



Defense Self-Service (DS) Access Station User Training

Available for download at:

https://vbaw.vba.va.gov/bl/27/security_accounts.htm



Agenda

- Overview and Purpose
- In-Person Proofing Process
- DS Access Station Application Walkthrough
- DS Address Update Application Walkthrough
- DEERS "Add a Person" Exception Process
- Open Discussion Among Participants

In Person Proofing Using DoD Self Service Access Station v. 0.1 User Guide



Overview

- VA and DoD are working together to provide self-service functions to Service Members and Veterans
- Defense Self-Service Logon (DS Logon) credential will be accepted by several VA projects as a user credential:
 - eBenefits
 - MyHealtheVet
 - TRICARE Online
 - ROES
- DS Logon is issued by DoD and requires users:
 - To be registered in DEERS
 - To be in-person proofed if accessing PII/HIPAA information
 - To follow strict password guidelines
- Defense Manpower Data Center (DMDC) manages DS Logon credential for VA and DoD



DS Logon Definitions

- **DS Logon – Basic Account (Level 1)**
 - Limited access to self-service features
 - Does not allow user to access any personally-identifiable information (PII) in VA or DoD databases
 - Can be obtained online at eBenefits website
 - Requires user be registered in DEERS



DS Logon Definitions

- **DS Logon – Premium Account (Level 2)**
 - Unlimited access to all self-service features
 - Allows user to access PII in VA and DoD databases
 - Can be obtained online by those with a DoD CAC, DFAS myPay or MyHealtheVet account. Applicable to:
 - Service Members
 - Vets who are DoD Employees / Contractors
 - Vets with a MyHealtheVet account
 - Retirees with myPay account
 - All other Veterans must be in-person proofed at VA Regional Offices



DS Logon Registration Web Applications

- **DS Access Station**

- DMDC web-based application to register in-person proofed Veterans to obtain a DS Logon
- *Future Capability* – In-Person Proofing for dependents also
- Stores identification information presented by Veteran
- Enables upgrade from Basic to Premium account

- **DS Address Update**

- DMDC web-based application to update address information for personnel in DEERS

- **DS Security Online**

- DMDC web-based application that grants Public Contact Representatives access to DS Access Station / DS Address Update



In Person Proofing Process

- **When a Veteran requests a DS Logon (new or upgraded), they must:**
 - Be in person at a VA Regional Office
 - Verbally provide their SSN
 - Present two forms of identification
 - Present proof of current mailing address, if identification is not current
- **Public Contact Representative will:**
 - Confirm the identification of the individual
 - Use DS Access Station to register the Veteran
 - At successful conclusion, notify the Veteran that they will receive their DS Logon activation code in the mail in 6-12 days



Acceptable Forms of Identification

Primary Identifications Accepted	Secondary Identifications Accepted
<p><i>Picture ID From Federal or State Government</i></p>	<p><i>Non-Picture ID or Acceptable Picture ID not issued by Federal or State Government</i></p>
<ul style="list-style-type: none"> • State-Issued Drivers License • State DMV-Issued ID Card • U.S. Passport (unexpired or expired) • Military ID Card • Military Dependent’s card • Coast Guard Merchant Mariner card • Foreign Passport with appropriate stamps • Permanent Resident Card or Alien Registration Card with a photograph (INS Form I-151 or I-551) • ID Card issued by federal or state government agencies provided it includes a photograph. 	<ul style="list-style-type: none"> • Social Security Card • Certified Birth Certificate • State Voter Registration Card • Native American Tribal Document • Certificate of Citizenship (INS Form N-560 or N-561) • Certificate of Naturalization (INS Form N-550 or N-570) • Certification of Birth Abroad Issued by the Department of State (Form FS-545 or Form DS-1350) • Permanent or Temporary resident card. • ID Card issued by local government agencies provided it includes a photograph or includes the following information: name, date of birth, gender, height, eye color, and address • Non-photo ID Card issued by federal or state government agencies provided it includes the following information: name, date of birth, gender, height, eye color, and address • School ID with photograph • Canadian Drivers License • US Citizen ID Card (Form I-179)



