



How to Register and Set Up an Account for the Secure, Self-Service West Region Beneficiary Portal

Quick Reference Guide

For TRICARE West Region Beneficiaries

Key Points

- Who is Eligible for the Portal?
- Viewing Health Records
- Registration and Verification Self-Registration and Communications Preferences
- Support and Cybersecurity Awareness

Introduction

This guide helps you register for and set up an account in the TRICARE West Region beneficiary portal.

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



Who is Eligible for the Portal?

To register on the beneficiary portal, you must be in the Defense Enrollment Eligibility Reporting System (DEERS) as one of the following:

- A uniformed Service member (active duty, retired, or a member of a Reserve Component)
- US-sponsored foreign military
- A Department of Defense (DOD) and uniformed services civilian
- Other personnel as directed by the DOD (including the patient population serviced through the Military Health Services System)
- An eligible family member including spouse, ex-spouse, surviving spouse, or adult child receiving DOD benefits

Viewing Health Records

If you receive most care from a military hospital or clinic, you'll have a DOD electronic health record. Access your recent DOD Health Records through the TRICARE West beneficiary portal. Keep in mind:

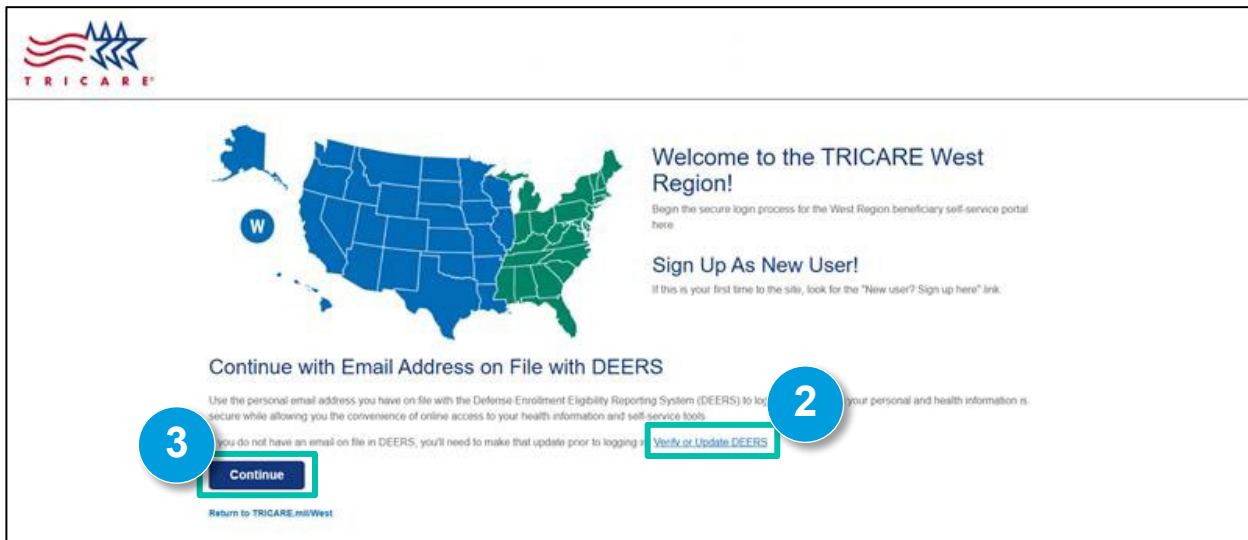
- **Retired or separated from the Armed Forces:** After January 1, 2014, your service treatment records were digitized. You can access them through the portal if they do not contain information classified as sensitive.
- **Spouses:** You cannot access your spouse's health records from your account. All beneficiaries access their health records through their own accounts.
- **Children:** State and federal laws protect the privacy of individuals ages twelve and older depending on the type of data. The sponsor can access the following by age:
 - Children under the age of 18: immunizations, vitals, and allergies.
 - Children under the age of 12: medications, radiology results, problem list, encounters, documents, and laboratory results.
Note: *Exceptions include coronavirus and influenza lab tests. Results display for children who are ages 12-17.*



Registration and Verification

To register for the beneficiary portal, you'll need to verify your identity for the first time:

1. In either Chrome or Edge browser, go to www.tricare.mil/west for access to the landing page.
2. If you don't have an email address in DEERS or are unsure what email address is on file, select the **Verify or Update DEERS** link. There, you can enter or affirm your email address.
3. Select **Continue** if you have an email address on file/updated with DEERS.





4. Select the **New User? Sign up now** link.

Note: Choose this option even if you logged in to enter payment information before November 11, 2024.

A screenshot of the TRICARE login page. At the top center is the TRICARE logo. Below it are two input fields: "Email Address" and "Password". Under the password field is a blue link that says "Forgot your password?". Below that is a blue "Sign in" button. At the bottom is a link that says "New User? Sign up now". A red callout box with a white number "4" inside is positioned over the "New User? Sign up now" link.



5. Enter your email address in the **Email Address** field.
Note: You must use the email address that is on file with DEERS.
6. Select **Send verification code**.
Note: Check your email for the Verification Code. A new field appears for you to enter the code.

A screenshot of a mobile application interface for TRICARE. At the top left is a back arrow and the word "Cancel". In the center is the TRICARE logo. Below the logo, the text reads "Enter email address on file with DEERS. Send. Then enter verification code." There are two main elements highlighted with red boxes and numbered callouts: a text input field labeled "Email Address" with a red circle containing the number "5" next to it, and a blue button labeled "Send verification code" with a red circle containing the number "6" next to it.



