Military OneSource Account Guide

All Military OneSource providers must have an account with Military OneSource. Having a Military OneSource account is required to gain access to the Secondary Data System (SDS) and the Case Activity Report (CAR) Form that you will use to document each counseling session and submit for reimbursement. Additionally, creating an account will give you access to resources that can be helpful when supporting Military OneSource participants.

The Military OneSource account webpage uses authentication services to validate you as an individual. This authentication and log in are the foundational elements required for you to access the SDS.

Before following this step-by-guide, please answer the following question to determine if you need to create a new account or validate an existing account.

Do you already have a Military OneSource (https://www.militaryonesource.mil/) account?

➢ **NO** → You will need to create a Military OneSource account on https://www.militaryonesource.mil/

    Next step: Follow the step-by-step instructions in this section: Creating a Military OneSource Account

➢ **YES** → You will need to validate if the email address associated with your Military OneSource account matches the individual email address you have used with Evernorth® Behavioral Health (Evernorth) for the Military OneSource application process.

   **Next step**: Follow the step-by-step instructions in this section: Already have a Military OneSource Account

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+ Already have a Military OneSource Account
+ Validate your Email Address
+ Resources and Support

Creating a Military OneSource Account

1. First access the Military OneSource page by visiting https://www.militaryonesource.mil/
   o Next, go to the top right corner and select **Create an Account.**
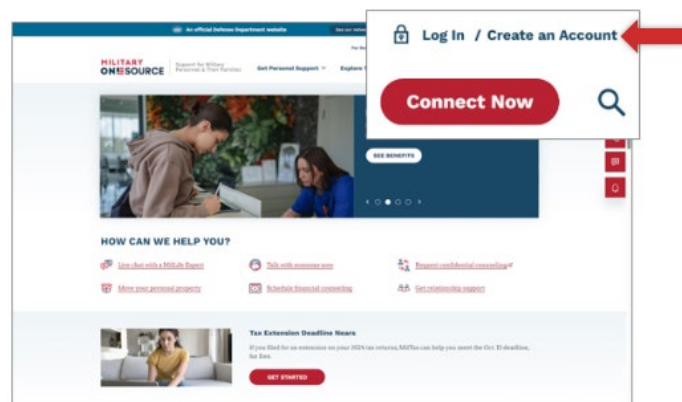
2. Next select "**I Agree**" to the DOD Notice and Consent
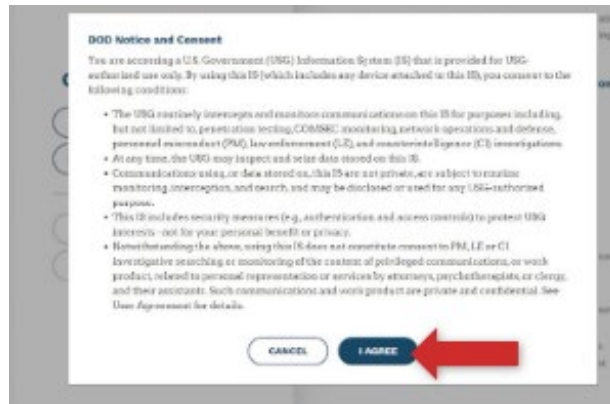
3. **Next you will be prompted to create an account.** The Military OneSource account webpage uses authentication services to validate yourself as an individual. Choosing a method to authenticate yourself is the first step in creating an account on Military OneSource.

   This authentication is the foundational element required for you to access the SDS. **Select** one of the authentication methods shown (Google if you have a Google account or ID.me for instance). Proceed through all steps in order to validate yourself. This will authenticate you as an individual in order to grant you access to a Military OneSource account.
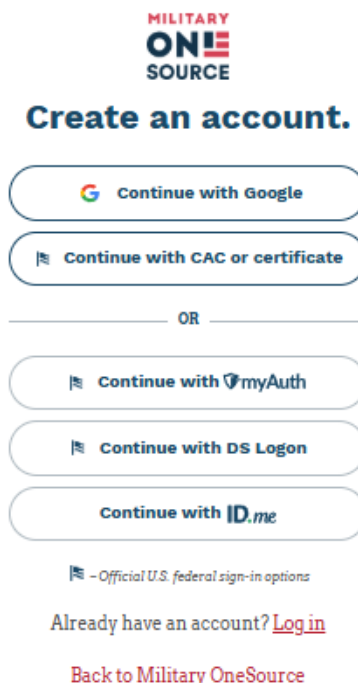
4. After you have completed the authentication steps, you are now ready to complete your Military OneSource account set up. Select "**Other**" as your role, then select "**SUBMIT**".

