "DISEASES + CONDITION CENTERS", "MENTAL HEALTH", and "MEDICAL LIBRARY".

Research Health

The Research Health section of My HealtheVet is where you can get health information, research a topic, and simply learn more about your health. Read about common conditions and VA health programs. Get answers to your health questions from trusted medical resources. My HealtheVet makes it easy to stay informed by bringing a wealth of information right to your fingertips.

Healthy Living Centers

Healthy living means taking certain steps to help avoid illness... [More »](#)

Diseases + Condition Centers

Find information for common illnesses and conditions... [More »](#)

Mental Health

From holiday blues to the stresses of being a soldier... [More »](#)

Medical Library

My HealtheVet provides two extensive online medical libraries... [More »](#)

Get Care: this is self-entered information to organize your health care such as Insurance and **Treatment facilities** you have gone to. If you see more than one doctor, you can track the information under **Care Givers**.

The screenshot displays the My HealthVet website interface. At the top, there is a header for the United States Department of Veterans Affairs, a 'VA Home' link, and the 'My healthvet' logo. A search bar and navigation links like 'VA Facility Locator', 'About MHV', 'Help', 'FAQs', and 'Contact MHV' are present. A secondary navigation bar includes links for 'HOME', 'PERSONAL INFORMATION', 'PHARMACY', 'RESEARCH HEALTH', 'GET CARE', 'TRACK HEALTH', 'MHV COMMUNITY', and 'SECURE MESSAGING'. Below this, a third bar lists 'CARE GIVERS', 'TREATMENT FACILITIES', 'MY COVERAGE', 'HEALTH CALENDAR', 'APPOINTMENTS', and 'WELLNESS REMINDERS'. The main content area is titled 'Get Care' and contains a descriptive paragraph. Below the text are four feature boxes: 'Care Givers' (with a photo of medical staff), 'Treatment Facilities' (with a photo of a medical center), 'My Coverage' (with a photo of insurance cards), and 'Health Calendar' (with a photo of a calendar). Each box includes a brief description and a 'More »' link.

Get Care

The Get Care section of My HealthVet is designed as a place for you to organize your health care related information so it is handy when you need it. Also, find the nearest VA medical center using the VA Facility Locator. Get Care is a convenient location to keep track of your health care providers, your treatment locations and your health insurance information. My HealthVet makes it easy to get organized with your health information. Get started today!

Care Givers
Keep track of health care providers in one place...
[More »](#)

Treatment Facilities
Record the places you have been treated...
[More »](#)

My Coverage
Keep your insurance information in one place...
[More »](#)

Health Calendar
Schedule meetings, appointments, and to-dos...
[More »](#)

If you click on [Health Calendar](#), on the left side is a section that will allow you to put your VA appointments on your calendar. Check those you want to see, then set up your Health Calendar “[Preferences](#)” to receive email reminders for upcoming appointments. Once this is done, you will get an email alert two weeks and three days before your appointment.

The screenshot displays the My HealtheVet Health Calendar interface. The top navigation bar includes options for Day, Week, Month, List View, and To-Do's. The current view is set to August 2010. The sidebar on the left, titled "Showing Event Types:", lists several categories with checkboxes: Local Event, My Recovery Plan Events, My Tasks, Personal Events, and VA Appointments. The "VA Appointments" checkbox is checked and highlighted with a red box. Below the sidebar is an "Update View" button and a link to "View/Change Preferences for VA Local and National Events". The main calendar area shows a grid of dates from August 1st to September 4th. Several dates have appointments listed, such as August 9th, 10th, 11th, 12th, 13th, and 18th, all at 8:00AM [VA] VEHU DIVISION Appointment. The bottom of the interface features a yellow warning box with an exclamation mark icon and the text: "For information about how to get the most out of your appointment, [Learn more](#)".

Under the [Get Care](#) tab, if you click on [Appointments](#) tab, you will see the list of all your appointments within the past 2 years. If you click on the blue link of the appointment, it will show you the status of the appointment.

VA Appointments Summary

The following lists your VA Appointments summary. Select an item to view details.

40 items found, displaying 1 to 10

First/Prev [1](#), [2](#), [3](#), [4](#) Next/Last

Number of rows to display per page: 10 [25](#) [50](#) 100

Appointment Date/Time	Clinic	Location
03/15/2012 08:40	DUR-8B-DERM-20 M	DURHAM VAMC
05/31/2011 09:00	DUR-WHC-GYN-CHIREAU	DURHAM VAMC
04/26/2011 09:00	DUR-WHC-GYN-CHIREAU	DURHAM VAMC
03/16/2011 13:30	DUR-PRIME-PC-GAP	DURHAM VAMC
03/14/2011 10:00	DUR-8B-DERM-20 M	DURHAM VAMC
03/08/2011 10:00	DUR-WHC-GYN-CHIREAU	DURHAM VAMC
03/02/2011 14:00	DUR-WHC-GYN-LIVENGOOD	DURHAM VAMC
03/01/2011 13:00	DUR-F3141-RAD-ULTRASOUND	DURHAM VAMC
03/01/2011 12:57	DUR-EMERGENCY	DURHAM VAMC
01/31/2011 14:00	DUR-F3141-RAD-VASCULAR	DURHAM VAMC

40 items found, displaying 1 to 10

First/Prev [1](#), [2](#), [3](#), [4](#) Next/Last

Number of rows to display per page: 10 [25](#) [50](#) 100



For information about how to get the most out of your appointment, [Learn more»](#)

[VA Facility Locator](#) | [About MHV](#) | [Help](#) | [FAQs](#) | [Contact MHV](#) | Search: [GO](#)

[HOME](#) | [PERSONAL INFORMATION](#) | [PHARMACY](#) | [RESEARCH HEALTH](#) | **[GET CARE](#)** | [TRACK HEALTH](#) | [MHV COMMUNITY](#) | [SECURE MESSAGING](#)
[CAREGIVERS](#) | [TREATMENT FACILITIES](#) | [MY COVERAGE](#) | [HEALTH CALENDAR](#) | [APPOINTMENTS](#) | [WELLNESS REMINDERS](#)

[Day](#) | [Week](#) | [Month](#) | [List View](#) | [To-Do's](#)

Event Details Jump to Date: [Add Event](#) | [Add To-Do](#) [Search Events / To-Do's](#) [Search](#)

[Help ?](#) | [Printer Friendly](#) | [Preferences](#) | [Export](#)

Member Logout
 Logged On As: PATIENT
[Logout](#)

Event Detail

You are viewing appointment information from your VA Medical Center. You cannot change this information. If you need to cancel, change or schedule a new appointment, please contact your VA facility. My HealthVet does not share your information with VA's appointment system.

