



## For More Information

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TOL Customer Service  
Available 24/7/365  
1 (800) 600 9332

OCONUS Telephone  
Numbers located at "Contact Us"



## What is Online Appointing?

Online Appointing allows you to make, change and cancel military hospital or clinic primary care and select self-referral appointments. View future and past appointments. Set up email and text message reminders. Set earlier appointment notifications. Act on behalf of yourself and your family members.

## What types of appointments are supported by TOL?

Primary care and select self-referral appointments can be scheduled via TOL Appointments, as well as patient education classes. Please note appointment availability is determined at the military hospital and clinic level. If you cannot find an appointment, contact your military hospital and clinic directly.

## Can I access appointments on behalf of my family members?

Yes, you can access TOL appointments on behalf of:

- Yourself
- Other adult family members (who have granted access)
- Minor children (under 18 years of age)

## Can I set up appointment reminders to alert me of my military hospital or clinic appointment(s)?

Yes, you have the ability to define up to three email addresses and mobile phone numbers, including international numbers, for receiving email and text reminders for military hospital or clinic appointments. Set reminders when prompted as you make an appointment on TOL or within your TOL "Profile".

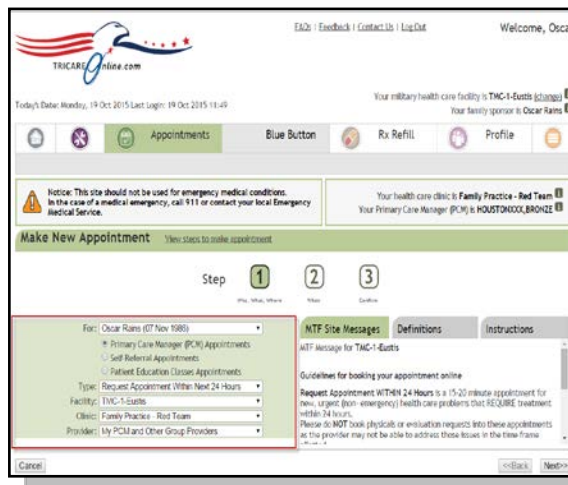
Visit TOL at [www.tricareonline.com](http://www.tricareonline.com)

# How do I **Make** a military hospital or clinic appointment using TOL Appointments?

1



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Go to [www.tricareonline.com](http://www.tricareonline.com) and click “Log In”.

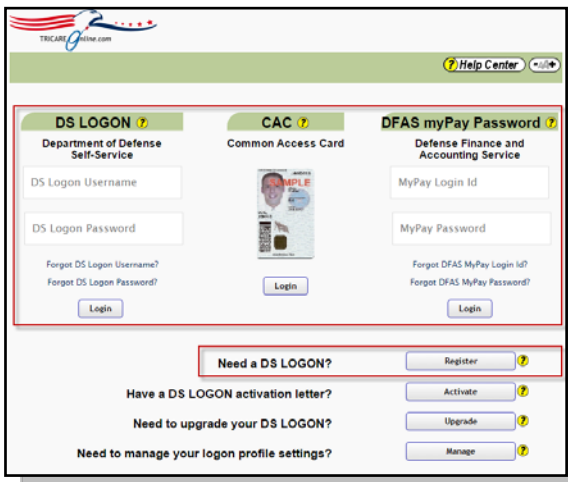
2

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”.

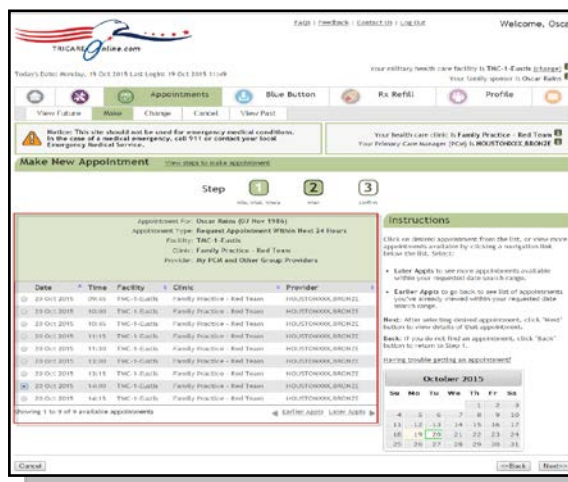
3

Click “Appointments” on the TOL home page or top navigation bar and “Make” from sub navigation bar to make an appointment for yourself or your family member.