5. You will see a pop up to Complete your Other Role. Select "**Other**" once more, then "**SAVE ROLE**", then "**SUBMIT**".

6. You will see your name in the top left corner and will have the ability to "**START CUSTOMIZING**" your dashboard.
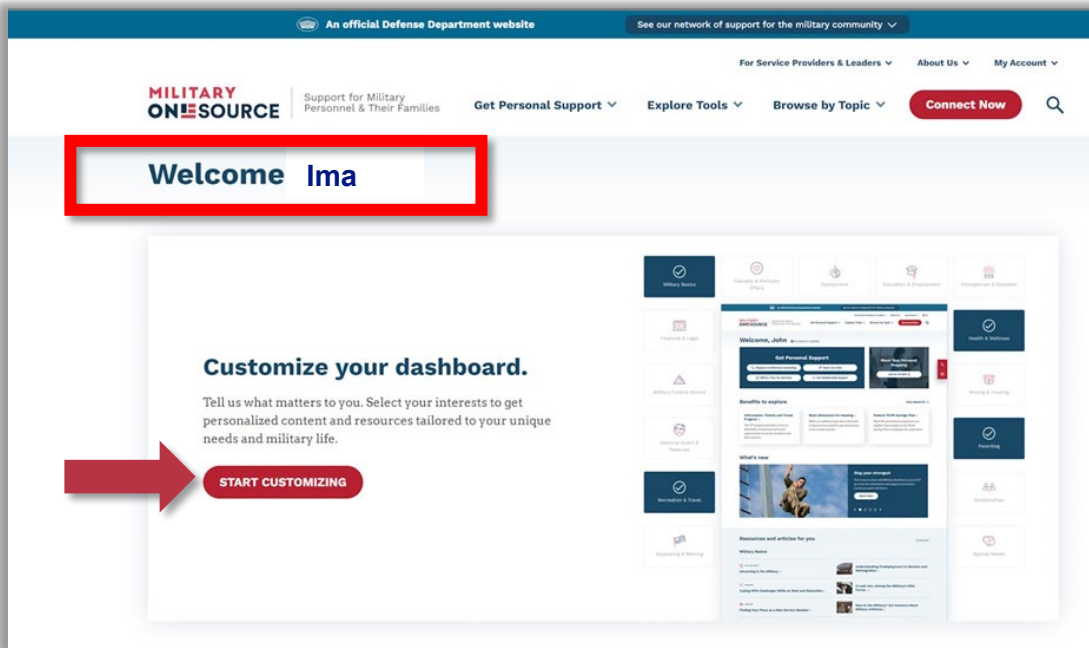