Appointment Date/Time:	08/09/2010 08:00
Location:	VEHU DIVISION
Clinic:	GENERAL MEDICINE
Clinic Phone:	259
Status:	NOT APPLICABLE

[Back to Calendar](#)

For information about how to get the most out of your appointment, [Learn more»](#)

This is your personal health calendar. My HealthVet does not share your information with VA's appointment system and your VA

Track Health: much of these areas are also Self-Entered. When you go to your provider, you can enter your **Vitals and Readings** into your account, such as blood pressure, heart rate, weight, glucose levels, etc. **Labs and test** results are now available, a feature that will pull from your electronic medical record. The **Health History** allows you to track medical events throughout your life. Perhaps your doctor has put you on a strict diet. Perhaps he has asked you to keep track of your exercise routine. Or, perhaps you just want to keep track of your habits toward your own health plan. Record your daily activity and food intake with the **Activity Journal and Food Journal**.

The screenshot shows the My HealtheVet website interface. At the top, there is a header with the United States Department of Veterans Affairs logo and the text "VA Home". To the right, it says "March 2011 National Blood Pressure Month". Below the header is a navigation bar with links: "VA Facility Locator", "About MHV", "Help", "FAQs", "Contact MHV", and a search box. A secondary navigation bar highlights "TRACK HEALTH" in a yellow box, with other options like "HOME", "PERSONAL INFORMATION", "PHARMACY", "RESEARCH HEALTH", "GET CARE", "MHV COMMUNITY", and "SECURE MESSAGING". Below this, there are sub-links for "VITALS + READINGS", "LABS + TESTS", "HEALTH HISTORY", and "JOURNALS".

Track Health

The Track Health section allows you to record and track your health information in one convenient location. Record your allergies and immunizations for reference. Record and monitor your blood pressure, body weight and more in the Vitals section. Even see a graph of your progress. You can also journal your exercise routine and food intake in the Journals section. Using the Medical History logs, you could print out your entire record in a handy doctor's sheet. My HealtheVet has provided dozens of way to manage your health care. Start tracking your health today!

Vitals + Readings

Nine ways to monitor your health statistics online...
[More »](#)

Labs + Tests

Keep track of your lab results and tests here...
[More »](#)

Health History

Record your health history, medical events and more...
[More »](#)

Journals

Record your daily activity and food intake...
[More »](#)

VA Chemistry/Hematology is under the navigation menu “Track Health” and sub-menu “Labs + Tests”

- **ALL** chemistry and hematology results are available including drug screening and HIV tests
- Micro and Anatomical pathology are **NOT** be included
- Lab results are available online **7 days** after results are completed
- Results go back to the beginning of electronic recording keeping (estimated to be 1985 at most facilities)
- Veterans have access to all chemistry and hematology results **from all VAMCs** where tests were performed
- Information provided:
 - Test name
 - Results
 - Units
 - Reference Range
 - Flag (high/low)
 - Status (Final, amended, in process)
- Veterans are provided a link to Lab Tests Online (<http://labtestsonline.org/>) in order to learn more about results

The screenshot displays the My HealthVet website interface. At the top, there is a navigation bar with the My HealthVet logo and several utility links: VA Facility Locator, About MHV, RSS Feeds, Help, FAQs, Contact MHV, and a search box. Below this is a main navigation menu with tabs for HOME, PERSONAL INFORMATION, PHARMACY, RESEARCH HEALTH, GET CARE, TRACK HEALTH, MHV COMMUNITY, and SECURE MESSAGING. Under TRACK HEALTH, there is a sub-menu with tabs for VITALS + READINGS, LABS + TESTS, HEALTH HISTORY, and JOURNALS. The LABS + TESTS tab is selected, and a yellow arrow points to it. In the left sidebar, there is a menu for LABS + TESTS with options for Self-Entered Tests and VA Chemistry/Hematology. A yellow arrow points to the VA Chemistry/Hematology option. The main content area shows the title "VA Chemistry/Hematology" and "Personal Health Record of MHVPDAADLZ L. MHVASPXXI". Below this, there is a "VA Chemistry/Hematology Summary" section with instructions on how to view test results and a note that 7 test records are found.

Once VA Chemistry/Hematology is selected, the veteran will see a summary of tests performed along with data and location information.

VA Chemistry/Hematology

Personal Health Record of MHVPDAADLZ L. MHVASPXXI

Information last updated in My HealtheVet on 07/06/2011 at 09:11.

[User Guide](#) | [Help](#) | [Printer Friendly](#)

VA Chemistry/Hematology Summary

Results of tests performed at your VA facility are listed below. To view details of your test results, select the **Date/Time** the test was collected. If you have an amended test and you want to see the history, go to the **Comments** on the **Test Details** page.

7 test records found, displaying all test records

	Date/Time Collected	Specimen	Location
Amended	12 May 2011 @ 1332	Serum	VA SALT LAKE CITY HEALTH CARE SYSTEM (660)
	12 May 2011 @ 1326	Plasma	VA SALT LAKE CITY HEALTH CARE SYSTEM (660)
	12 May 2011 @ 1318	Serum	VA SALT LAKE CITY HEALTH CARE SYSTEM (660)
	12 May 2011 @ 1314	Plasma	VA SALT LAKE CITY HEALTH CARE SYSTEM (660)
	12 May 2011 @ 1312	Serum	VA SALT LAKE CITY HEALTH CARE SYSTEM (660)
	12 May 2011 @ 1310	Serum	VA SALT LAKE CITY HEALTH CARE SYSTEM (660)
	12 May 2011 @ 1253	Plasma	VA SALT LAKE CITY HEALTH CARE SYSTEM (660)

7 test records found, displaying all test records

Member Logout

Logged On As:
MHVPDAADLZ

[Logout](#)

Related Links

- [Vitals Worksheet](#)
- [Food Journal Worksheet](#)
- [Activity Journal Worksheet](#)
- [View the MHV Virtual Tour \(Best viewed with Flash 8.0\)](#)
- [Rx Refill Guide](#)
- [Rx Refill](#)
- [MOVE!](#)
- [Most Requested Forms](#)
- [Message from the Under Secretary for Health](#)
- [Veterans Health](#)

By clicking on the blue hyperlink in the “Date/Time Collected” column, a veteran will see a summary that includes Test Name, Result, Units, Reference Range, and Test Details

[User Guide](#) | [Help](#) | [Printer Friendly](#)

Logout

Serum Specimen
Collected on 12 May 2011 @ 1332 at VA SALT LAKE CITY HEALTH CARE SYSTEM (660)

Test results slightly outside the reference range are not unusual. Your provider has reviewed your test results and will contact you for any important issues. If you have further questions, please do not hesitate to contact your primary care provider. If you have an amended test and you want to see the history, go to the **Comments** on the **Details** page.

