

Why Have a DS Logon Account?

DS Logon is available **24 hours a day, 7 days** a week, except during scheduled maintenance (typically Saturday night). The DS Logon account provides the DoD and VA with a high level of confidence that you are who you say you are and allows you to access all the partner web sites with a single username/password.

What can I do with a DS Logon account?

At no cost to our users, the DS Logon account allows users to authenticate to our DoD and VA partner web sites to perform various actions, including:

- Completing forms online
- Scheduling appointments
- Refilling prescriptions
- Printing medical ID cards
- Obtaining children's immunization records
- Reviewing and updating information on file
- Checking status of VA claims
- Access Personal Health Information (PHI)
- ...and so much more

Who can get an account?

DS Logon accounts are available to:

- Service Members (Active Duty, Guard/Reservists)
- Veterans and Retirees
- Spouses, including former spouses who are beneficiaries
- Eligible Family Members (age 18 and over)
- DoD Civilians and Contractors

You must be enrolled in Defense Enrollment Eligibility Reporting System (DEERS) to get a DS Logon Account.

Helpful Information

For more information about Registration, Eligibility, Remote Proofing and, for the most current list of DoD and VA partner web sites, visit the DS Logon FAQs at:

<https://www.dmdc.osd.mil/identitymanagement>

If you have any questions or comments after reading through the FAQs, you may call the DMDC Contact Center at 1-800-538-9552.

To locate a designated VA Regional Office (VARO), go to:

<http://www.benefits.va.gov/benefits/offices.asp>

You can locate the nearest RAPIDS facility at:

<http://www.dmdc.osd.mil/rsi>

To contact VA e-benefits:

1-800-827-1000 or <https://www.va.gov>

To contact Veterans Inquiry Routing and Information System (IRIS), go to:

<https://iris.custhelp.va.gov/app/answers/list/>

For DFAS Customer Support, call:

1-888-332-7411

Due to various factors, you may not have access to all of our DoD and VA partner websites. Our partners determine which users may be authorized to have access to their web sites. DS Logon only validates a user's identity (authenticates). A list of our current partners is located in the DS Logon FAQs.

DS LOGON 
YOUR SELF-SERVICE SITE



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DS Logon

Department of Defense (DoD) Self-service Logon (DS Logon) is a secure, self-service, single sign-on capability created by the Defense Manpower Data Center (DMDC), to provide validation of a user's identity for the DoD and Department of Veterans Affairs (VA) partner web sites.

Two key words with DS Logon:

Authentication— you are who you say you are

Authorization—you have the authority to view data

DS Logon accounts require your identity to be authenticated prior to visiting DoD and VA partner web sites who authorizes what you can see. Authentication can occur by:

- Using your Common Access Card (CAC)
- Visiting a DoD ID card office (RAPIDS)
- Visiting a VA Regional Office (VARO)
- Calling the VA Call Center
- Online Remote Proofing (available 24x7)
- Verified personnel email

There is **no cost** to establish and use your DS Logon account.

How Do I Get Started?

Go to :

<https://www.dmdc.osd.mil/identitymanagement/>

Select **Need An Account** near the bottom of the page and follow the steps to request an account for yourself and eligible family members.

What about My Dependents?

A Service Member's spouse and eligible dependents also qualify for a DS Logon account. They can work through the Service Member to establish a DS Logon account.

Authentication

DoD ID Card Offices (RAPIDS): When you go to a RAPIDS office to get a Uniformed Service Identification card as a retiree, family member or non-CAC eligible category, you can ask to receive a DS Logon account. You must ask **PRIOR** to the appointment and **BEFORE** the issuance process has begun.

VA Regional Office (VARO): You can go into any VA Regional Office and have your identity verified. You will need two USCIS I-9 Identity documents, and your current address must already be on file with the VA. You will receive an authorization PIN by mail that will need to be entered online when registering your account. Examples of I-9 documents are available in the online DS Logon FAQs.

VA Call Center: To be eligible for this option, you must have the ability to verify your latest VA benefit's Electronic Fund Transfer (EFT) information while on the phone with the Call Center.

Online Remote Proofing: DMDC contracts with a data provider that will verify your identity through information that only you should know. You will complete a multiple question confirmation process to validate your identity. You will also need to agree to a soft-inquiry on your credit report. A soft-inquiry does not impact your credit score.

Email: To be eligible for this option, you must have a verified email address on file in DEERS.