How Do I Access?

TRICARE Online Patient Portal (TOL PP) requires users to have credentials* to access our secure website.

You are automatically registered when you use one of the three Department of Defense (DoD) credentials:

- DoD Common Access Card (CAC)
- DoD Self-Service Logon (DS Logon) Premium
- Defense Finance and Accounting Services (DFAS) myPay

All DoD Service Members and beneficiaries who are at least 18 years old are eligible for DoD credentials.

TRICARE Online.COM

Defense Health Agency Global Service Center (DHAGSC)

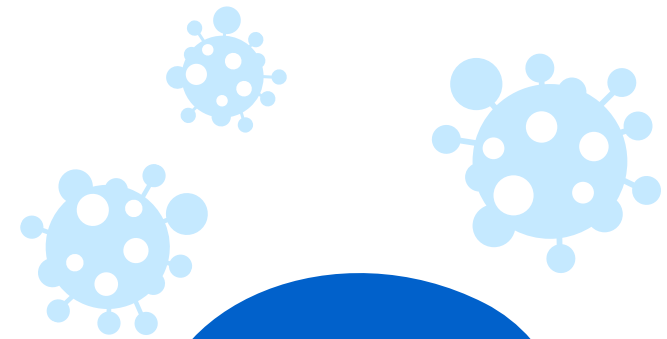### provides 365 / 24 / 7 Customer Service

☎ **(800) 600-9332**

🌐 OCONUS contact information is available at www.TRICAREOnline.com under "Contact Us"

Scan the code below and bookmark the TOL PP mobile site today!

As of July 2021

PATIENT PORTAL
TRICARE® Online

SECURE MESSAGING

COVID-19 WEBVISIT™ PATIENT GUIDE

Access TOL PP Secure Messaging directly at
https://app.tolsecuremessaging.com

www.TRICAREOnline.com

Do you think you may be experiencing COVID-19 symptoms?

There is no need to make an appointment or call your health care team, just use the COVID-19 webVisit™ available to you via TRICARE Online Patient Portal (TOL PP) Secure Messaging.

It's easy! Go to your Secure Messaging application to access the COVID-19 webVisit™. You can access TOL PP Secure Messaging directly at https://app.tolsecuremessaging.com with a username/password, DS Logon or CAC. Follow the instructions and answer the questions based on Centers for Disease Control and Prevention (CDC) guidelines.

Once completed, send the questionnaire to your health care team and your provider will respond to you regarding next steps.
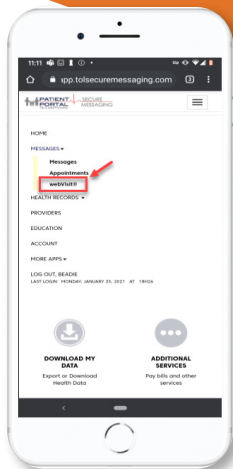
A webVisit™ is a detailed set of questions created by physicians to simulate exam room interviews. The webVisit™ allows you to give detailed information pertaining to symptoms or concerns. You can proactively send your provider or your dependent's provider, a webVisit™ or they can send one to you if they would like to know more details from an earlier correspondence. To begin a webVisit™, follow the instructions on the next page.

COVID-19 WEBVISIT™ PATIENT GUIDE

1   After logging into Secure Messaging, click Messages then webVisit™.
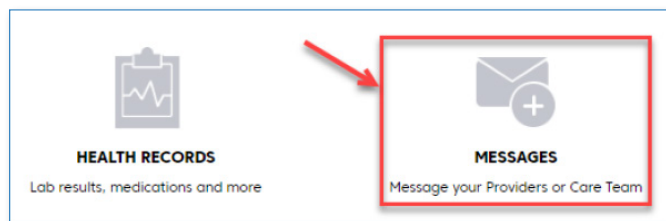
2   A pop-up box will now appear. You will now be asked to select the patient name (your name or your dependent's name) as well as the related provider. Then select "Next".
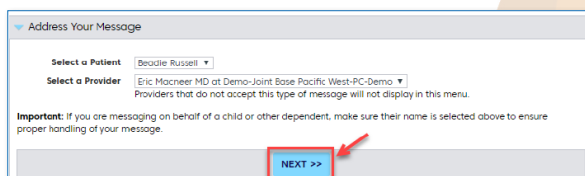
3   You are now reminded that the webVisit™ is not intended for emergency or same-day questions or requests.

4   Now click "All webVisit™ Clinical Interviews" to select the webVisit that most closely relates to your situation.

5   After confirming demographic information, and accepting the $0 fee terms, you may begin responding to questions.
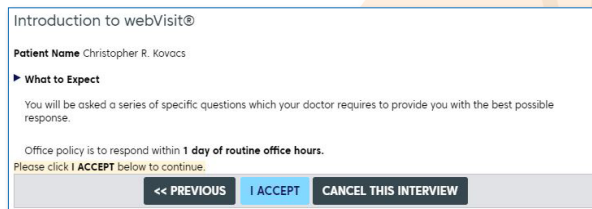
6   You will now begin the interview. Each question must be responded to, otherwise you can't proceed to the next page.
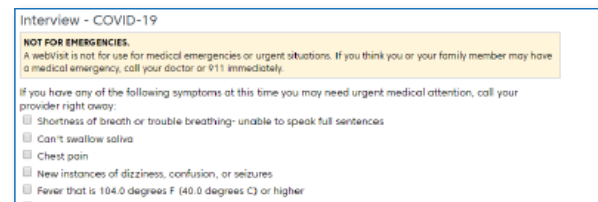
7   After you answer all the questions you will be provided the opportunity to review the interview responses and make any edits.

8   Next you will have the choice of updating the Personal Health Record or the webVisit™ patient. Then click "Finish".

9   Before you click Send, you also have the option of attaching any relevant files such as a photograph, PDF, Word or Excel file. Last, click "Send".
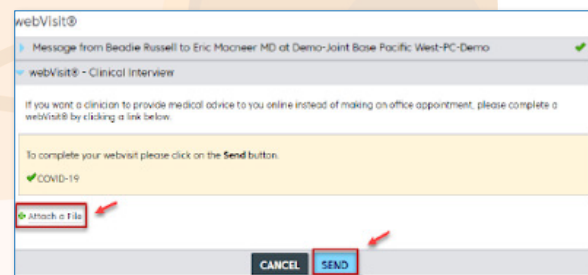
10   The message has been sent and you can expect a response, on average, in one business day.