7. You will be prompted to select "What are you interested in?" Choose Items of interest and select **Submit.**
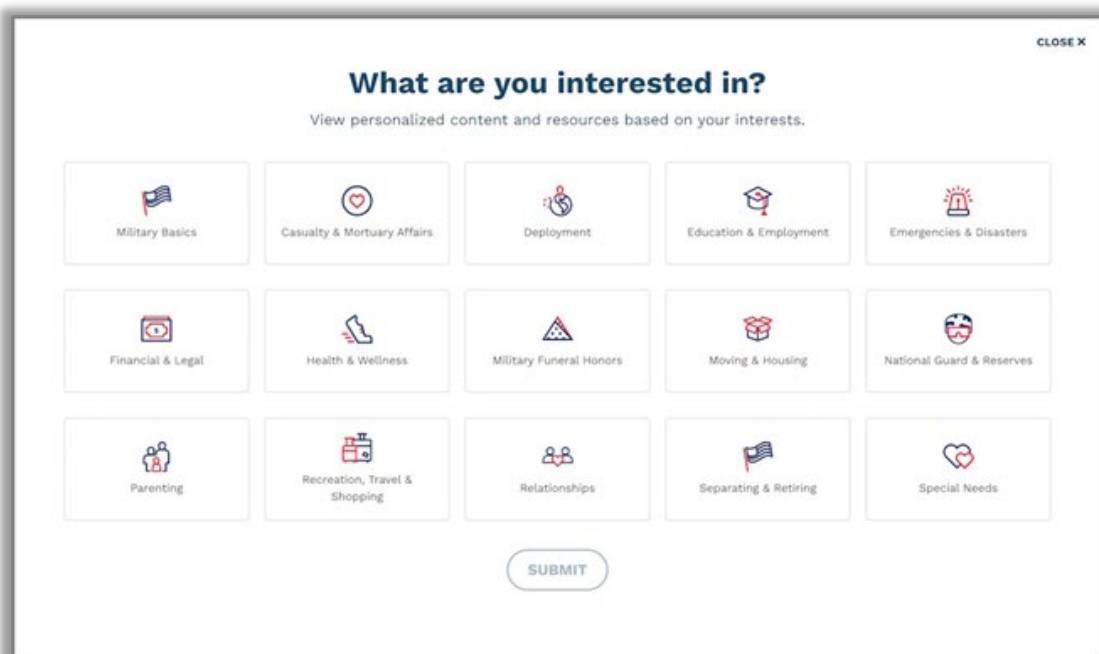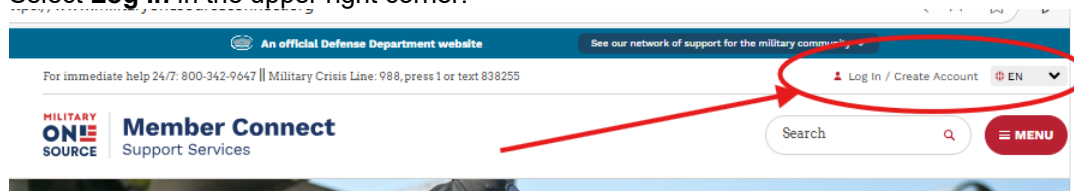

8. **Proceed to Validate Your Email Address section.** This is a vital step to ensure behind the scenes the email address associated with your Military OneSource account settings matches the email address provided to Evernorth when registering. This association is what allows access to the SDS.

![Evernorth Health Services logo]

Already have a Military OneSource Account

1. If you already have a Military OneSource account, go to https://www.militaryonesource.mil/ and log in by following the step-by-step guide below.
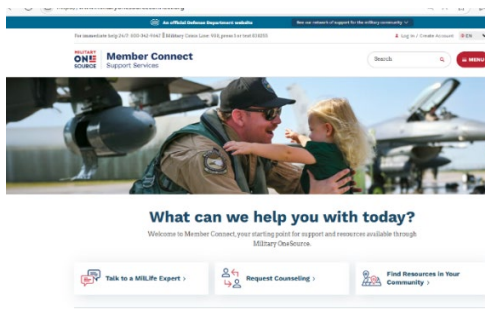
2. Select **Log In** in the upper right corner.