Mailing Address Verification Documents

The following documents can be used to verify a mailing address:

- **Phone bill from local phone service provider**
- **Electric bill from a local electrical service provider**
- **Fossil fuel (oil, gas, propane) bill from a local service provider**
- **Credit card statement**
- **Checking or Savings account statement**
- **Local personal property tax bill**
- **Mortgage or rent payment voucher**



DS Access Station Logon Page

1. Go to <https://www.dmdc.osd.mil/appj/dsaccessstation/>
2. Select **Username / Password** Logon Method
3. Enter your *Username* and *Password*
4. Click on **Continue**

DMDC Information and Technology for Better Decision Making

DEERS DoD Self-Service Access Station

Registered User Logon

AUTHORITY	5 USC 301
PURPOSE/ROUTINE USE	Information you provide is used to verify your identity and usage of this website. Voluntary. However, if you fail to provide the requested information, DMDC will not be able to verify your identity. If your identity is not verified, you will be unable to gain access to the website.
DISCLOSURE	

Prevent illegal access of Privacy Act data by closing your browser before leaving your computer.

Select Logon Method

Common Access Card (CAC)

Username / Password

Username

Password

Continue

For assistance or to report problems, please call 800-538-9522.

The material/information contained herein falls within the purview of the Privacy Act of 1974 and will be safeguarded in accordance with the applicable system of records notice and DLAR S40021.

Note: Username and Password created by RO FCIO, and mailed to you from DMDC.



DS Access Station Retrieve Information Page

1. Enter Veteran's SSN in **Sponsor's Identifier Number** field
2. Click **Retrieve Information**
3. If "*Duplicate SSN error*" displays, enter the *First Name, Last Name, Date of Birth*, then click on **Retrieve Information** again
4. If no record is retrieved, then Veteran does not have a record in DEERS – Go to the "**Add a Person**" *Exception Process*.

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DEERS DoD Self-Service Access Station

[Log Off](#)
[Restart](#)

Retrieve Information

Enter the information of the individual you would like to retrieve information about.

Sponsor's Identifier Type:

Sponsor's Identifier Number:

Sponsor's First Name: (optional)

Sponsor's Last Name: (optional)

Sponsor's Date of Birth: mm/dd/yyyy format (optional)

Dependent's Identifier Type: (optional)

Dependent's Identifier Number: (optional)



DS Access Station – Overview Page

1. **Overview** will show status of DS Logon for Veteran
2. To *register new account*, click envelope icon next to Veteran's (Sponsor's) name
3. To *upgrade an existing account*, click medal icon next to the Veteran's name
4. To *view person information*, click the spyglass icon next to Veteran's name

DEERS DoD Self-Service Access Station

[Log Off](#)
[Restart](#)
[Overview](#)

Overview

Below is a list of members of your family who are eligible for a DoD Self-Service Logon. Non-eligible members are not shown. Eligible members are sponsors, spouses of sponsors, and other dependents at least 18 years old. You can click on a member's name to view more information about them. To request a DoD Self-Service Logon for one or more of these individuals, select the checkbox next to their name and click the button below.

Legend

- View Person Information
- Request a DS Logon
- Upgrade From Level 1 to Level 2

Person	Relation	DS Logon Status	Level	Actions
John Doe	Sponsor	Deactivated	2	
Jane Doe	Spouse	Not Created		
Jimmy Doe	Child	Requested	2	
Jimmy Doe	Child	Not Created		
Jenny Doe	Child	Active	1	



DS Access Station – Action Icons

View Person Information -
displays identity information

Request a DS Logon – only
present when account not active
or does not exist

**Upgrade From Basic (Level
1) to Premium (Level 2) –**
takes effect immediately!

Legend

-  - View Person Information
-  - Request a DS Logon
-  - Upgrade From Level 1 to Level 2



