



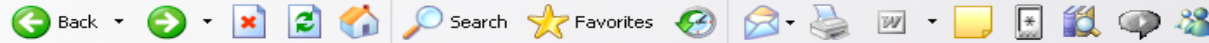
TRICARE ONLINE

HOW TO REGISTER, MAKE AN
APPOINTMENT AND CANCEL
AN APPOINTMENT



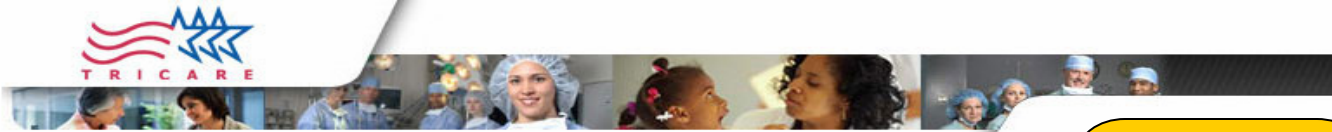
Welcome to TRICARE.mil - Microsoft Internet Explorer

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Address http://www.tricare.mil/

Go Links



Welcome to TRICARE.mil

My Benefit

TRICARE benefit information for beneficiaries. Learn all there is to know about your TRICARE benefit.

[▶ TRICARE Beneficiaries Enter Here](#)

My Health

Your gateway to the new, improved TRICARE. Authorized users can schedule a view appointments; access approved health content; access personal health information; use pharmacy tools; check medications; access military staff applications and much more!

[▶ Tricareonline.com Enter Here](#)

CLICK ON THIS LINK TO ENTER TRICARE ONLINE

Military Health System

Information about the Military Health System (MHS).

[▶ MHS Enter Here](#)



Providers

Information for TRICARE providers.

[▶ TRICARE Providers Enter Here](#)



Pressroom

The latest TRICARE and Military Health System news and information.

[▶ News and Media Enter Here](#)



http://www.tricare.mil is the official Web site of the Office of the Assistant Secretary of Defense (Health Affairs) and the TRICARE Management Activity Skyline 5, Suite 810, 5111 Leesburg Pike, Falls Church, VA 22041-3206



http://www.tricareonline.com/welcome.do

Internet



Welcome to TRICARE Online

TRICARE Online is a secure web portal designed to increase access to care for authorized TRICARE beneficiaries and increase access to information for designated TRICARE physicians and support staff.

Review the Security Disclaimer below for important information regarding the usage of this website. Clicking on the "I Agree" button confirms your agreement to the terms outlined, and allows you to view pre-logout information.

TRICARE Online Privacy and Security Policy

- ▶ Introduction
- ▶ Privacy Act Warning
- ▶ Security of Information
- ▶ Family Members and Privacy
- ▶ Registration and Login
- ▶ The Use of Cookies
- ▶ Password Protection
- ▶ Logging Out
- ▶ Exit Site Notice

I Disagree

I Agree

Contact Numbers

TRICARE Information Service
(Beneficiary & Program
Information)

1-866-363-8779

MHS Office

TRICARE Retail Pharmacy
Program

1-866-363-8779

MHS Helpdesk
(Technical Problems)

1-800-600-9332

CLICK "I AGREE" TO PROCEED. THIS SCREEN ALLOWS YOU TO VIEW THE DISCLAIMERS.



[Forgot Password?](#)
[Register Now](#)

Medical Disclaimer and Agreement

Information from various content providers such as Abbott, Johnson & Johnson, Medtronic, Medtronic, Reuters News, and Micromedex, Inc., ("Suppliers"). As used in the TRICARE Online Medical Disclaimer and Agreement ("Agreement"), "We", "Us", or "Our" refers to TRICARE Online. "You" or "User(s)" refers to users of this Service.

Below is the TRICARE Online end-user medical disclaimer and agreement. Here, you will find important information regarding TRICARE Online, the terms of user registration and use of this Service:

The terms and conditions of this medical disclaimer and agreement may change from time to time. Such modifications will take effect immediately upon posting on the web site. You are advised to review this agreement periodically for changes and

* I accept the terms of the Medical Disclaimer

* Required Fields

Relationship to TOL

Tell us about yourself. (Check all that apply. * At least one is required.)

- Beneficiary
- Health Care Provider
- External Support Contractor
- Medical Support Staff
- TOL Manager
- * Type of Manager:

Identification

* First Name MI * Last Name

Registration Help

Only authorized individuals may have a TRICARE Online (TOL) account. Authorized user types are described under "Your Relationship to TOL". Your personal social security number (SSN) is required to verify your eligibility for a TOL account, which may include access to TOL appointing and future TOL features such as prescription refill.