	Test Name	Result	Units	Reference Range	Test Details
Amended	CHOLESTEROL	195	mg/dL		Details
	CHOLESTEROL.IN HDL	70 High	mg/dL	40-59	Details
	CHOLESTEROL.TOTAL/CHOLESTEROL.IN HDL	80			Details
Amended	TRIGLYCERIDE	200	mg/dL		Details

Return To Summary



For information about your results, [Learn more](#)

Related Links

- [Vitals Worksheet](#)
- [Food Journal Worksheet](#)
- [Activity Journal Worksheet](#)
- [View the MHV Virtual Tour \(Best viewed with Flash 8.0\)](#)
- [Rx Refill Guide](#)
- [Rx Refill](#)
- **[MOVE!](#)**
- [Most Requested Forms](#)
- [Message from the Under Secretary for Health](#)
- [Veterans Health Initiative](#)
- [Medicare](#)
- [HHS](#)
- [VA Kids](#)

By clicking on the blue hyperlink in the “Test Details” column, a veteran will have access to detailed test information including any comments and addendum information.

Collected on 12 May 2011 @ 1332 at VA SALT LAKE CITY HEALTH CARE SYSTEM (660)	
Test results slightly outside the reference range are not unusual. Your provider has reviewed your test results and will contact you for any important issues. If you have further questions, please do not hesitate to contact your primary care provider. View Comments to see the history of an amended test result.	
Test Name:	CHOLESTEROL IN HDL
Result:	70 High
Units:	mg/dL
Reference Range:	40-59
Lab Test:	Gen Chem Specimen
Ordering Provider:	HALL, LISA
Ordering Location:	VA SALT LAKE CITY HEALTH CARE SYSTEM (660)
Performing Location:	VA SALT LAKE CITY HEALTH CARE SYSTEM (660) 500 FOOTHILL BLVD. , SALT LAKE CITY, UT 84148
Status:	Final
Interpretation:	
Comments:	1st User comment CHOLESTEROL (REF.LAB) reported incorrectly as 180 by [59845-VA660]. Changed to 195 on May 12, 2011@13:43 by [59845-VA660]. TRIGLYCERIDE (REF.LAB) reported incorrectly as 150 by [59845-VA660]. Changed to 200 on May 12, 2011@13:43 by [59845-VA660].

- [Vitals Worksheet](#)
- [Food Journal Worksheet](#)
- [Activity Journal Worksheet](#)
- [View the MHV Virtual Tour](#) (Best viewed with Flash 8.0)
- [Rx Refill Guide](#)
- [Rx Refill](#)
- [MOVE!](#)
- [Most Requested Forms](#)
- [Message from the Under Secretary for Health](#)
- [Veterans Health Initiative](#)
- [Medicare](#)
- [HHS](#)
- [VA Kids](#)

MHV Community: has links to a variety of veteran information

The screenshot shows the My HealtheVet website interface. At the top, there is a navigation bar with the My HealtheVet logo and the text "National Mont". Below the logo, there are links for "VA Facility Locator", "About MHV", "Help", "FAQs", "Contact MHV", and a search box. A secondary navigation bar contains links for "HOME", "PERSONAL INFORMATION", "PHARMACY", "RESEARCH HEALTH", "GET CARE", "TRACK HEALTH", "MHV COMMUNITY" (highlighted with a yellow box), and "SECURE MESSAGING". A third navigation bar includes "VA BENEFITS", "EVENTS + PROGRAMS", "VA HONORS VETERANS", "GET INVOLVED", and "NEWS".

MHV Community

My HealtheVet (MHV) Community is where you can find all kinds of information about your veteran community. There are links to news and events, information on volunteering and VA benefits, and a special veteran tribute.

VA Benefits – The VA is committed to providing excellence in all the benefits and services we offer to veterans. Partnering with veterans to help them attain their optimum health, assuring that veterans receive benefits they are entitled to, and honoring veterans with a final resting place and lasting memorials that commemorate their service to this Nation - this is the embodiment of the VA mission. Learn more about your VA Health Benefits, and your Non-Health Benefits. You can also download important Forms including your eligibility and DD-214.

Events and Programs – VA sponsors and participates in a host of special programs that increase the quality of life for veterans. Learn more about VA sponsored events. See how you can become involved with other veterans and take advantage of these special programs offered by the VA. Watch prerecorded TV programs produced by the VA on special topics.

VA Honors Vets – The VA honors America's veterans through articles and presentations. Read a message from the Acting Under Secretary for Health, Veterans Health Administration. Watch multimedia presentations honoring those who served. Read poetry and prose written by hospitalized veterans from the Veterans' Voices magazine.

Get Involved – Volunteer Now! – The Department of Veterans Affairs Voluntary Service (VAVS) has provided over 58 years of service to America's veterans seeking care in VA health care facilities. Since 1946, VAVS volunteers have donated 663.5 million hours of service.

News – Read health related news and current events from the VHA. Find out the latest technologies and trends, and what the VA is doing to help you, the veteran.

Secure Messaging: as long as you have an upgraded account (**In-Person Authenticated**), you will have access to send your Primary Care Team a message if they are participating. This is **NOT** to be used for urgent issues, since the team has 3 business days to respond. You will first have to Opt-In by clicking on the orange box.

Now here you need to check the box **“I have read the terms and conditions and would like to Opt in”**, then click **Submit**.

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

VA Home

March 2011 National Health Month

My healthvet

VA Facility Locator | About MHV | Help | FAQs | Contact MHV | Search

HOME | PERSONAL INFORMATION | PHARMACY | RESEARCH HEALTH | GET CARE | TRACK HEALTH | MHV COMMUNITY | **SECURE MESSAGING**

Secure Messaging

Secure Messaging can be used to request an appointment at your VA facility, request a VA medication renewal, request an address change, or ask your primary care team questions. If your clinic is not currently participating in Secure Messaging, please be patient. It will take some time to implement this feature at every clinic nationwide.

Please note: Secure Messaging is offered through primary care providers. You should continue to follow your normal methods to contact other clinics.

The VA is introducing Secure Messaging, a way to communicate online with your health care team through your My HealthVet account. Secure Messaging is being rolled out across the VA in phases over the next year. If you're not using Secure Messaging yet, talk to your health care team to see when Secure Messaging will be available at your VA facility.

Open Secure Messaging

Privacy & Security | Terms & Conditions | Accessibility | Site Map
The White House | USA.gov | USA Freedom Corps | CARES | Defense Link

Secure Messaging

Welcome to Secure Messaging

If you agree to the following Terms and Conditions, please select 'Opt In' to enter Secure Messaging

Terms and Conditions

Opt-In (Open a Secure Messaging Account)

Secure Messaging is to be used only for non-urgent, non-life threatening communication. If you have an urgent or life threatening issue, call 911 or go to the nearest emergency room.

