



Secure Messaging



What is TRICARE® Online (TOL) Patient Portal Secure Messaging?

TOL Patient Portal Secure Messaging (SM) is a robust messaging capability which allows you to securely communicate with your health care team for advice on minor medical issues, chronic disease management, test results, appointment requests, medication renewals and other health care needs.

Who can access TOL Patient Portal Secure Messaging?

TOL Patient Portal Secure Messaging is accessible by Military Health System patients who receive care at a military hospital or clinic.

What are the Key Capabilities of TOL Patient Portal Secure Messaging?

TOL Patient Portal 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 Patient Portal Secure Messaging help improve my health care experience?

TOL Patient Portal 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 Patient Portal Secure Messaging from any device, e.g., smart phone, tablet, or desktop computer. TOL Patient Portal Secure Messaging helps save time and money by eliminating trips to the military hospital or clinic. TOL Patient Portal 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 Patient Portal Secure Messaging?

TOL Patient Portal Secure Messaging provides dedicated support for all end-users. Please contact the TOL Patient Portal Secure Messaging Help Desk at 1-866-309-4138.

How do I access TOL Patient Portal Secure Messaging?



STEP 1

STEP 2

STEP 3

STEP 4

STEP 5

1. Go to www.TRICAREOnline.com and click “Log In.”
2. Log in with your **DS Logon Premium (Level 2), DoD CAC 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**” icon.
4. Link your accounts by entering your Secure Messaging username and password and clicking **LINK**. **Before** linking accounts, be sure your Secure Messaging demographic information matches your DS Logon account information. You will then be taken to your Secure Messaging Home Page. When you select Secure Messaging from TOL PP in the future, you’ll go directly to Secure Messaging without having to sign-in again.
5. You can still access TOL Patient Portal Secure Messaging directly at <https://tolsecuremessaging.com> with a **username/password, DS Logon or CAC**.

QUICK REFERENCE CODE LINK



SIGN UP FOR TOL PATIENT PORTAL NEWS



Sign up to receive the TOL Patient Portal News and Events emails

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

TOL PATIENT PORTAL CUSTOMER SERVICE



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

OCONUS Telephone Numbers located at “Contact Us”

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Visit the TOL Patient Portal at www.TRICAREOnline.com