Your Relationship to TOL

THIS IS THE TOP PORTION OF THE REGISTRATION SCREEN. COMPLETE ALL OF THE REQUIRED BLOCKS. INSTRUCTIONS ARE TO THE RIGHT OF THE SCREEN TO PROVIDE ASSISTANCE. ALL MEMBERS SHOULD REGISTER AS "BENEFICIARIES"

are a sponsor or insurance. For Reservist greater
you are a population. For n's Assistant, or a
be involved with administration at your
ber means you relative support at a e, you may be a list, or an

actor (ESC) means you assist the Regional Directors and MTF Commanders in operating an integrated health care delivery network.

Identification



Identification

* First Name MI * Last Name

* My Personal SSN * Confirm My Personal SSN
 (xxx-xx-xxxx) (xxx-xx-xxxx)

* Date of Birth
 Month Day Year

* Service Affiliation
 Select

* Rank
 Select

Sponsor Information

I am my own sponsor

* My Sponsor's SSN * Confirm My Sponsor's SSN
 (xxx-xx-xxxx) (xxx-xx-xxxx)

Contact Information

* Email Address

* Confirm Email Address

Location Information

Registering as an **external support contractor (ESC)** means you assist the Regional Directors and MTF Commanders in operating an integrated health care delivery network.

Identification

Please provide the required TOL Account.

Your Sponsor Information

If you are not a sponsor, you must enter the sponsor's SSN. You may use the checkbox provided to add, separate the sponsor's SSN fields with information entered in the identification section.

Contact Information

Enter a valid email address where account notifications can be sent as necessary.

Location Information

Identify the TRICARE Region where you are located to generate a list of available MTFs. Select the name of your primary MTF from the dropdown list provided. TOL Managers, Providers, ESCs and Medical Support Staff may also select Secondary MTFs.

Your Username Must:

- Be Unique
- Have no spaces
- Be 8 to 20 characters in length, and
- May be a combination of letters and numbers

Your Password Must:

- Be 9 to 20 characters in length
- Have at least two upper and two lower case letters
- Have at least two numbers
- Have at least two special characters (e.g., !, #, \$, %)

MORE OF THE REGISTRATION PAGE



Location Information

* TRICARE Location
Select

* Military Treatment Facility (MTF)
Select

Secondary Military Treatment Facility (MTF)
Available

Available Selected

* Primary Clinic
Select



- Have at least two special characters (e.g., !, #, \$, %)
- Have no spaces

Examples Include:

- Some2_Pas1!
- GiveMe10\$\$

Your Password Security Questions:

The Password Security Questions are utilized to confirm your identity. You will be prompted to answer these questions if you cannot remember your username or password. You must select questions and answers that you will remember.

- Keep answers to yourself

AS BUCKLEY BENEFICIARIES, ENSURE YOU SELECT THE CORRECT MTF "460 MDG" AND THE CORRECT REGION "WEST"

Account Information

Username and Password

* Username: _____



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Address <https://www.tricareonline.com/register.do> Go Links

Account Information

Username and Password

* Username:

* Password:

* Confirm Password:

Password Security Questions and Answers

* Question 1:

Custom Question 1:

* Answer 1:

* Question 2:

Custom Question 2:

* Answer 2:

* For Official Use Only (FOUO)
TRICARE Online is a Department of Defense (DoD) computer system. Use of this site is governed by multiple DoD policies and terms outlined in the center area. Many of these policies are designed to protect the privacy of your personal information. We encourage you to review these policies.

[Medical Disclaimer](#) | [Security Policy](#) | [Links Disclaimer](#) | [Customer Service](#) | [TRICARE Info Center](#)

Done Internet

start Welcome to TRICARE... Document1 - Microsof... 11:58 PM

HERE YOU DETERMINE YOUR USERNAME, PASSWORD AND SECURITY QUESTIONS



HOW TO MAKE AN APPOINTMENT

AFTER LOGGIN
INTO TRICARE
ONLINE, SELECT
THE
"BENEFICIARY
HOME" TAB

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Back Forward Stop Refresh Home Search Favorites

Address <https://www.tricareonline.com/homeTabs.do?selTabIdKey=beneficiary...> Go Links

Personal Health Services & Benefits Appointment Links Content Management Resources

TRICARE Online.com

Welcome to TRICARE Online

Personal Data - Privacy Act of 1974 (PL 93-579)

Welcome to your customized home page. From this page you can quickly access all the features and functions of the site. You'll also find new announcements and learn about new features as they are added to the site.

