



TRICARE ONLINE FAQS

Q1. What is the purpose of TRICARE Online and why should I use it?

A1. TOL is a web-based system that allows TRICARE beneficiaries to make medical appointments on-line, anytime, 24/7. It also provides a variety of other helpful medical information and services. Using it will increase your and your family's access to care.

Q2. I don't have an internet capable computer at home, how do I use TOL?

A2. Once you've registered for TOL and request the DS Logon and have your password, you can access TOL from any internet capable computer whether at work, a friend's house or a public library.

Q3. Does this mean I won't be able to call and make appointments anymore?

A3. You may still call the appointment line but you must do so during their business hours.

Q4. I'm having trouble using TOL, who do I call for assistance?

A4. Call the TOL Help Desk at 1-800-600-9332 and for the DS Logon (DMDC) Help Desk at 1-800-477-8227.

Q5. What appointments may I schedule online?

A5. Primary Care appointments with your Primary Care Manager or PCM team may be scheduled online. Self-referral appointments, including Well Woman and Annual Eye Exams, may also be scheduled online.

Q6. What are the advantages of scheduling appointments online versus calling the appointment line?


A6. There are several advantages to scheduling online:

1. You may go online at any time which is convenient for you, 24 hours a day, 7 days a week.
2. You may see ALL available appointments online and select the one which best fits your schedule.
3. You have the first opportunity to schedule those same day appointments before the telephone line even opens up for business.
4. You will not be put on hold.
5. Blue Button – Access personal health data; View, download and print your laboratory results, outpatient medication profile, allergy profile, problem list, and encounter data
 - Appointment Center – Schedule, view, set reminders, and cancel primary care and select self-referral specialty appointments for you and your family
 - Prescription (Rx) Refill – Request Rx refills for MTF pick up, check status of Rx, or link to the TRICARE Mail Order Pharmacy to schedule home delivery
 - Health Risk Assessments (HRA) – Submit your HRA online
 - Secure Messaging- Communicate directly with your Provider and Care Team
 - TRICARE Information- Access to TRICARE benefits information and services at www.tricare.mil
 - Health Education – Access to health care information and services
6. Department of Defense Self-Service Logon (DS Logon) **Eligible beneficiaries may request a DS Logon at TRICARE Service Centers (TSC)**
8. Update your User Profile
 - * Transfer your account to another MTF
 - * Change your Password
 - * Update your personal information



How Do I Access Health Care Information and Services on TOL?

TOL's user friendly interface allows you to explore available health care information and services.

- 1 

Visit tricare.mil for information on TRICARE Online announcements
- 2 

Department of Defense Self-Service Logon (DS Logon)

Username: [Don't have a DS Logon? Create a Basic / Premium DS Logon account](#)

Password: [Got a code in the mail? Use an Activation Code](#)

or

For assistance, please refer to the "Sign-In" Guides
- 3 

30 APPOINTMENT CENTER

Select Family Member:

Book an Appointment for Me

View Appointments

View, Set Reminders, or Cancel Appointments for Me

Appointment Reminders

Blue Button
Access the **Blue Button** to view or download your personal health data concerning your lab results, allergy profile, medication profile, problem list, and encounter data.

Rx Refill
Access **Rx Refill** to refill a prescription, check the status of prescriptions, or access the Mail Order Pharmacy.

Secure Messaging
Access **Secure Messaging** to communicate safely and efficiently on a variety of topics with your health care team.

- 1 Go to the TOL Homepage located at www.tricareonline.com
- 2 Log in to TOL using your Basic or Premium DS Logon, DoD CAC, or DFAS myPay Account
- 3 Select the TOL information or service you wish to explore.

Click on:

- **Blue Button** to access your personal health data
 - **Appointment Center** to schedule, view, and cancel appointments
 - **Rx Refill** to request Rx refills
 - **Secure Messaging** to communicate directly with your Provider and Provider Care Team
 - **Health Risk Assessments** to access online health risk assessment tools
 - **Resource Center** to access *TRICARE specific and general health care information and services
- * Click on "TRICARE Info Center" to obtain information and find explanations about your TRICARE benefits and services

For more information contact DHSS TOL Product Webpage

<http://www.health.mil/dhss> (click on TOL)

Or access directly at:
http://www.health.mil/MHSCIO/programs_products/DHSS/DHSS-Products/TOL.aspx

Sign up to receive TOL News and Events Emails

<https://public.govdelivery.com/accounts/USMHSDHSS/subscriber/new>

Or call the DMDC Support Office (DSO) at:

1-(800) 477-8227
1-(866) 363-2883 (hearing impaired)

TOL Customer Service

Available 365/24/7
1-(800)600-9332

OCONUS Telephone Numbers located at "Contact Us"

www.tricareonline.com



How Do I Log in to TOL using a DS Logon Account?

1. Go to www.tricareonline.com and click the “Log In” button.
2. Select the “DS Logon” tab, enter your DS Logon username and password, and click the “Log In” button.

If you would like instructions for applying for or more information about DS Logon, please visit the DS Logon Self-Service website located at

<https://myaccess.dmdc.osd.mil/dsaccess/>

Or call the DMDC Support Office (DSO) at:

1-(800) 477-8227 or 538-9552

1-(866) 363-2883 (hearing impaired)

DSO Hours of Operation are Monday through Friday 5:00 a.m. to 5:00 p.m., Pacific Time.

How Do I Log in to TOL using a DoD CAC Account?

1. Go to www.tricareonline.com and click the “Log In” button.
2. Ensure your CAC is in the reader and select the “CAC” tab. Enter your CAC pin number, and click the “Log In” button.

If you have not yet registered your CAC, follow the steps to select your certificate and enter your PIN.

If you have questions or would like more information about DoD CAC, please visit the CAC website located at

<http://www.cac.mil/>

How Do I Log in to TOL using a DFAS myPay Account?

1. Go to www.tricareonline.com and click the “Log In” button.
2. Select the “DFAS” tab, enter your myPay Login ID and myPay password, and click the “Log In” button.

If you have questions or would like more information about DFAS myPay , please visit the DFAS myPay website located at

<https://mypay.dfas.mil/mypay.aspx>

*You can also receive personal assistance in creating a
DS Logon account by visiting your TRICARE Service Center at
Evans Army Community Hospital room 1011.*