2



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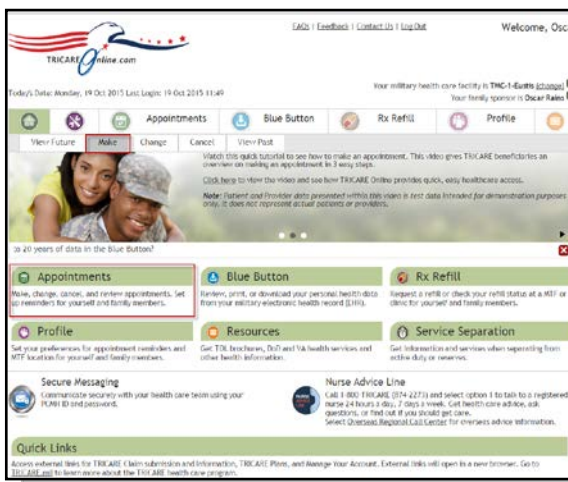
4

Select **Who** the appointment is for, **What** the appointment type is, and **Where** the appointment is by choosing facility, clinic, and provider from drop down menus.

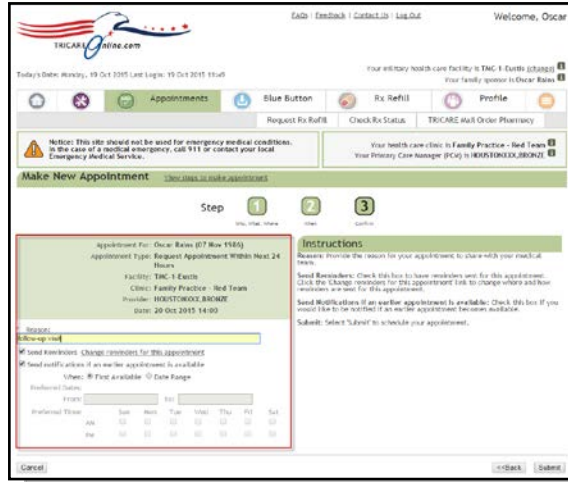
5

Select **When** you or your family member want to be seen. Select a date range. Select the desired appointment from the list. Refer to calendar on right side.

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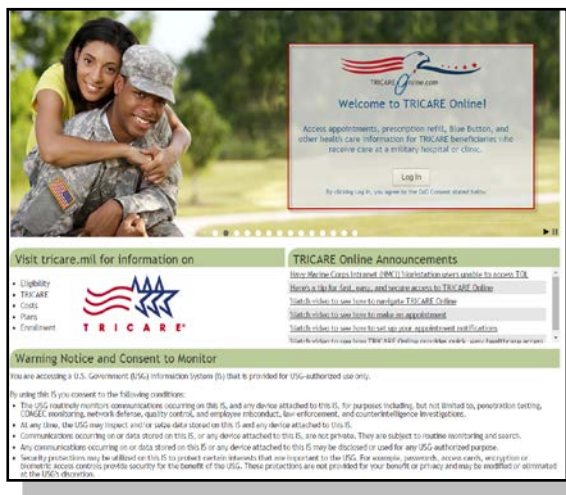
**Confirm** appointment information is correct and enter a “Reason” for the appointment. **Confirm** appointment was successfully scheduled.

\*To set up email and text message appointment reminders, please enter requested information in your TOL “Profile”.

