

## **TOL Basics**

### **Who can use TOL?**

TRICARE is the healthcare program for active duty and retired service personnel, their eligible dependents and survivors. Although the pre-log on information is available to the public, only eligible individuals can establish active TOL user accounts.

### **How do I check claims information?**

Claims information is available from the [www.TRICARE.mil](http://www.TRICARE.mil) website. A link to this site is available from the TOL Claims page that is located under the Services and Benefits Navigation group.

### **How can I make TRICARE payments online?**

Making TRICARE payments electronically is a useful feature of [www.myTRICARE.com](http://www.myTRICARE.com) which is separate website. You may either browse to that site directly or click on Claims on the Services and Benefits navigation menu, and then follow the on screen instructions.

### **How can I find out more information about my TRICARE benefits?**

Click on the navigation link for TRICARE Info Center that is available as a footer link, or under Services and Benefits navigation menu. This page has several links to related sites that explain your TRICARE benefits.

### **Is TOL the same system used at my Military Treatment Facility?**

Although TOL interfaces with the systems at your Military Treatment Facility (MTF) that support appointing, TOL is a different system.

### **How does TOL communicate system downtime and the addition of new features to the website?**

The TOL system prominently displays Announcements and What's New articles on the home page of all users to ensure that timely information is passed to our customers.

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## **Registering on TOL**

### **How do I register?**

Once you have reviewed the Security and Privacy policy, click the "I Agree" button. From the pre-login home page, click on the "Register Now on TOL" link located under the Login area on the Home page. From there, follow the instructions to complete your account registration.

### **How long do I have to wait after registering before I'm able to make appointments?**

Once you login with your username and password, you will be able to start the search for appointments from your Beneficiary Home Page or you may click on the Book Appointment link. Remember that you must also be registered at your local MTF in order to use the Book Appointment feature.

### **I registered and it says my inactive account has been created. What happens now?**

Health care providers, Managers, and Medical Support Specialists accounts have special privileges within TOL and their accounts must be activated before they can be used. When a provider or manager account is created an email is sent to the designated security contact for that facility. They will confirm the information and activate the account. The amount of time varies depending on the site, but if several days have gone by and you are still unable to log in to TOL, contact the Military Health System Service Desk (MHSSD) Customer Service at 1-800-600-9332.

### **I tried to register and it says my Social Security Number is already in use, but I don't remember registering.**

There are several reasons why you might receive this error. If you are certain that you entered your Social Security Number (SSN) correctly during registration contact the MHSSD Customer Service at 1-800-600-9332.

### **Can I register my whole family under one account?**

In order to protect the medical records of individuals, every member must have their own account.

### **What is a DoD Self Service Logon Account?**

The Department of Defense (DoD) Self-Service Logon Account allows beneficiaries access to their personal, health care coverage, and clinical information through TOL and other DoD sites (e.g. the Personal Health Record, Beneficiary Web Enrollment). This account and password is available to all DoD sponsors and their family members who are eligible for DoD benefits.

### **My browser's security icon is unlocked. How do I know my personal information is secure?**

Your personal information is secure. The TOL website uses the highest level of encryption available for commercial web servers on all pages which transmit your personal information. However, TOL does have "pre-login" pages that do not utilize personal information. These pages do not transmit any private information and therefore do not have to be secure.

### **What are the password security questions for on TOL?**

The two security questions you select during registration are used to verify your identification if you need to call into MHSSD Customer Service or if you need to use the automated password reset.

### **I tried to register and it says registration unsuccessful? What happened?**

There are several possible reasons registration could be unsuccessful. First, check that you are eligible to register for TOL. If you are, then check all the information that you entered during registration. If you are still unable to register, contact MHSSD Customer Service at 1-800-600-9332.

### **How does TOL know if I'm eligible for a user account?**

During registration, the MHS registration process performs a Defense Enrollment Eligibility Reporting System (DEERS) eligibility check to verify your eligibility as a TOL Beneficiary.

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## **Logging into TOL**

### **Where is the Log In button?**

Before you can see the "Log In" button, you must click the "I Agree" button to acknowledge you accept the TOL Privacy and Security Policy. Once you have reviewed the policy and click the "I Agree" button, the "Log In" button is located near the top of the right content area, under the word "Log In".

### **Does it matter if I type my log in information in upper case or lower case?**

Your username is not case sensitive. Your password is case sensitive and you will have to type it in exactly as you created it.

### **When I try to log in it says my account has been locked out for 60 minutes. But after 60 minutes it still says I'm locked out. What should I do?**

An account will be locked for 60 minutes. If you are still unable to log in after 60 minutes, contact the MHSSD Customer Service at 1-800-600-9332.

