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.

Visit the TOL Patient Portal at www.TRICAREOnline.com
How do I access TOL Patient Portal Secure Messaging information and services?

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 “Register.”

3. Click on the “Secure Messaging” icon.


QUICK REFERENCE CODE LINK
SIGN UP FOR TOL PATIENT PORTAL NEWS
TOL PATIENT PORTAL CUSTOMER SERVICE

Visit the TOL Patient Portal at www.TRICAREOnline.com

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