3. Select **I Agree** at the DOD Notice of Consent page to continue.

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4. Select the mode of personal authentication you prefer (i.e., Google, myAuth, or ID.me). If you are having problems logging in with an authentication method, you can try a different authentication method. If you still are having issues, check out the Military OneSource troubleshooting page.
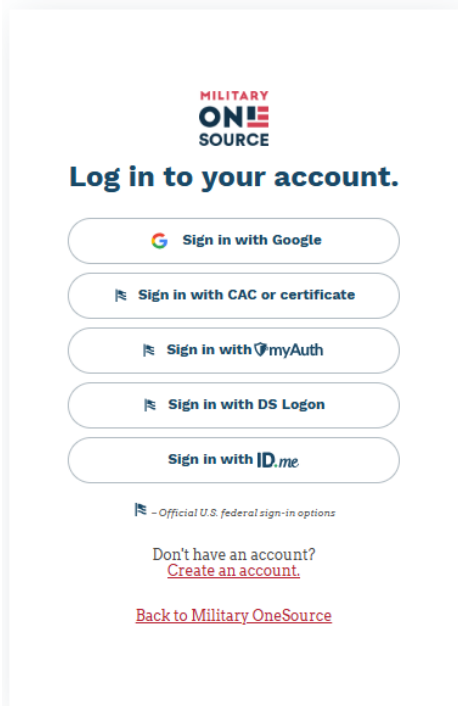
5. You will be prompted to enter a username and password for the authentication method you choose (not shown). Upon successful verification of your information, you will be logged into your Military OneSource account.

6. Proceed to the next section, Validate Your Email Address, to ensure your Military OneSource account email in Account Settings matches the email you provided to Evernorth for registration.

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Validate your Email Address

1. Once you are logged into Military OneSource, select the My **Account** link at the upper right corner, **then select Account Settings**.
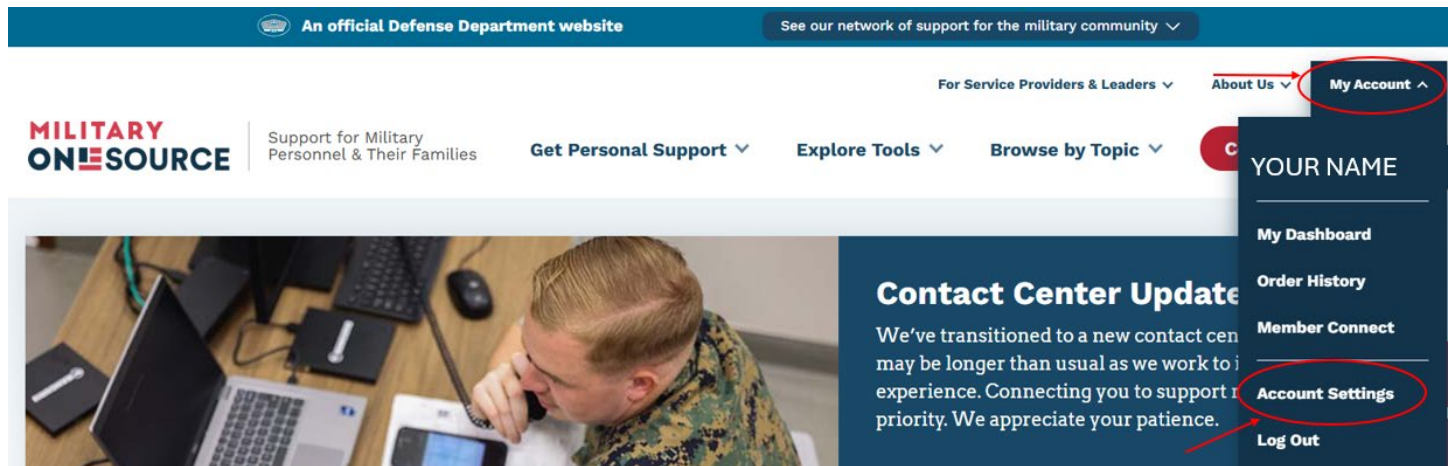
2. The Personal Information page displays.

3. Determine if the email address listed in the **Personal Information Email field** is the **same** as the one you registered with Evernorth. **Note**: if you are uncertain what email address you used to register with Evernorth, it is the email address where you received the SDS account access **email from sender**: NoReply@sds.military-onesourceconnect.org with **subject line**: Your Military OneSource Secondary Data System (SDS) Account is Ready!