### **Can you explain the password rules?**

Your password must be 14 to 20 characters in length, have at least one upper and one lower case letter, have at least one number, have no spaces, have at least one special character and it cannot contain your first name or last name. A special character can be any non-alphanumeric character (for example: !, @, \$, ?, + ). You must also choose a password that has not been used in at least the past five passwords for your account. A valid password example is "Some1\_pasthere" - it contains 14 characters: one capital, eleven lowercase letters, one number and one special character.

### **Why are the password rules so picky?**

The password requirements for MHS are set by the DoD. The requirements are stringent in order to protect your personal medical information.

## **How long before my password needs to be changed?**

MHS Enterprise passwords are set to expire and must be changed every **150 days**.

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## **Password Reset and Username Retrieval**

### **I've forgotten my password, how can I reset it?**

- 1) There is a link called Forgot Password? on the pre-login home page, just below the Log In button. Click this link and follow the on screen instructions.
- 2) There is also a pre-login Forgot Password? link on the Customer Service page.
- 3) Contact MHSSD Customer Service at 1-800-600-9332.

### **How can I change my password once I've logged in?**

A link to your MHS Enterprise Profile for password, email and security question updates is found under the My Profile option. This option is available from the Quick links list, or under the Resources navigation menu. Once you've arrived on the My Profile main page you may click on the Access MHS Enterprise Profile link from the Personal Information tab or from the Manage Password tab. Clicking on this link will bring up a new browser window with your Enterprise account information. Follow the on screen instructions to change your password.

### **I can't remember my username, what can I do?**

There is a Forgot Username? link on the pre-login page, just below the Log In button. Click the link and follow the on screen instructions. You will be asked to enter your e-mail address and answer your security questions. If answered correctly, your username is displayed. If you cannot recall your e-mail address or answers to your security questions, contact MHSSD Customer Service at 1-800-600-9332.

### **I put in all the correct information but it says that I answered incorrectly.**

The system is very strict about verifying information. Although it is not case sensitive you must otherwise enter the information, including punctuation exactly as it was originally entered during registration. For example, if you enter your birthday as 10-8-1952, the format

10/8/1952 is not acceptable. Check to make sure you've entered your username and password correctly, and if you're still unable to login, contact MHSSD Customer Service at 1-800-600-9332.

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## **Internet Explorer Certificate Errors**

### **I'm receiving a certificate error with Internet Explorer 7, how do I remove them?**

Click the link below and select "RUN" to install this program immediately to your Microsoft Internet Explorer (IE). You will see a command prompt open and show you the progress of the installation. Once the installation has finished, a message will say "Type the return key to terminate." Press ENTER on your keyboard and the installation is complete. If this process does not work try the steps listed under the "I am receiving invalid certificate errors with Internet Explorer. How do I remove these certificate errors?" FAQ.

### **I am receiving invalid certificate errors with Internet Explorer. How do I remove these certificate errors?**

If you are using IE and receive the warning(s) about invalid certificates follow the instructions here: <http://dodpki.c3pki.chamb.disa.mil/rootca.html>

### **How do I install the Root Certificate Authority (CA)?**

Download instructions on how to install the Root Certificate Authority (CA) [PDF](#) 

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## **Javascript Error**

### **I'm receiving an error indicating that JavaScript is not enabled for my browser. How do I correct this?**

Please contact the MHSSD at 1-800-600-9332 to assist you with verifying your browser's security settings.

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## **TOL Book Appointments**

## **How do I make an appointment on TOL?**

You must first register and log on to TOL. You must also be registered at your primary MTF before you can schedule an appointment. Once logged into TOL, use the focus center on your beneficiary home page to search for an appointment, or click on Book Appointments and follow the directions on screen.

## **How do I book an appointment using my TOL account?**

You must first register and log in to TOL before you can schedule an appointment. Once you have logged in, you can start your Appointment process from your Beneficiary Home Page or by clicking on the 'Book Appointment' link. You will be guided through the appointment booking process.

## **I have moved since I've registered and I would like to make appointments with my new MTF. How can I change my settings?**

Log on to TOL, and access My Profile, from the Quick links list, or under the Resources navigation menu. Once you've arrived on the My Profile main page, click on the Transfer MTF tab and follow the page prompts. You must also be registered at the new MTF. If you are a healthcare provider or manager your account will be inactive until approved by the MTF.

## **When I click on "Book Appointment" it says I have a CHCS error. What is that?**

It usually means there is a discrepancy between your account information and the Composite Health Care System (CHCS) database used to check for appointments. To ensure your information is accurate, click on My Profile, from the Quick links list, or under the Resources navigation menu. Check all information thoroughly. If you make any changes, log out and then log back in. If you are still getting this error contact MHSSD Customer Service at 1-800-600-9332.

## **When I click on "Book Appointment" it says I can't be found in DEERS. What is that?**

It usually means there is a discrepancy between the account information you've entered, and the DEERS database used to check for TRICARE eligibility. To ensure your information

is accurate, click on My Profile, from the Quick links list, or under the Resources navigation menu. Check all information thoroughly. If you make any changes, log out and then log back in. If you are still getting this error contact MHSSD Customer Service at 1-800-600-9332.