Medical Support Home Manager Home **Beneficiary Home**

Book an Appointment

To make an appointment, please select the visit reason that best describes your needs and then click on the 'View Appointments' button below.

MTF Site Message:

New Problem/Urgent

View Appointments

Notice: This site should not be used for emergency medical conditions. In the case of a medical emergency, call 911 or contact your local Emergency Medical Service.

Quick Links

- [My Home](#)
- [My MTF](#)
- [My Profile](#)
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Done Internet

start Welcome to TRICARE... Document1 - Microsof... 12:14 AM



Welcome to TRICARE Online

Personal Data - Privacy Act of 1974 (PL 93-579)

Welcome to the TRICARE Online website. From this page you can quickly access all the services and learn about new features as they are added to the site.

B Select the visit reason that best describes your visit.

- New Problem/Urgent
- Follow-up PCM Visit
- First Visit with PCM
- Annual Eye Exam
- Dietary Counseling
- Flight Physical
- New Problem/Not Urgent
- Pap Smear
- Pap Smear with PCM
- Preventive Health Assessment**
- Return to Duty with PCM
- Return to Flight Status w/PCM
- Routine Physical
- School Physical
- School Physical with PCM
- Well Baby Exam
- Well Baby Exam with PCM

New Problem/Urgent

View Appointments

SELECT YOUR VISIT REASON. THIS EXAMPLE SHOWS PHA IS MY VISIT REASON

Quick Links

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Notice: This site should not be used for emergency medical conditions. In the case of a medical emergency, call 911 or contact your local Emergency Medical Service.



Step 2 of 4 Choose an Appointment

The calendar below shows the available appointment slots for the self-referral visit reason you selected.

Please Note: The appointments displayed on the calendar below may be from one or more facilities. If you click on an appointment time, the facility name where the appointment is located will be displayed. If you would like to view appointments from a specific facility, please select the Clinic/Facility from the "Select Clinic/Facility" drop down list below.

All times are in Mountain Standard Time.

Select Clinic/Facility ▼

Please click on a time that you are interested in booking. You will be asked again before confirming the appointment.

November 2006						
SUN	MON	TUE	WED	THU	FRI	SAT
				23 *	24 *	25 *
26 *	27 *	28 * 08:00 08:30 09:00 09:30 10:00 10:30 11:00	29 *	30 *		

SELECT THE CLINIC.
FOR A PHA, THE
EXAMPLE SHOWS
THE CLINIC OF
CHOICE

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All times are in Mountain Standard Time.

Select Clinic/Facility

Please click on a time that you are interested in booking. You will be asked again before confirming the appointment.

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November 2006						
SUN	MOH	TUE	WED	THU	FRI	SAT
26 *	27 *	28 * 08:00 08:30 09:00 09:30 10:00 10:30 11:00	29 *	30 *	23 *	24 * 25 *
December 2006						
SUN	MOH	TUE	WED	THU	FRI	SAT
3 *	4 *	5 * 08:00 08:30 09:00 09:30 10:00 10:30 11:00	6 *	7 * 08:00 08:30 09:00 09:30 10:00 10:30 11:00	1 * 2 *	8 * 9 *
10 *	11 *	12 * 08:00 08:30 09:00	13 *	14 * 08:00 08:30 09:00 09:30	15 *	16 *

AVAILABLE APPOINTMENTS CAN BE SEEN UP TO 6 WEEKS IN ADVANCE.

IN THE EVENT NO APPOINTMENTS WERE AVAILABLE YOU CAN PERFORM ANOTHER SEARCH, OR SELECT "HAVING TROUBLE GETTING AN APPOINTMENT LINKS"

*All dates are within Access to Care Standards.

Additional Appointment Times [Search Options](#)

Search for more Appointments.
Having trouble getting an Appointment?

* For Official Use Only (FOUO)

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AN APPOINTMENT WAS SELECTED

Step 3 of 4 Confirm Appointment

You have selected but not yet booked the following appointment. Please review the information presented and select one of the options listed below the appointment information.

Date:	11/28/06
Time:	08:30 AM [MST]
Health Care Provider:	JONES, AMANDA L
Appointment Location:	B FLIGHT MED EXTENDER
Facility:	460th MEDICAL GROUP - BUCKLEY AFB

*Reason For Appointment:

Please enter a brief description of the reason for the appointment below:
This is required.

PHA
Example: I need my cast removed

I'll Take It!

