



Secure Self-Service West Region Beneficiary Portal: Basic Troubleshooting FAQs

For TRICARE West Region Beneficiaries

Key Points

- Login Tips
- Loading Tips
- Support and Cybersecurity Awareness

Introduction

This guide provides troubleshooting tips in case you encounter any technical issues relating to:

- Logging into the beneficiary portal
- Loading the beneficiary portal

This guide also shares how to contact support and provides cybersecurity tips.

Login Tips

If you're having trouble logging into the secure, self-service West Region beneficiary portal, keep the following tips in mind.

Are you a new beneficiary portal user?

[Access this Quick Reference Guide](#) to set up an account on the West Region beneficiary portal.

Are you logging into the West Region beneficiary portal?

Make sure you have registered for the [West Region beneficiary portal](#).

Note: The West Region beneficiary portal is different from [milConnect](#).

Are you using the correct browser?

Make sure you are using either Chrome or Edge as your browser.



Are you logged in from a different window or tab?

Some systems don't allow you to have the same site open in two different tabs.

Did you get automatically logged out?

Some programs will log the user out after a certain amount of inactivity for security purposes. If this occurs, close out of the tab and reopen the website.

Is it a password issue?

Sign-in pages will tell you if your password is incorrect. Follow the instructions on the page.

Are you logging in with the correct email account?

Make sure you are using the email address on file with DEERS.

Note: If you receive an error while attempting to register for the West Region beneficiary portal, you may need to use a second DEERS email address that is different from the email address you registered for the government portal. [Access ID Card Office Online](#) to add a second email address to your DEERS account. Select the Common Access Card option and follow the submission steps.

Loading Tips

If a page will not load, or will not load fully, try these steps in this order (from least to most time-intensive).

1. Refresh the page

Select the Refresh icon or the F5 button.

2. Close and reopen

Close the browser completely (including any other tabs) and then open it again.

This will close any other tabs you have open. Make sure to save.

3. Clear browser cache

Try clearing your browser cache. This process differs based on your browser:

- [Chrome](#)
- [Edge](#)
- [Firefox](#)



4. Reboot the computer

If you are using a Windows operating system, this can be done from the Start menu.

Support and Cybersecurity Awareness

If you need help accessing the beneficiary portal or with the information within it, contact TRICARE West Customer Service at 1-888-TRIWEST (874-9378).

Cybersecurity awareness is crucial to protect your information. Remember:

- TriWest will never call you to ask for your password.
- Ignore suspicious requests for personal information and do not open emails or links from unknown sources.
- Always use secure messaging portals for exchanges and monitor your medical and insurance statements for any signs of fraud.