

## About DHA GSC

The **DHA Global Service Center (DHA GSC)** serves as the entry point into the MHS Information Technology (IT) customer support structure.

It provides toll-free, worldwide access to identify, log, assess, analyze, escalate, track, report and resolve incidents for centrally-managed MHS systems, **24x7x365** for over 9 million worldwide customers, including Active Duty, Guard, Reserve, Dependents, Retirees and other beneficiaries of the Military Health System.



## DSN Contact Information

CONUS 800-600-9332  
DHA GSC DSN 312-421-3000

Belgium 0800-72115  
Germany 0800-1011129  
Greece 00800-12-5629  
Guam 1-866-637-8725  
Italy 800-782407  
Japan 00531-1-20743  
Korea 00798-14-800-5242  
Netherlands 0800-0228847  
Panama 001-800-151-1005  
Portugal 800-8-12305  
Spain 900-951895  
Turkey 00-800-151-1005  
United Kingdom 08-005871786



**1-800-600-9332**

Portal Page - <https://gsc.health.mil/>



## MHS GENESIS Patient Portal:

### Change Personal Information



Users are unable to change their information within the MHS GENESIS Patient Portal.

Personal information is pulled from multiple data resources **not** controlled or managed by the GSC.

In order for users to update their information in the MHS GENESIS Patient Portal they **must** have their information updated in DEERS and IDCO.



**To log into DS Logon  
account  
user must have:**

**Common Access Card (CAC)**

**OR**

**Username and Password**

**If you do NOT have a DS Logon  
account:**

Using a CAC or username and password navigate to DS Logon account creation site (DMDC at osd.mil):

<https://myaccess.dmdc.osd.mil/identitymanagement/app/registration>

Select the "New user? Start Here" or press the "Create new account" button on the respective website to launch the DS Logon account creation process.

**\*\***

If there are issues creating your account or unable to access your account, please call the **DMDC** Helpdesk at **800-368-3665**.

## **Updating Personal Information**

Once you have created an account, navigate to IDCO website:

<https://myaccess.dmdc.osd.mil/identitymanagement/app/login>

Log in with your CAC or username and password.

Click "OK" at the middle of the page to "Self-Service Consent to Monitor".

Click on "Change Contact Information" located at the middle right of the page to update your personal information.

Use the "Personal" and "MIL" tabs to update your Primary and Mailing address and/or phone numbers on your DEERS record.

After you make changes scroll to the bottom to click on "SUBMIT" to update your changes.

**My Profile displays fields that are read-only and cannot be edited. To resolve an issue with one of these fields contact your personnel office. Once updated in the personnel system, the correct information will be reported to DEERS.**

**\*\* If the updates have failed to populate after 96 hours, you may need to contact **DEERS** for assistance: **800-538-9552**.**

## **DEERS**

Information may be updated online while other requests may need to be handled in person through the nearest ID card issuing facility or your local medical treatment facility (MTF).

**FAQ**

[https://milconnect.dmdc.osd.mil/milconnect/public/faq/DEERS-Updating and Correcting DEERS Data](https://milconnect.dmdc.osd.mil/milconnect/public/faq/DEERS-Updating%20and%20Correcting%20DEERS%20Data)

If unable to access RAPIDS ID Card Office Online due to a password or account problem please call

**DEERS at 800-538-9552**

**OR**

**Contact the nearest military ID card issuing facility.**

To locate the nearest military ID card issuing facility:

<https://idco.dmdc.osd.mil/idco/locator>

