

Help is always available for TRICAREOnline.com users.

If you experience problems or have questions regarding TRICAREOnline.com, 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 TRICAREOnline.com.

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 TRICAREOnline.com.

*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 > > >

SCHEDULE AN APPOINTMENT:

1. Go to www.TRICAREOnline.com
2. Read the Online Privacy and Security Policy, click "I AGREE"
3. "Log On" by entering your Username and Password
4. Click "Appointments"
5. Select "Visit Reason," click "View Available Appointments"
6. Select appointment, or follow directions to other options

Access is Power

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

Access REGISTRATION

Registration on [TRICAREOnline.com](http://www.TRICAREOnline.com) is easy.

1. Go to www.TRICAREOnline.com
2. Read the Online Privacy and Security Policy and click "I AGREE"
3. Click "Site Registration"
4. Click "Patient Registration Only (Beneficiary)"
5. Read the disclaimer and click "I AGREE"
6. Follow the directions on the screen to complete your registration

Note: You will need your Sponsor's Social Security Number for registration. All family members will need to register separately with their own Social Security Number and will have a separate User ID and Password.

Access APPOINTMENTS

Scheduling appointments is fast and easy on [TRICAREOnline.com](http://www.TRICAREOnline.com). As a registered user, you can access this functionality 24 hours a day by following these steps:

1. Go to www.TRICAREOnline.com
2. Read the Online Privacy and Security Policy and click "I AGREE"
3. "Log On" by entering your Username and Password
4. Click "Appointments"
5. Select a "Visit Reason" from the dropdown menu items and click "View Available Appointments"
6. The available appointments of your Primary Care Manager (i.e. physician, physician's assistant, or nurse practitioner) will be displayed
7. Select the appointment you want or follow directions to other options

Access RESOURCES

TRICAREOnline.com provides a wealth of information and functionality, including the ability to:

- » Schedule appointments at any time
- » View directions, maps, contact information, and clinic hours
- » View TRICARE Programs such as dental and pharmacy services
- » Create your own personal health journal
- » Access health information and management tools

REGISTER NOW!

1. Go to www.TRICAREOnline.com
2. Read the Online Privacy and Security Policy, click "I AGREE"
3. Click "Site Registration"
4. Click "Patient Registration Only (Beneficiary)"
5. Read the disclaimer and click "I AGREE"
6. Follow onscreen directions to complete registration