DS Access Station – DS Logon Status and Actions

- **Status:** **Active** – An account exists already.
- **Action:** If Basic (Level 1), click medal to upgrade to Premium (Level 2).
If Premium (Level 2), no further action required.
- **Status:** **Not Created** – Veteran has not previously requested any account.
- **Action:** Click envelope to register for new Premium DS Logon
- **Status:** **Requested** – Veteran has already requested in person already
- **Action:** Tell Veteran to expect activation code in mail within 6-12 days
- **Status:** **Deactivated** – Account not used within last 12 months
- **Action:** Click envelope to request new Premium DS Logon

Person	Relation	DS Logon Status	Level	Actions
John Doe	Sponsor	Deactivated	2	 
Jane Doe	Spouse	Not Created		 
Jimmy Doe	Child	Requested	2	
Jimmy Doe	Child	Not Created		 
Jenny Doe	Child	Active	1	 

Future



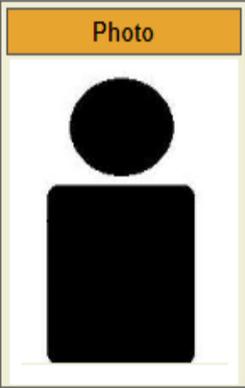
DS Access Station Individual Information Page

[Restart](#)

[Overview](#)

Individual Information

Person Information

	<p>Name: John Johnny Doe</p> <p>Relation: Sponsor</p> <p>Date of Birth: Jan 1, 1960</p> <p>Address: 1090 FREMONT BLVD SEASIDE, CA 93955-5713</p>
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DS Logon Information

Status:	Deactivated
Username:	
Request Method:	CAC
Delivery Method:	Application Display

Available Actions

- [Request a DS Logon](#)
- [Update Address](#)

1. Match the photo displayed (if present) to the individual.
2. Validate the address and date of birth with the identification items.
3. Click on **Request a DS Logon** or **Update Address** to change the mailing address.



DS Access Station – Add a Document

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DEERS DoD Self-Service Access Station

[Log Off](#)
[Restart](#)
[Overview](#)

Please verify the document and capture pertinent data here:

Document Type:

Document Serial #:

Issuing Country:

State or Province Code:

County or City Name: (optional)

Issue Date: / /

Expiration Date: / / indefinite (optional)

Comments:

1. Select **Document Type**
2. Enter **Document Serial #**
3. Select **Issuing Country**
4. Enter **State Code**
5. Enter **County / City Name**
6. Enter **Issue Date**
7. Enter **Expiration Date**
8. Click on **Add Document**

Repeat this process for both (or all) identification items



DS Access Station – DS Logon Request Page

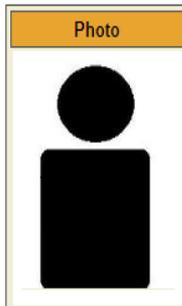
[Restart](#)

[Overview](#)

DS Logon Request

This DoD Self-Service Logon cannot be activated at this time. An activation PIN and instructions will be sent by mail to the address that we have on record for this individual. Please allow 5 - 12 business days for delivery. If you wish to proceed, verify the information below.

Person Information



Name: John Johnny Doe
Relation: Sponsor
Date of Birth: Jan 1, 1960
Address: 1090 FREMONT BLVD
SEASIDE, CA 93955-5713

The minimum requirements for document verification are two primary documents OR one primary document AND one secondary document.

Legend

- Add New Document
- Edit Document
- Delete Document

Class	Type	Serial #	Actions
PRIMARY	U.S. Passport	NM12354435	
SECONDARY	Birth Certificate	BN1231	
PRIMARY	Driver's License	B12324433	

- Match the photo displayed (if present) to the individual.
- Click on **Request**.



DS Access Station – Verify Delete Document

Class	Type	Serial #	Actions
PRIMARY	U.S. Passport	NM12354435	
SECONDARY	Birth Certificate	BN1231	
PRIMARY	Driver's License	B12324433	

If you click the red “X” to delete a document, the following page will display and you must verify the deletion by clicking on the **Delete Document** button.

[Log Off](#)
[Restart](#)
[Overview](#)

Are you sure you want to delete the following verification document entry?