Your decision to use Secure Messaging is voluntary and does not affect your ability to contact your facility directly to speak with your health care provider. Secure Messages may be screened by administrative staff before being forwarded to a health care provider.

To participate in Secure Messaging, you must be a VA patient with an active My HealtheVet account who has completed the In-Person Authentication (IPA) process. If you close your My HealtheVet account or lose your IPA status, you will no longer be able to access Secure Messaging.

I have read the terms and conditions and would like to Opt in

Opt out

Submit

Cancel

HOW TO USE SECURE MESSAGING (EMAIL)

To send a message to your provider, click on **New Message**. You should already be tagged to your Primary Care provider. *If you are not automatically tagged to your Primary Care provider, then please call us at 801-584-1209.*

My healthvet

Close Secure Messaging X

You are logged in as: PATIENT ONEHUNDREDTEN

Secure Messaging

Help ? | Contact Us | Preferences

New Message

Inbox (1)

[Drafts \[0\]](#)

[Sent](#)

[Deleted \[0\]](#)

My Folders edit

[Appointments ORTHO](#)

[add new folder](#)

Inbox

Search... Delete Selected Move Selected to ... Move Messages 1 to 7 of 7

From	Subject	Date
<input type="checkbox"/> VEHU, ONEHUNDREDTEN	Medication Inquiry	11/18/2010 11:12 AM
<input type="checkbox"/> VEHU, ONEHUNDREDTEN	Medication Prescription Question	09/20/2010 11:53 AM
<input type="checkbox"/> VEHU, ONEHUNDREDTEN	want new appointment	09/20/2010 11:41 AM
<input type="checkbox"/> VEHU, ONEHUNDREDTEN	fingewnvfbkwlefjmrwg	09/17/2010 11:00 AM
<input type="checkbox"/> VEHU, ONEHUNDREDTEN	Change of Address Request	09/17/2010 10:53 AM
<input type="checkbox"/> VEHU, ONEHUNDREDTEN	Reply to Lab or Test Results Question	08/11/2010 05:40 PM
<input type="checkbox"/> VEHU, ONEHUNDREDTEN	Rx Refil	08/11/2010 05:22 PM

Select: [All](#), [None](#), [Read](#), [Unread](#) Messages 1 to 7 of 7

You can select the drop-down menu in the **Subject Line** that is already labeled. If you are associated with more than one health care team, the **TO:** section will have a drop down menu with all of your associated teams. When you are finished with your message, click **Send**. Click on the **Preferences** link to enter your email address so you can receive email notification when they have replied back to you. The Contact Us link is to send a message to the National Help Desk if you are having technical issues.

my healthvet

Close Secure Messaging X

You are logged in as: PATIENT ONEHUNDREDTEN

Secure Messaging

Help | Contact Us **Preferences**

New Message

Send Save as Draft Cancel Message

From: ONEHUNDREDTEN

To: Clinician Clinic

Subject: General

Attach File

Appointment: Choose this to ask about a future or existing appointment

Medication: Choose this to renew a medication or ask a question about medication

Test: Choose this to ask about a test result or about a future test or procedure

General: Choose this for all other non-urgent issues

My Folders edit

- Appointments
- ORTHO
- add new folder

REGISTERING FOR E-BENEFITS

Go to the My HealtheVet website www.myhealth.va.gov. **YOU MUST BE AUTHENTICATED ALREADY!**

Scroll down the page until you see the e-benefits logo on the right side of the screen

My HealtheVet - The Gateway to Veteran Health and Wellness - Windows Internet Explorer

https://www.myhealth.va.gov/

File Edit View Favorites Tools Help

My HealtheVet - The Gateway to Veteran Health and ...

VA Patients: Learn more about Upgrading Your My HealtheVet Account

Join the many Veterans who have an upgraded My HealtheVet account. All it takes is completion of an In-Person Authentication (IPA) process. As a security measure, IPA is a process used to verify a My HealtheVet user's identity.

This Upgraded Account allows VA patients to:

- order their VA refill medications by their medication names – not just the Rx numbers
- view their personalized VA Wellness Reminders
- participate in Secure Messaging to communicate with their health care team through My HealtheVet when available

Before In Person Authentication can occur, several requirements must be met:

- The user needs to be marked as a **VA Patient** when registering in My HealtheVet

RELATIONSHIP TO THE VA
Tell us about yourself. (Check all that apply. *At least one is required.)

<input checked="" type="checkbox"/> VA Patient	<input type="checkbox"/> Veteran Advocate/Family Member/Friend
<input type="checkbox"/> Veteran	<input type="checkbox"/> VA Employee
<input type="checkbox"/> Health Care Provider	<input type="checkbox"/> Other

- The user needs to view one of the four [My HealtheVet Videos](#) (either the 4 or 8 minute version)
- The user will need to read and sign the [VA Release Form](#) (PDF)
- The user will need to present a form of government issued photo identification to a qualified VA staff member at their VA facility to be physically proofed.

For questions, ask for the My HealtheVet Coordinator at your VA.

VA medical facilities currently use a manual process to allow VA patients access to paper copies of their medical records. Completing the In-Person Authentication process is the first step in providing online access to copies of key portions of VA medical records. In the future, other portions of your VA electronic medical record will become accessible online through your My HealtheVet account as part of your Personal Health Record. Notices will be posted to our website as each portion of the medical record becomes available online.

SafeGuarding and Serving VA AND VETERANS FIGHT THE FLU
Department of Veterans Affairs
www.publichealth.va.gov