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## **TOL Security Questions**

### **What are the password security questions for on TOL?**

The two security questions you select during registration are used to verify your identity. If you need to call into MHSSD Customer Service you will be prompted to answer your security questions.

### **Some of the links ask for a username and password and my password doesn't work. Why is this?**

As a service, TOL links to other websites that have information and resources that many TOL users enjoy. But because TOL does not share any personal account information with other websites, you may have to create an account at those particular sites.

### **How long before my password needs to be changed?**

MHS Enterprise passwords are set to expire and must be changed every **150 days**.

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## **TOL Pharmacy Refill FAQs**

### **The "last four" of Sponsor SSN displayed is not correct. How do I change it?**

For the current session, the last four can be edited by the user. To permanently correct the displayed last four, the sponsor can correct his/her SSN within the "My Profile" option in TOL.

### **What does "Alternate MTF" allow me to do?**



If you are away from your "Primary MTF" and have refillable prescription(s) at another MTF, you may select that MTF as an "Alternate MTF" from the drop down lists of Regions and then MTFs. You may then submit a refill request that will be processed at that MTF. You may follow the same steps to submit a prescription status request. Remember that the prescriptions must have been originally processed at the selected Alternate MTF.

**Can I request refills from my Primary MTF and my Alternate MTF at the same time on the same page?**

No, such requests must be submitted separately.

**The screen tells me that my prescription is "Not on File". I know that it is. What should I do?**

Carefully re-enter the requested information. If you receive the same message again and you are certain that you entered the information correctly, please call the pharmacy, using the contact information printed on the label.

**Why must I select a "Pharmacy Location" when I only want to know the status of a prescription?**

The storage location of prescription data in the database is linked to the Outpatient Pharmacy that processed the prescription. The system uses this information, along with the prescription number, to locate that data.

**Can I request prescription refills from the TRICARE Mail Order Pharmacy System via TOL?**

No, you must contact TRICARE Mail Order Pharmacy (TMOP) directly to request refills of prescriptions processed by TMOP. To make such a request, click the TMOP tab and then launch the TMOP web page.

**If I decide that I want to pick up my refill at a different Pharmacy Location, can I change it?**

If the refill request has been submitted and accepted by the system, the Pharmacy Location cannot be changed via TOL. Please contact the pharmacy for assistance.

### **Can I cancel a refill request?**

If the refill request has been submitted and accepted by the system, the request cannot be cancelled via TOL. Please contact the pharmacy for assistance.

### **TOL tells me that my prescription cannot be refilled but I know that there are refills left. How can I fix that?**

The prescription may not be refillable for various administrative reasons. Please contact the pharmacy for information.

### **A friend of mine says that they can use TOL to have their refills mailed. How do I do that?**

If your Primary MTF or Alternate MTF participates in the Veteran's Administration Consolidated Mail Order Pharmacy (CMOP) program, one of the Pharmacy Locations on the drop down list will be "MAIL ORDER". Selecting that location will allow your refill to be mailed. If that location does not appear on the drop down list, your MTF is not a participant in the program.

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## **TOL Blue Button FAQs**

### **How do I view my personal health data on TOL?**

You must first register as a user on TOL. You may then log in as that registered user but in order to access your personal health data, you will be required to log in using your valid DoD-issued Common Access Card (CAC) or your DS Logon account. Once logged into TOL with your CAC or DS Logon, you can use the "Blue Button" to access your personal health data.

### **How do I correct an error or request an update to my personal health data displayed by TOL?**

The personal health data pages accessed via the Blue Button contains a link to the "Help" on each page. The help page describes what you should do if an update or addition to your information is desired.

**I can access the Blue Button links but I receive a message that says that no data was found or the data that appears is not current. Why?**

The information in your electronic health record is coming from the AHLTA Clinical Data Repository (CDR) and from the Veterans Administration (VA). In addition to data that has been entered by providers using the AHLTA user interface, the CDR receives much of its data from various other MHS systems including CHCS, the Veterans Administration (VA), Network Pharmacies, and others, dependent on the type of data and the source of its entry. If you know you have had an encounter with someone on your healthcare team where this information was provided or entered, then it's possible it has not yet been transmitted to the AHLTA CDR or the Veterans Administration database.

**When I click on the Blue Button link, I am directed to a "Personal Health Data Access Cannot Be Provided" page. Why is this?**

It usually means that during the MHS registration process, a DEERS eligibility check did not retrieve a DEERS Identification number (ID) for your account. Therefore, no DEERS ID was received from DEERS and stored within the TOL system. This DEERS ID is required in order for the TOL PHD system to identify you in the AHLTA CDR system so that it can retrieve the electronic health records specific to you. For assistance in this matter, contact MHS Customer Service at 1-800-600-9332.