7. Enter the code you received in the **Verification code** field.

8. Select **Verify code**.

Note: You can use **Send new code** if the code does not arrive. Check your spam or junk folder.

A screenshot of a mobile application interface for TRICARE. At the top left is a back arrow and the text "Cancel". In the center is the TRICARE logo. Below the logo, the text reads "Verification code has been sent to your inbox. Please copy it to the input box below." There is a text input field containing the email address "email_address_1234@gmail.com". Below this is a larger text input field with the placeholder text "Verification code", which is highlighted with a red border and a red circle containing the number "7". At the bottom, there are two blue buttons: "Verify code" (highlighted with a red border and a red circle containing the number "8") and "Send new code".



Registration and Communications Preferences

1. Enter a password in the **New Password** and **Confirm New Password** fields.
Note: *Your password must be 8-16 characters and contain at least three of the following elements:*
 - A lowercase letter
 - An uppercase letter
 - A number, 0-9
 - A special character, @ # \$ % ^ & * - _ + = [] { } | \ : ' , ? / ` ~ " () ; .
2. Enter your information in each of the fields.
Note: *Check the format before entering information to avoid error messages.*
 - Your DBN should not include dashes.
 - Phone Number is in 123-123-1234 format.
 - State is the two-letter state abbreviation.
 - Date of Birth is in YYYY-MM-DD format.



3. Confirm the information entered is accurate, and then select **Create**.
Note: If the format is wrong, you will get error messages in red before the related fields. If the information does not match your record, then an error displays with directions on what to do.

A screenshot of the TRICARE beneficiary portal registration form. The form is divided into two main sections. The top section contains two input fields: "New Password" and "Confirm New Password", both highlighted with a red border and a red circle containing the number "1". The bottom section contains a larger group of input fields, also highlighted with a red border and a red circle containing the number "2". These fields include: "First Name", "Last Name", "DBN: 11-digits, back of ID (no dash)", "Phone Number 123-123-1234", "Postal Code", "City", "State", "Street Address", "Date of Birth YYYY-MM-DD", and "Sponsor Social Security Number". At the bottom of the form is a blue "Create" button, highlighted with a red border and a red circle containing the number "3".



4. Read the statements provided on privacy of information then select **Continue**.

Beneficiary Self-Service Registration

Step 1 of 5

View Privacy Information Registration Example >

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To Protect Your Privacy

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Consent Notification

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Privacy Act Statement

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Back 4 Continue



5. Confirm the information displayed is accurate, then select **Continue** to proceed.

- If the information displayed is incorrect, log into your DEERS account or contact DEERS to update it.

DEERS Support Office (DSO)

- **Toll-free:** 1-800-538-9552
- **TTY/TTD:** 1-866-363-2883
- **Fax:** 1-800-336-4416 (Primary) or 1-502-335-9980 (Alternate)
- **Website:** [milConnect](#)

A screenshot of a web form titled "Step 2 of 5 Confirm Your Information". The form contains a message: "Please review the information below to ensure accuracy. If updates are needed, log in to your DEERS account." Below this, there are four fields: "Last 4 digits of SSN" (1234), "First and Last Name" (Jason Knoll), "Email" (jknoll@gmail.com), and "Phone" ((555) 555-5555). At the bottom left is a "Back" button, and at the bottom right is a "Continue" button. A large blue circle with the number "5" is overlaid on the "Continue" button. A "Chat" icon is visible in the top right corner of the form area.



6. Choose your preferred method of communication using the dropdown menu for each field listed. Once complete, select **Continue**.

Step 3 of 5

Communication Preferences

General Correspondence ⓘ

Residential Address ▾

Clinical Care Programs, Health & Wellness ⓘ

Residential Address ▾

Explanation of Benefits ⓘ

Residential Address ▾

Enrollment Action Required ⓘ

Residential Address ▾

Referrals and Authorizations ⓘ

Residential Address ▾

Additional Care Preferences ⓘ

Opt-in to receive text messages about my Care Programs

Opt-in to receive text messages about my Referrals/Authorizations

By selecting Opt-in you agree to receive text messages. Standard message and data rates may apply. Message frequency will vary. You can opt out at any time by replying STOP to a text message, updating your preferences via Portal, or calling TriWest at 1-888-TRI-WEST between 8am until 5pm PST. Reply HELP to a text message at any time for assistance. Terms & Conditions can be found at [URL TBD]. Privacy Policy can be found at <https://www.triwest.com/privacy>.

Back Continue

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7. Confirm that your information displayed is accurate, then select **Continue**.
Note: If you need to make any revisions to your communication preferences, select **Back** to return to the page where the information can be edited.

Beneficiary Self-Service Registration

Step 4 of 5

Review Your Information

Please review the information below to ensure accuracy. Use the Back button for updates or Continue button to submit your information.

Last 4 digits of SSN	First and Last Name
1234	Jason Knoll
Email	Phone
jknoll@gmail.com	(555) 555-5555
Residential Address	
123 Main St, Sunnyside, CA 87654	

Communication Preferences

General Correspondence
Electronic

Clinical Care Programs, Health & Wellness
Electronic

Explanation of Benefits
Electronic

Enrollment Action Required
Electronic

Referrals and Authorizations
Electronic

Additional Care Preferences

Back Continue

8. A message will display indicating if the registration was successful. Select **Go to Beneficiary Portal** to return to the beneficiary portal homepage.

Beneficiary Self-Service Registration

Step 5 of 5

Registration Successful

An email has been sent to jknoll@gmail.com to confirm your registration.

Go to Beneficiary Portal



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.