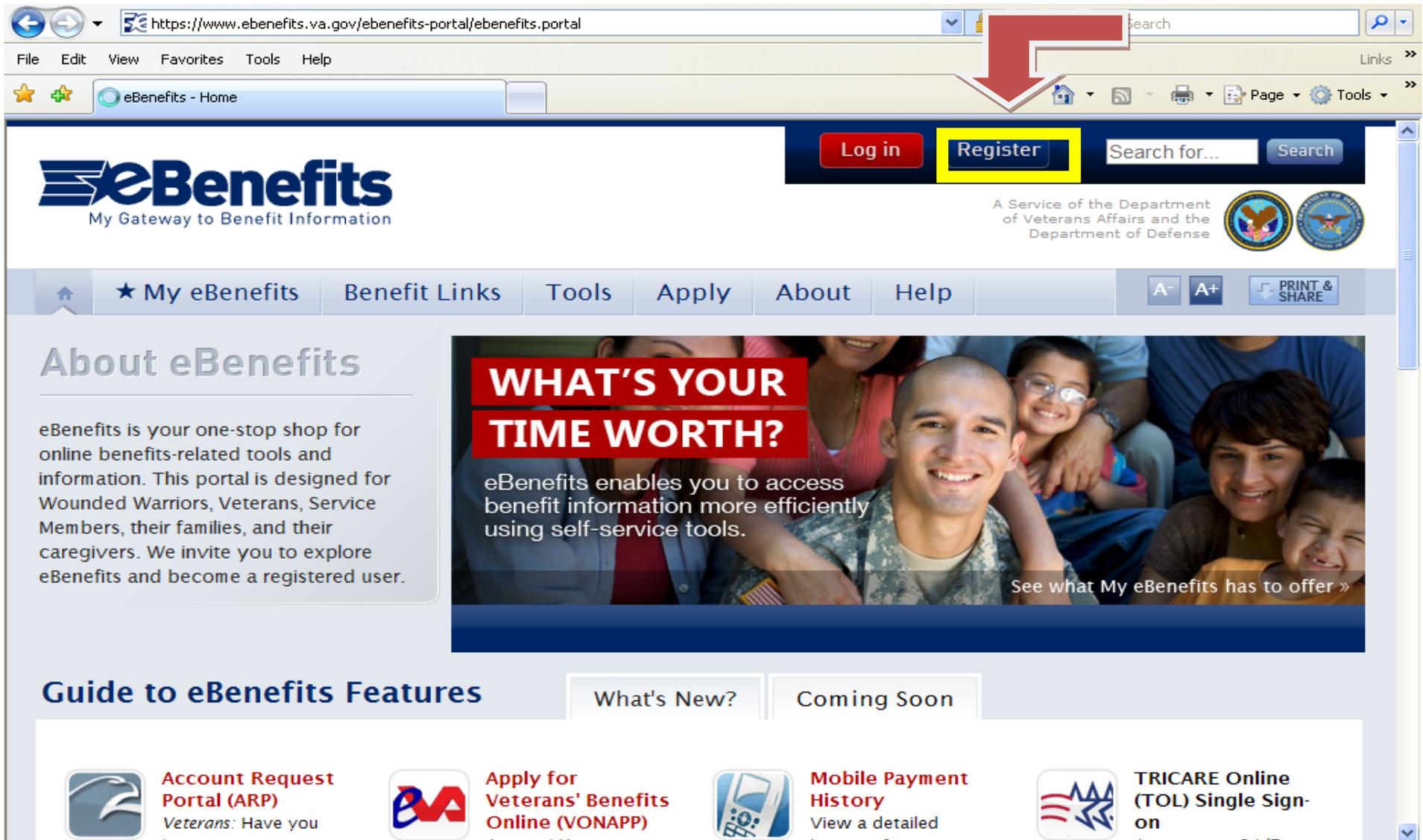
Authentication
SECURE GOVERNMENT ACCESS | ONLINE
Use your **E-Authentication Credentials**

What is **E-Authentication?**

WELCOME HOME AMERICAN HERO RETURNING SERVICEMEMBERS

eBenefits
My Gateway To Benefit Information
www.ebenefits.va.gov

You are now on the website for e-benefits. Click on the word **Register**



The screenshot shows a web browser window displaying the eBenefits portal. The address bar shows the URL <https://www.ebenefits.va.gov/ebenefits-portal/ebenefits.portal>. A red arrow points to the **Register** button in the top navigation bar. The page features the eBenefits logo, a search bar, and a navigation menu with options like **My eBenefits**, **Benefit Links**, **Tools**, **Apply**, **About**, and **Help**. A main banner with the text **WHAT'S YOUR TIME WORTH?** and **eBenefits enables you to access benefit information more efficiently using self-service tools.** is visible. Below the banner, there is a **Guide to eBenefits Features** section with tabs for **What's New?** and **Coming Soon**. The footer contains four feature cards: **Account Request Portal (ARP)**, **Apply for Veterans' Benefits Online (VONAPP)**, **Mobile Payment History**, and **TRICARE Online (TOL) Single Sign-on**.

Click on link: **Veteran: MyHealtheVet Accountholder**

eBenefits
My Gateway to Benefit Information

Log in Register Search for... Search

A Service of the Department of Veterans Affairs and the Department of Defense

Home » Help » Registration » RegistrationHelp

Register for Premium eBenefits Access

Ready to register? Select the recipient category that best describes you:

- ★ Veteran: MyHealtheVet Accountholder
- ★ Veteran: DoD Employee or Contractor
- ★ Veteran: Not a DoD Employee or Contractor
- ★ Service Member
- ★ Retiree with a myPay Account
- ★ Family Member

If you need to learn more about registration requirements and related resources before you register, start with the Quick Links appearing to the right of this page.

Pages in this section:

Help

- Customer Feedback
- Customer Support
- FAQs
- About Recipients
- About Single Sign-on
- Registration
- Using eBenefits