INPUT THE REASON FOR THE APPOINTMENT

Quick Links

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Step 4 of 4 Appointment Successfully Booked

Your appointment was successfully booked! Please report to your appointment location on the date and time specified. This allows your clinic to check you in and check your vitals.



Print this page for your records. No reminder will be sent.

Patient Name:	MORRIS,TIMOTHY A
Date:	11/28/06
Time:	08:30 AM [MST]
Health Care Provider:	JONES,AMANDA L
Appointment Location:	B FLIGHT MED EXTENDER
Facility:	460th MEDICAL GROUP - BUCKLEY AFB

Do Survey Return Home

IT IS CONFIRMED THAT YOUR APPOINTMENT WAS SUCCESSFULLY BOOKED

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Book an Appointment

To make an appointment, please select the visit reason that best describes your needs and then click on the 'View Appointments' button below.

MTF Site Message:

New Problem/Urgent

[View Appointments](#)

Notice: This site should not be used for emergency medical conditions. In the event of an emergency, call 911 or contact your local Emergency Medical Service.

THIS DISPLAYS YOUR ACTIVE APPOINTMENT.

Active Medical Appointments

Only appointments made online can be canceled online.

Date: 11/28/06
Time: 08:30 AM [MST]
Provider: JONES, AMANDA L
Location: B FLIGHT MED EXTENDER
Facility: 460th MEDICAL GROUP - BUCKLEY AFB
[Cancel Appointment](#)

SELECT TO CANCEL YOUR APPOINTMENT

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AFTER
SELECTING
"CANCEL
APPOINTMENT"
THIS IS THE
NEXT SCREEN

Cancel Appointment

You have elected to cancel the appointment listed below. To cancel, click on the "Cancel this Appointment" button.
To return without cancelling this appointment, click on the "Return to Home Page" button.

Date:	11/28/06
Time:	08:30 AM [MST]
Health Care Provider:	JONES,AMANDA L
Appointment Location:	B FLIGHT MED EXTENDER
Facility:	460th MEDICAL GROUP - BUCKLEY AFB
Reason For Cancellation:	<input type="text" value="I no longer need the appointment"/>
	<input type="text" value="I no longer need the appointment"/>
	<input type="text" value="I have another obligation at that time"/>

[Return to Home Page](#) [Cancel this Appointment](#)

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SUCCESSFUL CANCELLATION OF THE YOUR APPOINTMENT



Cancel Appointment Confirmation

Your appointment was successfully cancelled!

[Do Survey](#)

[Book Another Appointment](#)

Quick Links

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TIPS ON USING TOL

VISIT REASONS:

The 460th Medical Group uses the following visit reasons:

New Problem/Urgent – This is a new medical problem that is urgent in nature but does not qualify as a 911 emergency. Selection of this appointment type indicates the pain or symptom requires medical provider attention within 24 hours. There are limited numbers of these appointments so please use this appointment type appropriately. Do not book chest pains, depression or symptoms of these types for this appointment type.

Follow Up w/PCM visits – this appointment type is used for new problems/non-urgent and follow up with your PCM visits. Some examples are: sore back for more than 48 hours, ailments or conditions that have existed for more than 48 hours. Over 80% of our appointments fall in this category.

Annual Eye Exam – Currently for Active Duty members only.

Flight Physical – Active Duty personnel on flying status

Pap Smear or Pap Smear with PCM – Active Duty and Active Duty Family Members females requesting a Pap Smear appointment

Preventive Health Assessment – Active Duty members only who during their birth month must have a health assessment performed. Before you make this appointment you must have complete the Air Force Web Health Assessment form online and received a response from the 460 Medical Group requesting you make an appointment in TOL to be seen by a provider



TIPS ON USING TOL (CONTINUED)

Routine Physical – active duty or active duty family member is requesting a routine physical.

School Physical or School Physical w/PCM – active duty family member of school age requesting a school physical

Well Baby Exam or Well Baby Exam w/PCM – active duty family member from 0-2 requires a well baby exam.

NOTE: all other appointment types are not used at the Buckley clinic. Use of these visit reason will result in a message stating “NO APPOINTMENTS ARE AVAILABLE”.

Please utilize only the visit reasons depicted above.

Remember if you have an emergency call 911.

Each family member must register separately yet you can have the same password for each family member

Any request for psychological or mental health appointment please contact Life Skills

An appointment is not required for medical refills, lab results or immunizations.

To stay abreast of clinic news, happenings and announcements select the “My MTF” link after logging in.



ANY QUESTIONS?