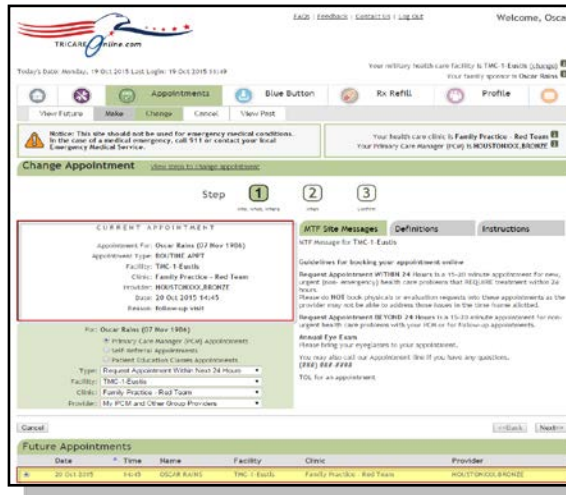


# How do I Change a military hospital or clinic appointment using TOL Appointments?

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Go to [www.tricareonline.com](http://www.tricareonline.com) and click "Log In".

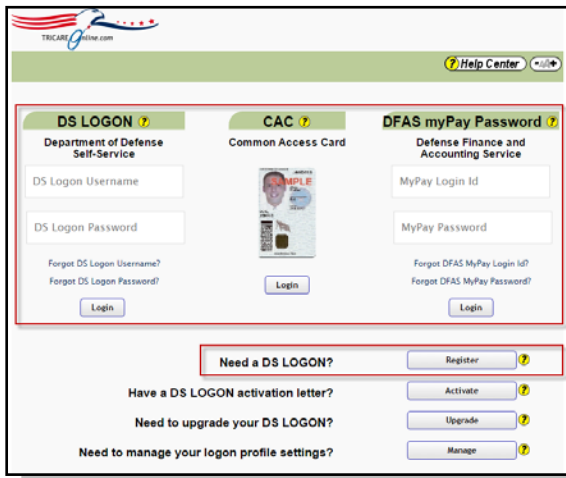
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Log in with your DS Logon Premium (Level 2), DoD CAC or DFAS myPay credentials. If you do not have DS Logon credentials and would like to, click "Register".

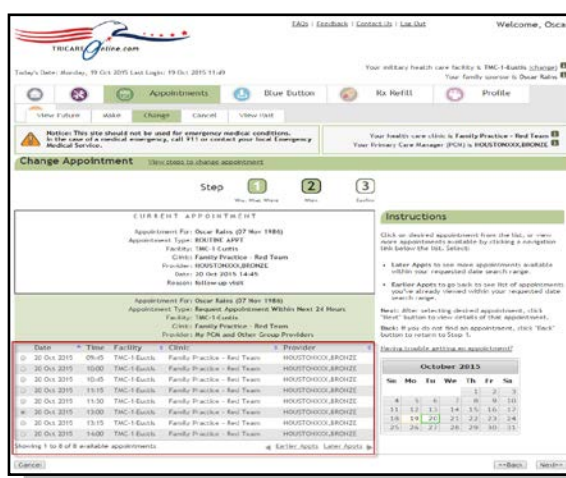
3

Click "Appointments" on the TOL home page or top navigation bar and "Change" from sub navigation bar to change an appointment for yourself or your family member.

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Click the radial button next to the future appointment you want to change.

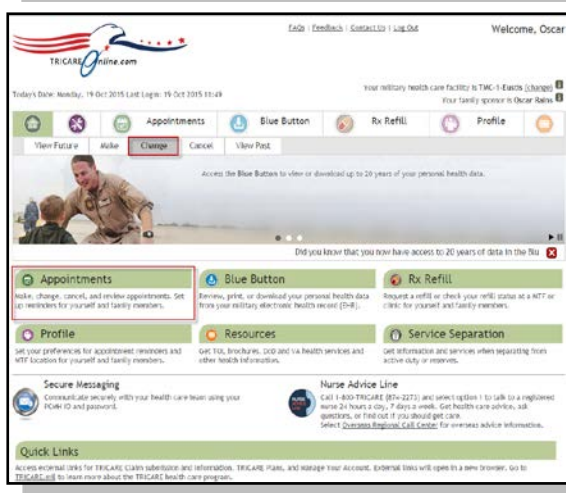
5

Select **When** you or your family member want to be seen. Select a date range. Select the new desired appointment from the list.

6

**Confirm** appointment information is correct and enter a "Reason" for the appointment. **Confirm** appointment was successfully scheduled.