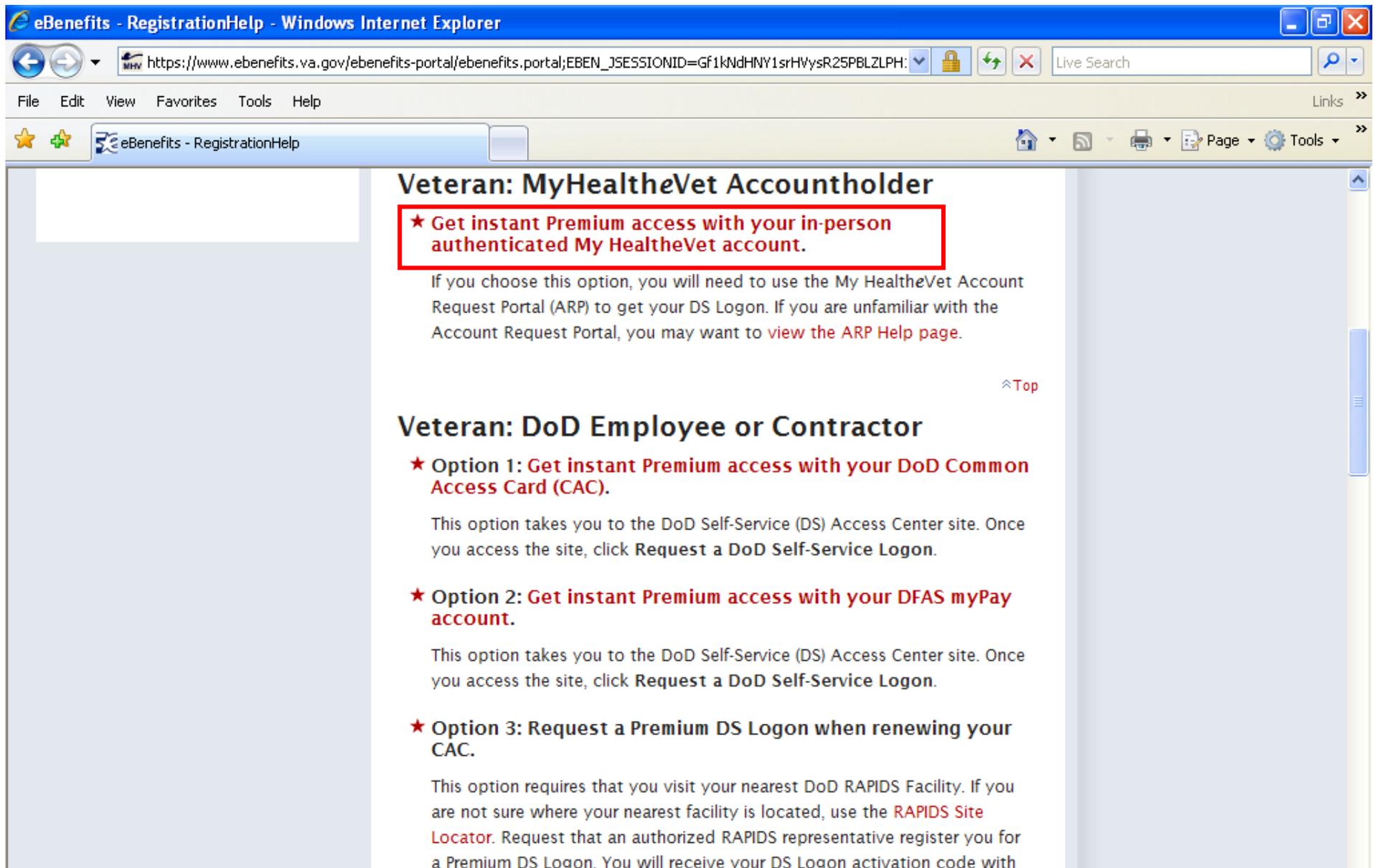
Register for a Basic Account

- ★ Register for a Basic account

Quick Links

- ★ Learn more about eBenefits access
- ★ Compare eBenefits account types
- ★ Learn more about registration requirements
- ★ Find answers to questions about DEERS

Click on the link: **Get Instant Premium access with your in-person authenticated My HealtheVet account.**



eBenefits - RegistrationHelp - Windows Internet Explorer

https://www.ebenefits.va.gov/ebenefits-portal/ebenefits.portal;EBEN_JSESSIONID=Gf1kNdHNY1srHWysR25PBLZLPH: Live Search

File Edit View Favorites Tools Help

eBenefits - RegistrationHelp

Veteran: MyHealtheVet Accountholder

★ **Get instant Premium access with your in-person authenticated My HealtheVet account.**

If you choose this option, you will need to use the My HealtheVet Account Request Portal (ARP) to get your DS Logon. If you are unfamiliar with the Account Request Portal, you may want to [view the ARP Help page](#).

[Top](#)

Veteran: DoD Employee or Contractor

★ **Option 1: Get instant Premium access with your DoD Common Access Card (CAC).**

This option takes you to the DoD Self-Service (DS) Access Center site. Once you access the site, click [Request a DoD Self-Service Logon](#).

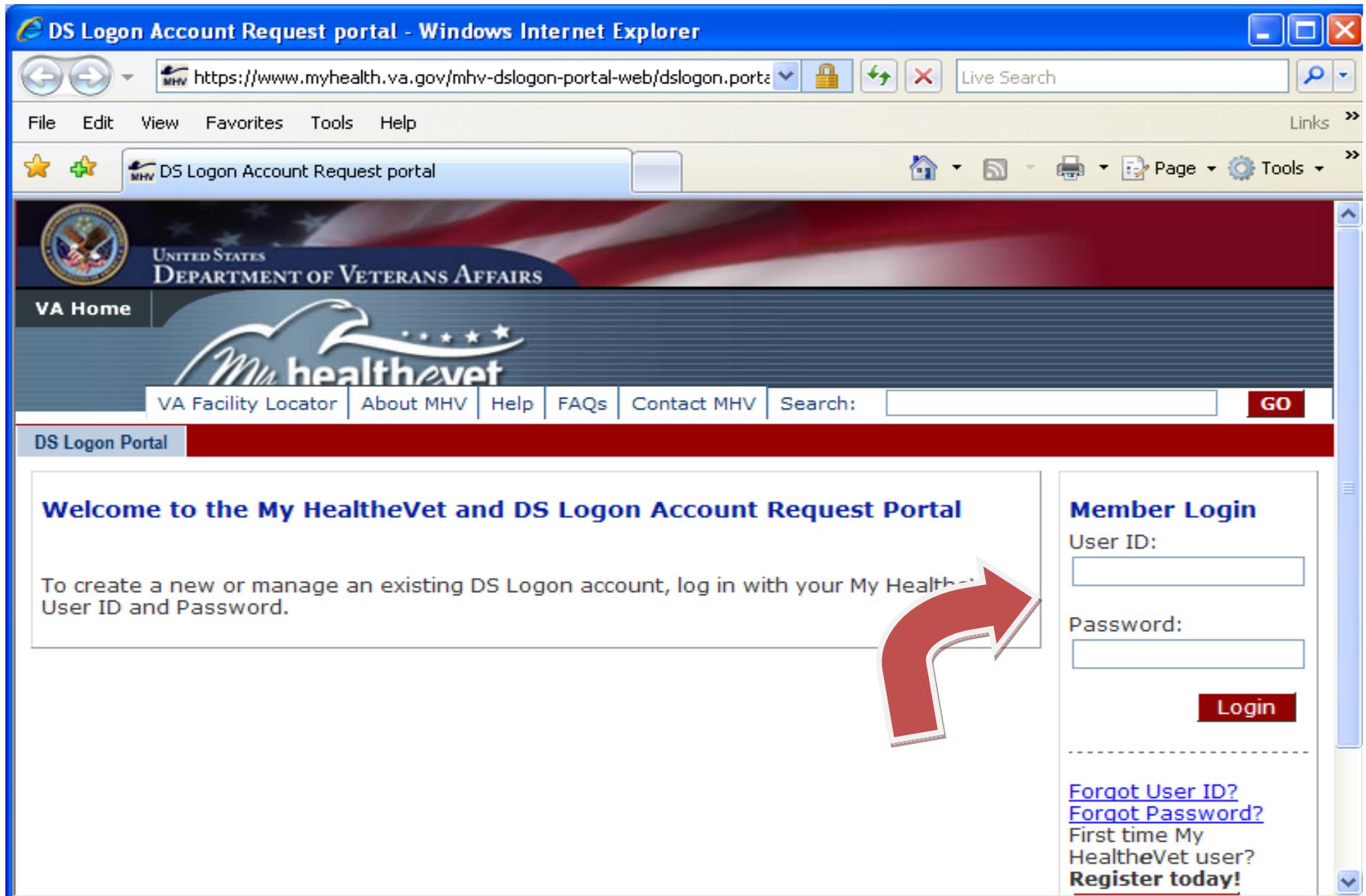
★ **Option 2: Get instant Premium access with your DFAS myPay account.**

This option takes you to the DoD Self-Service (DS) Access Center site. Once you access the site, click [Request a DoD Self-Service Logon](#).