Document Class: PRIMARY
Document Type: U.S. Passport
Document Serial #: NM12354435
Issuing Country: United States
State or Country Subdivision: CA
County or City Name: Marina
Issue Date: 2000-01-01
Expiration Date: 2010-01-01
Comments: *no entry made - optional*

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



DS Access Station – DS Logon Request Page

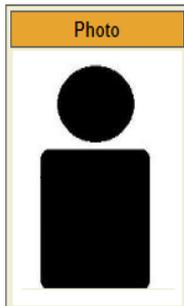
[Restart](#)

[Overview](#)

DS Logon Request

This DoD Self-Service Logon cannot be activated at this time. An activation PIN and instructions will be sent by mail to the address that we have on record for this individual. Please allow 5 - 12 business days for delivery. If you wish to proceed, verify the information below.

Person Information



Name: John Johnny Doe
Relation: Sponsor
Date of Birth: Jan 1, 1960
Address: 1090 FREMONT BLVD
SEASIDE, CA 93955-5713

- Match the photo displayed (if present) to the individual.
- Click on **Request**.

The minimum requirements for document verification are two primary documents OR one primary document AND one secondary document.

Legend

- Add New Document
- Edit Document
- Delete Document

Class	Type	Serial #	Actions
PRIMARY	U.S. Passport	NM12354435	
SECONDARY	Birth Certificate	BN1231	
PRIMARY	Driver's License	B12324433	

Request Cancel



DS Access Station – Upgrade DS Logon Page

[Log Off](#)
[Restart](#)
[Overview](#)

Upgrade DS Logon

This DoD Self-Service Logon currently has a credential assurance level of 1 and can be upgraded to a level of 2. Please verify the individual's information and input the proper documentation. No mailing or reactivation of the account is required. The individual will have the same username and password that was previously created.

Person Information



Name: John Johnny Doe
Relation: Sponsor
Date of Birth: Jan 1, 1960
Address: 1090 FREMONT BLVD
SEASIDE, CA 93955-5713

Verified Documents

The minimum requirements for document verification are two primary documents OR one primary document AND one secondary document.

Legend

- Add New Document
- Edit Document
- Delete Document

Class	Type	Serial #	Actions
PRIMARY	U.S. Passport	NM12354435	
SECONDARY	Birth Certificate	BN1231	
PRIMARY	Driver's License	B12324433	

Upgrade

Cancel

1. Match the photo displayed (if present) to the individual.
2. Validate the address and date of birth with the identification items.
3. Click on **Upgrade**.



DS Address Update

The Consent to Monitor Banner will display. After reading click **OK**

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DEERS Address Update

Self-Service Consent to Monitor [CtM] Banner

You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG beneficiary self-service-authorized use only.

By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- While all personal identifying information (PII) data stored on this IS is protected under the Privacy Act of 1974, all communications using this IS, and the data captured to support this IS, are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

OK



DS Address Update – Current Address

- This page displays all address and contact information for the Veteran that is in DEERS.
- **Only** the mailing address is of interest at this time.
- Select **Update Your Address** to change the address information.

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Address Update

Alberto Thomas Powell (Sponsor) [Update Your Address](#)

Address Information:

Residential Address	Work Address
Address: 202 MYERS DR HARTLY, DE 19953 - 3027	Address: No Work Address on File
Country: United States	

Mailing Address
The Mailing Address is the same as the Residential Address

Contact Information:	
Home Telephone (200) 555-1212	Work Telephone (200) 555-1212

Personal E-mail Information

Primary E-mail ALBERTO.POWELL@DMDCDRDS.COM

Work E-mail Information

Work E-mail Address: Army Retired

No Work E-mail Information on File

Note: These updates will not affect or update VA address records at this time.



