



Secure Messaging



What is the TOL Patient Portal (TOL PP) Secure Messaging?

TOL PP Secure Messaging (SM) is a robust messaging capability which allows you to securely communicate with your health care team to ask non-emergency health care advice, request Prescription renewals, and receive MTF/Clinic updates and alerts.

Who can access TOL PP Secure Messaging?

DoD beneficiaries age 18 years or older, including active duty service members, retired service personnel and their families, can use the TOL PP. Beneficiaries can securely access information using their DoD Common Access Card (CAC), Premium DoD Self-Service Logon (DS Logon), or Defense Finance and Accounting Services (DFAS) myPay credentials.

What are the Key Capabilities of TOL PP Secure Messaging?

TOL PP Secure Messaging provides access to standard and customizable templates for you to communicate securely with your health care team, broadcast messages for patient education and clinic administrative notifications and a large, peer reviewed patient education library.

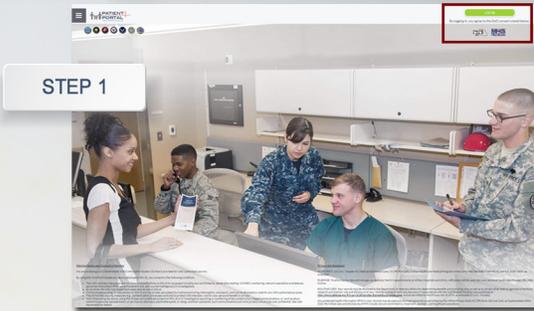
How does TOL PP Secure Messaging help improve my health care experience?

TOL PP Secure Messaging allows you to communicate with your health care team at your convenience, whenever you want and wherever you are. You can easily access TOL PP Secure Messaging from any device, e.g., smart phone, tablet, or desktop computer. Secure Messaging helps save time and money by eliminating trips to the military hospital or clinic. Secure Messaging also reduces unnecessary appointments and stress by providing the ability to communicate virtually with your health care team.

Who do I contact if I have questions or experience technical issues with TOL PP Secure Messaging?

TOL PP Secure Messaging help desk provides dedicated support for all end-users at 1-866-309-4138.

How do I access TOL Patient Portal Secure Messaging?



1. Go to www.TRICAREOnline.com.



2. Log in with your DoD CAC, Premium DS Logon, or DFAS myPay credentials. If you do not have DS Logon credentials and would like to, click “Need An Account.”



3. Click on the “Secure Messaging”.



4. You are connected with Secure Messaging and can begin communicating with your health care team.

QUICK REFERENCE CODE LINK



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