★ **Option 3: Request a Premium DS Logon when renewing your CAC.**

This option requires that you visit your nearest DoD RAPIDS Facility. If you are not sure where your nearest facility is located, use the [RAPIDS Site Locator](#). Request that an authorized RAPIDS representative register you for a Premium DS Logon. You will receive your DS Logon activation code with

NOTE: You will now enter the same codes used for entering your My HealtheVet account



DS Logon Account Request portal - Windows Internet Explorer

https://www.myhealth.va.gov/mhv-dslogon-portal-web/dslogon.porta

File Edit View Favorites Tools Help

DS Logon Account Request portal

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

VA Home

My healthvet

VA Facility Locator About MHV Help FAQs Contact MHV Search: GO

DS Logon Portal

Welcome to the My HealtheVet and DS Logon Account Request Portal

To create a new or manage an existing DS Logon account, log in with your My HealtheVet User ID and Password.

Member Login

User ID:

Password:

Login

[Forgot User ID?](#)
[Forgot Password?](#)
First time My HealtheVet user?
[Register today!](#)

You will then click on the tab labeled [DS Logon Account Request](#)

My HealtheVet - Windows Internet Explorer

https://www.myhealth.va.gov/mhv-dslogon-portal-web/dslogonauth.

File Edit View Favorites Tools Help

My HealtheVet

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

VA Home

My healthvet

VA Facility Locator About MHV Help FAQs Contact MHV Search: GO

DS Logon Portal Home **DS Logon Account Request**

Welcome to the My HealtheVet and DS Logon Account Request Portal

Please click on the DS Logon Account Request tab to begin your request.

Member Logout
Logged On As: Lori

Logout

Privacy & Security | Terms & Conditions | Accessibility | Site Map
The White House | USA.gov | USA Freedom Corps | CARES | Defense Link

The page will have your personal information. **Check both boxes and click on “Request DS Logon Account”**

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

VA Home

My healthevet

VA Facility Locator | About MHV | Help | FAQs | Contact MHV | Search: **GO**

DS Logon Portal Home | **DS Logon Account Request**

My HealtheVet Account Information

First name:

Last name:

Social Security Number:

Date of Birth:

I verify my information above is correct.

I acknowledge the information above will be used to create my DS Logon account.

Request DS Logon Account

If this information is incorrect, please contact your local VA facility to update your official VA medical record.

Cancel This Request

By clicking on the “Cancel This Request” button, you will be logged out of your My HealtheVet account.

Member Logout

Logged On As: Lori

Logout

[Privacy & Security](#) | [Terms & Conditions](#) | [Accessibility](#) | [Site Map](#)
[The White House](#) | [USA.gov](#) | [USA Freedom Corps](#) | [CARES](#) | [Defense Link](#)

You will then be given an **Activation Code. WRITE IT DOWN** (you cannot cut and paste). Click on **“Complete DS Logon account activation now”**



The screenshot shows the VA My Health eVet website interface. At the top, there is a header with the United States Department of Veterans Affairs logo and the text "UNITED STATES DEPARTMENT OF VETERANS AFFAIRS". Below this is a navigation bar with "VA Home" and the "My health e vet" logo. A search bar and several menu items are visible: "VA Facility Locator", "About MHV", "Help", "FAQs", "Contact MHV", and "Search:". Below the navigation bar, there are two tabs: "DS Logon Portal Home" and "DS Logon Account Request". The main content area displays a message titled "Approved" with the text: "Congratulations! Your request for a DS Logon account has been approved. Please use the one-time Activation Code provided below to complete the DS Logon account activation process:". Below this text is a text input field labeled "DS Logon Activation Code:". A large red arrow points to this field. Below the input field, there is a link: "Complete DS Logon account activation now", which is highlighted with a green border. At the bottom of the page, there is a footer with links for "Privacy & Security", "Terms & Conditions", "Accessibility", "Site Map", "The White House", "USA.gov", "USA Freedom Corps", "CARES", and "Defense Link".

Approved
Congratulations! Your request for a DS Logon account has been approved.
Please use the one-time Activation Code provided below to complete the DS Logon account activation process:

DS Logon Activation Code:

Please save the Activation Code and use the link below to the DMDC DS Logon site to finish creating your DS Logon account.

[Complete DS Logon account activation now](#)

Privacy & Security | Terms & Conditions | Accessibility | Site Map
The White House | USA.gov | USA Freedom Corps | CARES | Defense Link

Now you will click on **[“Activate a DoD Self Service Logon”](#)**

DMDC Information and Technology for Better Decision Making

DEERS DoD Self-Service Access Center

[Homepage](#)
[Frequently Asked Questions](#)

DoD Self-Service Access Center

DoD Self-Service Access Center provides a means for a sponsor (family member with an affiliation to the Department of Defense) to request a DoD Self-Service Logon (DS Logon) for their own use and for those family members who are eligible to receive one. An individual can also use this site to manage their own DoD Self-Service Logon.

An individual can logon to DoD Self-Service Access Center by using their Common Access Card, DFAS Pin, or DoD Self-Service Logon (if one has previously been created). Sponsors can only request DoD Self-Service Logons if they log on with CAC or DFAS. Individuals can only maintain their own DoD Self-Service Logon information.

For more information regarding what a DoD Self-Service Logon is and how to obtain one, refer to the [Frequently Asked Questions](#) page.

What would you like to do?

- [Request a DoD Self-Service Logon.](#)
- [Activate a DoD Self-Service Logon.](#)**
- [Manage my own information.](#)

Are you having problems logging on with your DoD Self-Service Logon?

- [I forgot my DoD Self-Service Logon username.](#)
- [I forgot my DoD Self-Service Logon password.](#)
- [My DoD Self-Service Logon is suspended and I need it unlocked.](#)

United States Department of Defense. For assistance or to report problems with this site please call (800) 477-8227.

Enter the information listed below. In the box **“ID Number”** you will put your actual **Social Security Number without spaces**. You will enter the **Activation Code** given to you earlier, then click **Continue**.

DMDC Information and Technology for Better Decision Making

DEERS DoD Self-Service Access Center

[Homepage](#)
[Frequently Asked Questions](#)

Enter Activation Code

To activate your DoD Self-Service Logon, you will need to enter your personal information along with an activation code that was delivered to you. This activation code should have been delivered to you in response to a request that either you or your sponsor has made for you to receive a DoD Self-Service Logon.

