



TOL Family Member Access

For More Information

Sign up to receive TOL News and Events Emails <https://public.govdelivery.com/accounts/USMHS/HSS/subscriber/new>

TOL Customer Service
Available 24/7/365
1 (800) 600 9332

OCONUS Telephone Numbers
located at "Contact Us"



July 2020

How do I give my spouse or eligible family member(s) permission to manage appointments and prescription refills for me on TOL PP?

You can give eligible family member(s) permission to act on your behalf on TOL PP by clicking "Change Relationships" on the TOL PP Login page. See step-by-step instructions on page two of this brochure.

What privileges will my eligible family member(s) have access to on TOL PP? They can:

- **Manage Appointments:** Make, change, cancel, set reminders and notifications, and/or view future or past primary care and select self-referral specialty appointments at a military hospital or clinic on your behalf, your spouse, and/or your children.
- **Manage Prescription (Rx) Refills:** Request one or more prescription refills from a military hospital or clinic, check the status of prescriptions, and link to the TRICARE Pharmacy Program to schedule home delivery on your behalf, your spouse, and/or your children.

Please note: TOL family member accessibility options are based on family relationships established in the Defense Enrollment Eligibility Reporting System. If all of your eligible family members do not appear, please contact the Defense Manpower Data Center to troubleshoot at 1.800.477.8227

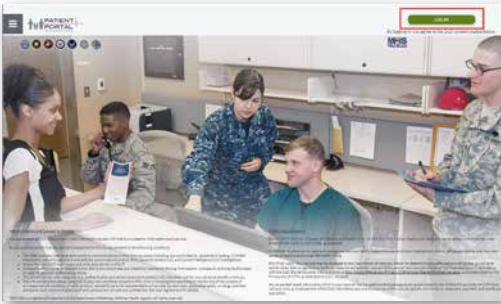
Why do I have to give family member(s) permission to manage these actions on TOL PP?

TOL contains personal health information (PHI) and personal identifiable information (PII) for you and your family. Family member access is restricted to enforce the security of your PHI and PII.

Visit TOL at www.tricareonline.com

How do I give family member(s) access to my TOL?

1



2

ATTENTION ALL USERS: PLEASE READ CAREFULLY TO PROTECT YOUR INFORMATION

ACTION NEEDED: If you haven't done so already, CAC users will need to activate their PIV Authentication certificate as soon as possible. Sign in to https://www.dmdc.osd.mil/self_service and select Activate PIV certificate. DS Logon will soon ONLY accept CAC's PIV Authentication certificate.

ACTION NEEDED: Phone Numbers can be updated by yourself by logging into DS Logon account and going to "UPDATE CONTACT INFORMATION." This will take you to a screen to update your own phone number and email. Please ensure your phone (e.g., cell, landline) and email address is accurate as future security features will be enabled soon and you won't have access to your DS Logon account if the phone number is not one you can access.

After visiting DS LOGON or one of our partner sites, CLOSE your browser window AND all open tabs. This will help protect your information and privacy. If you chose not to close your browser and all open tabs, this can enable third parties access to your PRIVATE HEALTH and BENEFIT INFORMATION.

DS Logon CAC DFAS

DS Logon

DS Logon Username
DS Logon Password
Forgot Username?
Forgot Password?
Login

Need An Account?
Activate My Account
Upgrade To Premium Account
Change My Account

Phishing Alert: We do not initiate contact with beneficiaries via email or telephone to request private personal (Name, SSN, DOB) or sensitive DS Logon account information (username, password, challenge questions). If you think you provided personal or account information in response to a fraudulent email, website or phone call, be sure to change your password and challenge questions immediately.

3

Please log in to change your account settings.

DS Logon CAC DFAS

DS Logon

DS Logon Username
DS Logon Password
Forgot Username?
Forgot Password?
Login

Do you want to return to the previous page?
Return

Phishing Alert: We do not initiate contact with beneficiaries via email or telephone to request private personal (Name, SSN, DOB) or sensitive DS Logon account information (username, password, challenge questions). If you think you provided personal or account information in response to a fraudulent email, website or phone call, be sure to change your password and challenge questions immediately.

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PATIENT PORTAL
TRICARE® Online

Frequently Asked Questions

Continue to TRICARE Online Website

Welcome John Doe

You are currently logged on with: **DS Logon**
DS Logon Account Level: **Premium**
DS Logon PIN: **No**
DS Logon Security Image Enabled: **Yes**

Change DS Logon Account
Change Password
Change My DS LOGON Username
Change Challenge Questions
Deactivate My Account
Change Security Image

Your current Sponsor is: **Jane Doe**
Change Sponsor
Change Relationships
Change Contact Information

Contact Information
1234 1st St.
Falls Church VA,
22022
email@test.com

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PATIENT PORTAL
TRICARE® Online

Frequently Asked Questions

Manage Relationships

People I Can Act On

Name	Relationship	Permission	Begin Date	End Date
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People Who Can Act on My Behalf

Name	Relationship	Permission	Begin Date	End Date
Add Permission				

Finish

6

PATIENT PORTAL
TRICARE® Online

Frequently Asked Questions

Choose a Person

Whom would you like to grant access within the family?

John Doe
 Sabrina Doe

Next Back

7

PATIENT PORTAL
TRICARE® Online

Frequently Asked Questions

Create Permission

Sabrina Doe
Relationship FAMILY
Permission **Clinical**
Begin Date (e.g. mm/dd/yyyy) 06/18/2020
End Date (e.g. mm/dd/yyyy)

Save Back

1

Go to www.tricareonline.com and click "Log In".

2

Select "Change My Account" on the Login page..

3

Log in with your **DS Logon Premium (Level 2), DoD CAC or DFAS myPay** credentials.

4

Under the "Relationships" header, click "Change Relationships".

5

On the Manage Relationships page Under "People Who Can Act on My Behalf", select "Add Permission". Note that the "People I Can Act On" list reflects family members who have granted you permission to act on their behalf.

6

On the "Choose a Person" page, select a name and click "Next".

7

Choose the Permission type from the dropdown list. Enter the dates during which the permission will apply in the "Begin Date" and "End Date" text boxes. Click "Save".