

## Access HELP

Help is always available for **TRICARE Online** users.

If you experience problems or have questions regarding **TRICARE Online**, agents are available 24 hours a day to assist you. Please contact Technical Support at **1-800-600-9332 (CONUS), 210-767-5250 (Direct)** within the United States. If you are a user outside of the Continental United States (OCONUS), please refer to **TRICARE Online** for a list of additional phone numbers.

If you have questions regarding the TRICARE Program, benefits, or eligibility criteria, please call **1-800-538-9552**.

Help Desk numbers are also available on the home page of **TRICARE Online**.



## SCHEDULE AN APPOINTMENT:

1. Go to [www.tricare.mil](http://www.tricare.mil)
2. Go to TRICARE Online and click "[Enter Here](#)" (under "Additional Resources" on the lower right hand side of screen)
3. Read the Online Privacy and Security Policy, click "I AGREE"
4. Click the "Log In" Button
5. "Log In" by entering your Username and Password
6. Select a "Visit Reason," click "View Appointments"
7. Select appointment on calendar, or follow directions to other options

## HIPAA Statement

*In August 1996, President Clinton signed into law the **Health Insurance Portability and Accountability Act (HIPAA)**. This law protects the privacy and security of your health information.*

*We know that Privacy and Security of your information is important. We respect your privacy and have taken measures to provide appropriate levels of security to protect your personal information. We will never release your name, street address, telephone number, e-mail address or any other personal information to unauthorized users.*

*You will be asked to change your password periodically to ensure your protection and privacy. We want to ensure your personal health data is and remains protected.*



## Access is Power



Linking you and your family to good health » » »





## Access is Power

TRICARE Online (TOL) links you and your family to healthcare services, resources, and information through a secure Internet environment.

## Access REGISTRATION

Registration on TRICARE Online is easy.

1. Go to [www.tricare.mil](http://www.tricare.mil)
2. Go to TRICARE Online and click “[Enter Here](#)” (under “Additional Resources” on the lower right hand side of screen)
3. Read the Online Privacy and Security Policy and click “I AGREE”
4. Click “[Register Now on TOL](#)”
5. Fill in the information on the forms and submit



## Access APPOINTMENTS

Scheduling appointments is fast and easy on TRICARE Online. As a registered user, you can access this functionality 24 hours a day by following these steps:

1. Go to [www.tricare.mil](http://www.tricare.mil)
2. Go to TRICARE Online and click “[Enter Here](#)” (under “Additional Resources” on the lower right hand side of screen)
3. Read the Online Privacy and Security Policy and click “I AGREE”
4. Click the “Log In” Button
5. “Log In” by entering your Username and Password
6. Under “Book an Appointment”, select a “Visit Reason” from the drop down menu and click “View Appointments”
7. The appointments available for your Primary Care Manager or available self-referral appointments will be displayed
8. Select the appointment you want on the calendar or follow directions to other options

## Access RESOURCES

TRICARE Online provides a wealth of information and functionality, including the ability to:

- » Schedule appointments at any time
- » View MTF directions, maps, contact information, and clinic hours
- » View information about TRICARE Programs such as dental and pharmacy services
- » Use the “Quick Links,” on the right side of the screen, to quickly navigate to other areas
- » Access health information under the top menu item “General Health”
- » Access benefits information under the top menu item “Services and Benefits”



### Register Now:

1. Go to [www.tricare.mil](http://www.tricare.mil)
2. Go to TRICARE Online and click “[Enter Here](#)” (under “Additional Resources” on the lower right hand side of screen)
3. Read the Online Privacy and Security Policy and click “I AGREE”
4. Click “[Register Now on TOL](#)”
5. Follow onscreen directions and complete the registration fields