After your credentials are verified, you will complete the activation of your DoD Self-Service Logon by creating a password and completing security questions.

First Name:

Last Name:

Date of Birth: MM/DD/YYYY format

ID Type:

ID Number:

Activation Code:

United States Department of Defense. For assistance or to report problems with this site please call (800) 477-8227.

You will **create a password** and then will re-enter/confirm that password. The password must be at least 9-20 characters, to include: uppercase letter, lowercase letter, number, special character. The password will expire after 150 days.

You will be required to answer **five (5) security questions**. If you have access to a printer, you may want to print this page for future reference. Then, click **“Create DS Logon”**

[Log Off](#)

Verify the information and complete the sections below to activate your DoD Self-Service Logon.

Person Information

Name:
Relation:
Date of Birth:

Choose Password

Please enter a password, and then enter it again to confirm.

New passwords must be at least 9-20 characters long and have at least one number, one lowercase letter, one uppercase letter, and one special character. Passwords expire after 150 days and the new password cannot be the same as any of your previous 5 passwords.

New Password:
Confirm Password:

Select Challenge Questions

Select five challenge questions and provide your answers.

<input checked="" type="checkbox"/>	Question: What was the name of your first pet?	Response: <input type="text"/>
<input checked="" type="checkbox"/>	Question: What was the name of your first stuffed animal?	Response: <input type="text"/>
<input type="checkbox"/>	Question: What is the name of your first girlfriend or boyfriend?	Response: <input type="text"/>
<input type="checkbox"/>	Question: What school did you attend for kindergarten?	Response: <input type="text"/>
<input checked="" type="checkbox"/>	Question: What was the make (Chevy, Ford, Honda, etc.) of your first car?	Response: <input type="text"/>
<input type="checkbox"/>	Question: In what hospital were you born?	Response: <input type="text"/>
<input type="checkbox"/>	Question: In what year was your mother born?	Response: <input type="text"/>
<input checked="" type="checkbox"/>	Question: What is the full name of your very first employer?	Response: <input type="text"/>
<input checked="" type="checkbox"/>	Question: What school did you attend for sixth grade?	Response: <input type="text"/>
<input type="checkbox"/>	Question: What is your oldest sibling's middle name?	Response: <input type="text"/>
<input type="checkbox"/>	Question: What is the first name of the boy or girl that you first kissed?	Response: <input type="text"/>
<input type="checkbox"/>	Question: In what city or town did your mother and father meet?	Response: <input type="text"/>
<input type="checkbox"/>	Question: In what town was your first job?	Response: <input type="text"/>

United States Department of Defense. For assistance or to report problems with this site please call (800) 477-8227.

You will now see the screen that shows that your DS Logon has been activated. Don't forget to **Log Off**.

The screenshot displays the DEERS DoD Self-Service Access Center interface. At the top, a blue banner contains the DMDC logo and the tagline "Information and Technology for Better Decision Making". Below this is a yellow header with the text "DEERS DoD Self-Service Access Center". A left-hand navigation menu includes links for "Homepage", "Frequently Asked Questions", and "Log Off". The main content area features a heading "Your DS Logon Has Been Activated" followed by a message: "A DoD Self-Service Logon has been activated for" followed by a redacted name box. Below this is a section titled "DS Logon Information" which shows the "Username:" field with a redacted name and the "Status:" as "DS Logon is active.". A "Log Off" button is highlighted with a green border. At the bottom, a footer line reads: "United States Department of Defense. For assistance or to report problems with this site please call (800) 477-8227."

DMDC Information and Technology for Better Decision Making

DEERS DoD Self-Service Access Center

[Homepage](#)
[Frequently Asked Questions](#)
[Log Off](#)

Your DS Logon Has Been Activated

A DoD Self-Service Logon has been activated for

DS Logon Information

Username:

Status: DS Logon is active.

United States Department of Defense. For assistance or to report problems with this site please call (800) 477-8227.

NOTE: Your USERNAME is usually your first name dot last name (jane.doe), unless you have a common name (you may have numbers added). The PASSWORD is the information you created above. You can now log in.

eBenefits
My Gateway to Benefit Information

Log in Register Search for... Search

A Service of the Department of Veterans Affairs and the Department of Defense

My eBenefits Benefit Links Tools Apply About Help

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About eBenefits

eBenefits is your one-stop shop for online benefits-related tools and information. This portal is designed for Wounded Warriors, Veterans, Service Members, their families, and their caregivers. We invite you to explore eBenefits and become a registered user.

Stop. Waiting.

check your claims status online!

Log in or register now to see your status >>

Self-Service VA/DoD Partnership Personnel File Claim Status

Guide to eBenefits Features What's New? Coming Soon

This is what the dashboard looks like in which you will have access to with a Premium Account. Only those in DEERS may register online; otherwise, you will have to visit the local Regional Office.

The dashboard is organized into several main sections, each with a 'SHOW DETAIL' button and a collapse icon:

- Personal Information**
 - Benefits Explorer
 - My eBenefits Profile
 - Request Official Military Personnel File
 - Service Member Civilian Employment Information
 - Service Member Personnel Information
 - Share My Health Records
 - Update Contact Information for Compensation & Pension and Post-9/11 GI Bill Education
 - Update Personal Contact Information for DEERS and VA Outreach
- Applications for Benefits**
 - Apply for Veterans' Benefits Online (VONAPP)
- Compensation**
 - Appeal Status
 - Compensation & Pension Claims Status
 - VA Payment History
- Education**
 - Transfer Post-9/11 GI Bill Education Benefits
 - eLearning Center
- Utilities**
 - Account Activity History
 - Favorite Benefits Links
 - Letter Generator
- Messaging**
 - Message Center
 - Request State Benefits Information
 - Search For Representative
- Health**
 - Health Benefits Eligibility Check
 - Move!23 Health Questionnaire
 - Order Hearing Aid Batteries
- Housing**
 - Specially Adapted Housing Grant Application and Claim Status
 - VA Home Loan Certificate of Eligibility
- Employment**
 - Employment Search
- Insurance**
 - DoD TRICARE Health Insurance

For assistance with My HealthVet, contact us in the Medical Center Library at 801-584-1209, or come in person. We are located on the 1st Floor of Building 1 (just down the hall from X-ray).

- DEERS Enrollment
Questions: 1-800-538-9552
- DEERS Technical/Website
Questions: 1-800-477-8227
- eBenefits Customer Support:
1-800-983-0937
- MHV Help Desk Hotline
301-734-0641 (staff only)
- Claims or Benefits
Questions: 1-800-827-1000