DS Address Update – Updating the Address

1. Enter the correct mailing address in the **Residential Address** fields.
2. When done, select **Continue**.

Navigation Links
-Re-Display Family Form
-Log Off
Address Update Links
-Help

Alberto Powell

Apply the Address and Contact Information to the Following Members

- Jesus Powell
- Bradley Powell
- Joann Powell
- Carol Fowler

Residential Address

Street 1: 202 MYERS DR
Street 2:
City: HARTLY
State: Delaware
Zip: 19953 3027
Country: United States

Work Address

Street 1:
Street 2:
City:
State: -- Select --
Zip:
Country: -- Select --

The Mailing Address is the same as the Residential Address

Contact Information

Primary E-mail Address: ALBERTO.POWELL@DMDCDRDS.COM
Secondary E-mail Address:
Tertiary E-mail Address:

Enter numbers only (8885551212). Do not use dashes or parentheses for contact numbers.

Home Phone: 2005551212
Mobile Phone:
Work Phone: 2005551212
Fax:

Work E-mail Information

Organization: Army Retired
Primary E-mail Address:
Secondary E-mail Address:
Tertiary E-mail Address:

Future

Note: These updates will not affect or update VA address records at this time.



DS Access Station – Log Off

A screenshot of the DEERS DoD Self-Service application interface. The top header is orange with the text "DEERS DoD Self-Service" in white. Below the header, there is a navigation menu on the left with links for "Log Off", "Restart", and "Overview". The main content area has a sub-header "Overview" in orange, followed by a paragraph of text: "Below is a list of members are sp... more information their name and c...".

DEERS DoD Self-Service

[Log Off](#)

[Restart](#)

[Overview](#)

Overview

Below is a list of members are sp... more information their name and c...

- To log off, click the **Log Off** link in the upper left-hand corner of the application.
- To go back to the **Retrieve Information** page after registering a Veteran, click **Restart**.

A screenshot of the DEERS DoD Self-Service Access Station showing a successful log-off message. The top header is blue with the text "MDC Information and Technology for Better Decision Making". Below the header, there is an orange banner with the text "DEERS DoD Self-Service Access Station". A white box with a blue border contains the message: "You have successfully logged off. Please close your browser.".

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DEERS DoD Self-Service Access Station

You have successfully logged off. Please close your browser.



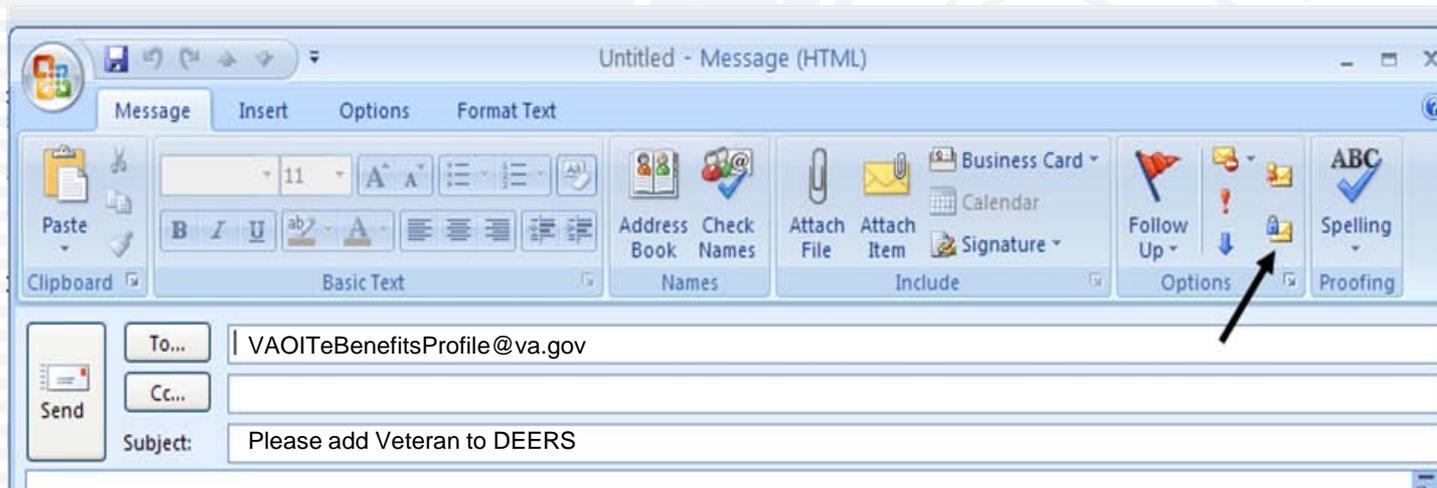
Exception Process: Veteran Not in DEERS but in SHARE