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Please note: the email address in the Account Settings / Personal Information Field on your Military OneSource account needs to match the individual email you have used with Evernorth® Behavioral Health (Evernorth) for the Military OneSource application process. This email is what was used to provide you with your access to the SDS and ability to submit CAR Forms.

a. **IF YES** (same email address), then no further action is needed on your Military OneSource website account, and you can proceed to login to the Secondary Data System (SDS)**.** For more information, please refer to the **SDS and CAR Form Resource Guide** included in your "Welcome to Military OneSource" email from Evernorth.

b. **IF NO** (different email address), then select the **Edit** link to the right of the email address field. In the **New Email Address** box type in the email address you used to register with Evernorth and then select **Continue**.

Email   Edit

To update your email address, enter your new email below.
A verification code will be sent to that email. Enter the
code to confirm the change.

New Email Address

Enter your new email

Your current email address is "You@email.com"

CANCEL   CONTINUE

c. You will be prompted to enter in a code to verify your email address change. Proceed to the next step to obtain the verification code.

d. In a separate browser window or in your email application, check your email mailbox for a verification email from Military OneSource: mos_account_notification@gcc.militaryonesource.mil. **If you do not open in a new browser window or via your email app, you will be at risk for repeating the prior three steps to enter a new email address.**

e. On the Military OneSource webpage, type in the code you received in the email into the **Enter the verification code** box, then select the **Submit Code** button.
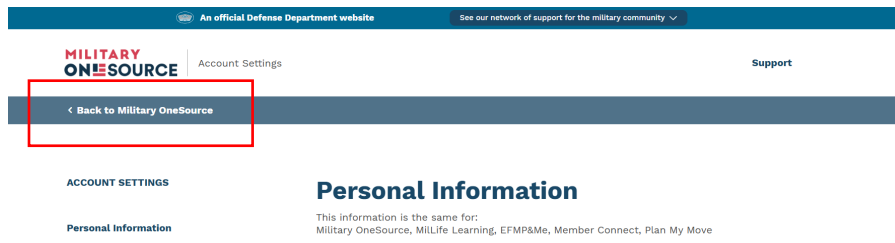
Email

A verification code was sent to
"yournewemail@miltary-onesource.com"
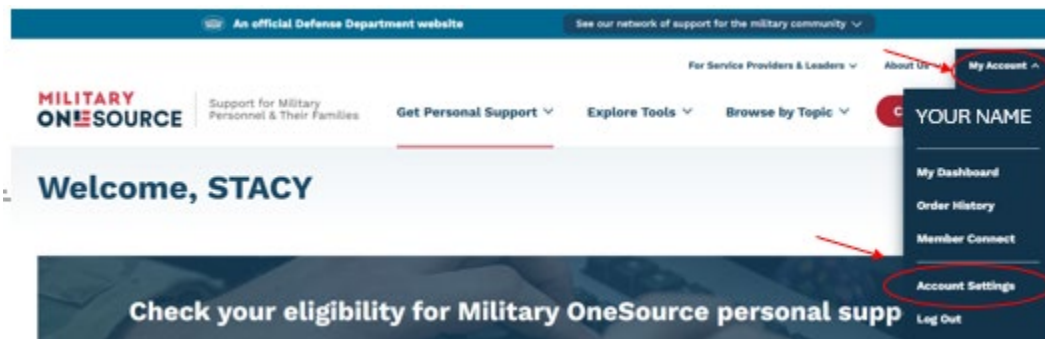
Enter the verification code

CANCEL   SUBMIT CODE

f. Once you have submitted the code, select **Back to Military OneSource** on upper left of screen**.**

g. Then select **My Account** and then **Log Out**. *This is a vital step to ensuring the email address edit has finalized*

h. You will now be able to proceed with logging into the SDS. For more information, please refer to the **SDS and CAR Form Resource Guide** included in your "Welcome to Military OneSource" email from Evernorth.

Resources and Support

Resource	Type of Support
Your Military OneSource Account	Support for creating your account, troubleshooting, and assistance with myAuth and ID.me authentication steps.
ID.me Help Center	ID.me authentication support including FAQs, troubleshooting guidance, and contact information for more support.
Military OneSource Help Desk o **Email**: militaryonesourcesupport@asmresearch.com o **Call**: 877-819-0739	Troubleshooting Military OneSource account issues, SDS access and CAR Form questions.