3



6



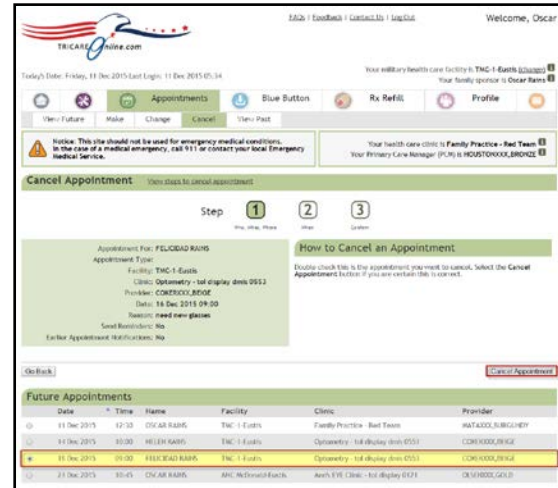
\*To set up email and text message appointment reminders, please enter requested information in your TOL "Profile".

# How do I **Cancel** a military hospital or clinic appointment using TOL Appointments?

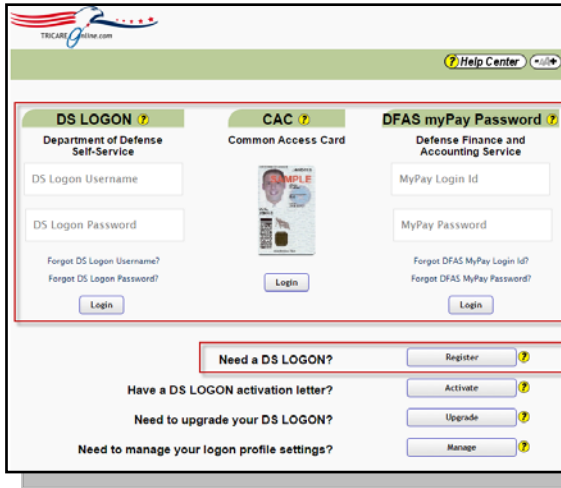
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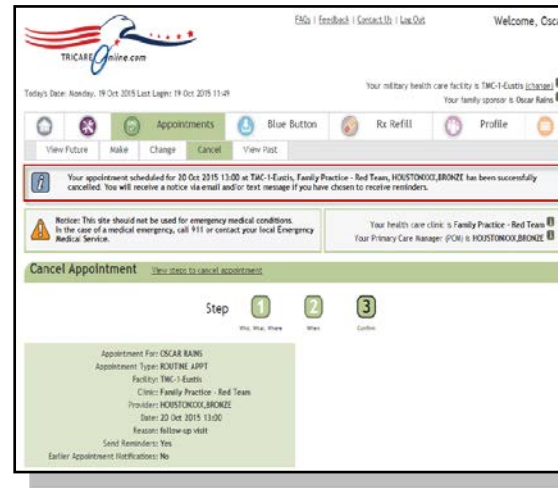
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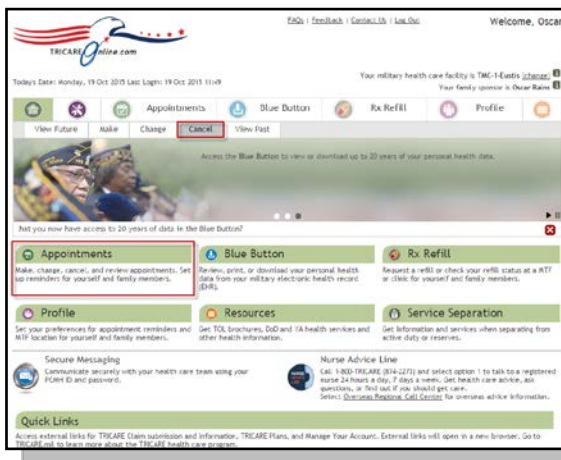
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1

Go to [www.tricareonline.com](http://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 **“Appointments”** on the TOL home page or top navigation bar and **“Cancel”** from sub navigation bar to cancel an appointment for yourself or your family member.

4

Click the radial button next to the future appointment you want to cancel. Verify the selected appointment information in green area. Click **‘Cancel Appointment’**.

5

**Confirm** appointment successfully cancelled.

\*To set up email and text message appointment reminders, please enter requested information in your TOL **“Profile”**.