- For Veterans that are not in DEERS, but that *are* in SHARE, do the following:
 - Collect the identity information that would be entered into DS Access Station
 - Record that information in an encrypted email
 - Address email to VAOITeBenefitsProfile@va.gov
 - Notify the Veteran that the process to add them to DEERS will be handled by staff at VBA/VACO



Exception Process: Veteran Not in DEERS but in SHARE

- Encrypt the email using button shown below
- In subject line enter *"Please add Veteran to DEERS"*
- Include full name, SSN, DOB, gender, all clarifying info. for both identification items and SHARE application where Veteran was confirmed (Corporate, MPI, etc.)





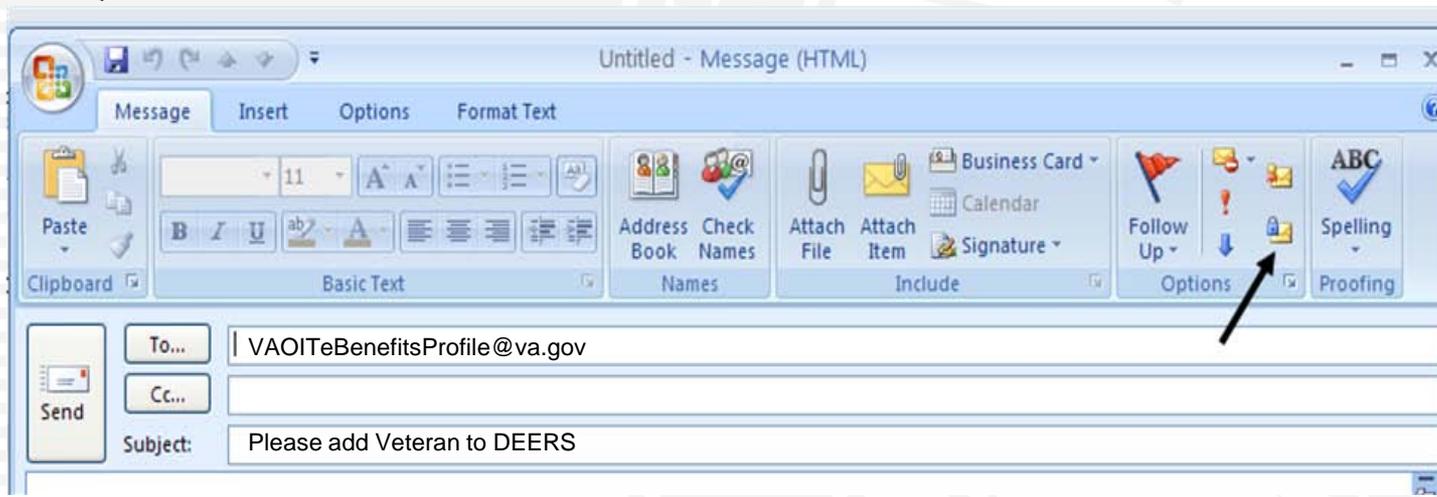
Exception Process: Veteran Not in DEERS or SHARE

- For Veterans not in DEERS *or* SHARE, do the following:
 - Collect the identity information that would be entered into DS Access Station and original DD-214 from Veteran
 - Record that information into encrypted email and scan and attach DD-214 to email
 - Send email to Add Person Mailbox at VAOITeBenefitsProfile@va.gov
 - Notify the Veteran that the process to add them to DEERS will be handled by staff at VBA/VACO



Exception Process: Veteran Not in DEERS or SHARE

- Encrypt the email using button shown below
- In subject line enter *"Please add Veteran to DEERS"*
- Include full name, SSN, DOB, gender, all clarifying info. for both identification items and a scanned copy of the Veteran's DD-214 as an attachment (paperclip icon)





Questions? Comments? Tips?

