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

OCONUS Telephone Numbers located at "Contact Us"



How do I give family member(s) access to my TOL?

You can give eligible family member(s) access to your TOL by clicking "Manage" on the Login page. See step-by-step directions on the back page of this brochure.

Why would I want to give family member(s) access to my TOL? They can:

- **Manage Appointments:** Make, change, cancel, set reminders and notifications, and/or view future or past primary care and select self-referral specialty appointments at a military hospital or clinic on your behalf, your spouse, and/or your dependent children.
- **Manage Prescription (Rx) Refills:** Request one or more prescription refills from a military hospital or clinic, check the status of prescriptions, and link to the TRICARE Pharmacy Program to schedule home delivery on your behalf, your spouse, and/or your dependent children.

Please note: TOL family member accessibility options are based on family relationships established in the Defense Enrollment Eligibility Reporting System. If all of your eligible family members do not appear, please contact the Defense Manpower Data Center to troubleshoot at 1.800.477.8227

Why do I have to give family member(s) permission to access my TOL?

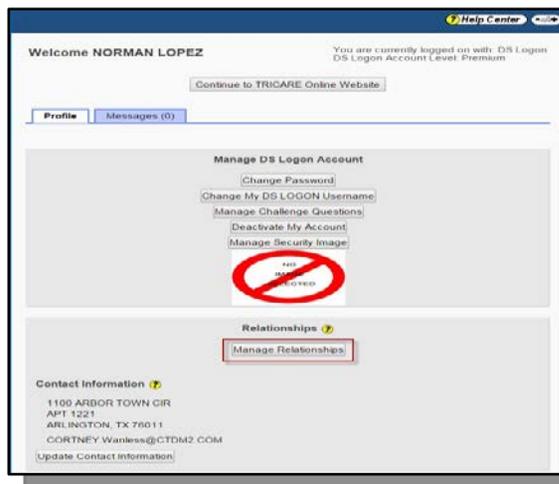
TOL contains personal health information (PHI) and personal identifiable information (PII) for you and your family. Family member access is restricted to enforce the security of your PHI and PII.

How do I give family member(s) access to my TOL?

1



4



1

Go to www.tricareonline.com and click "Log In".

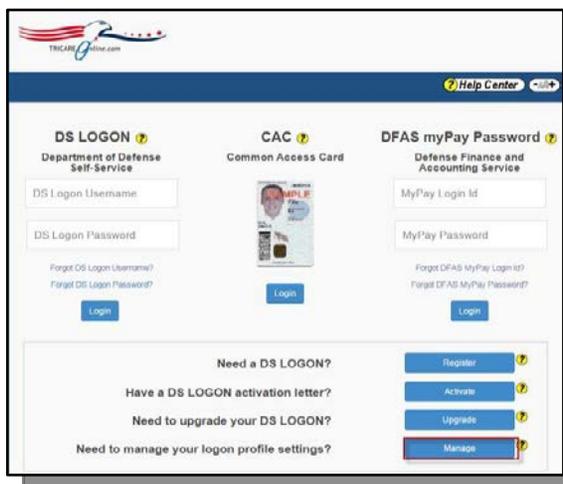
2

Click "Manage" on the Login page.

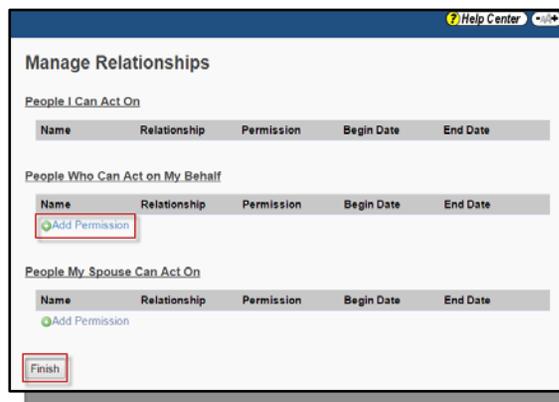
3

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

2



5



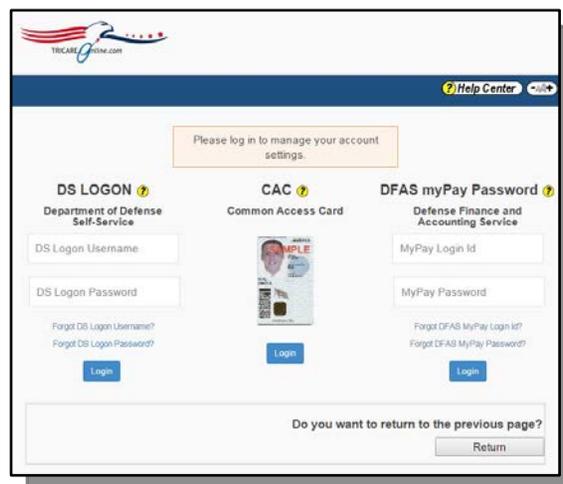
4

Under "Relationships" header, click "Manage Relationships".

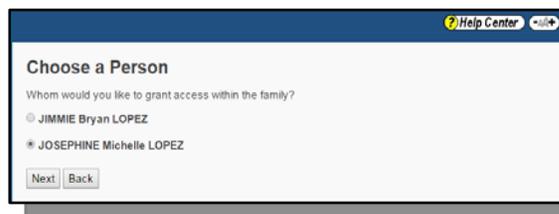
5

Under "People Who Can Act on My Behalf", select "Add Permission".

3



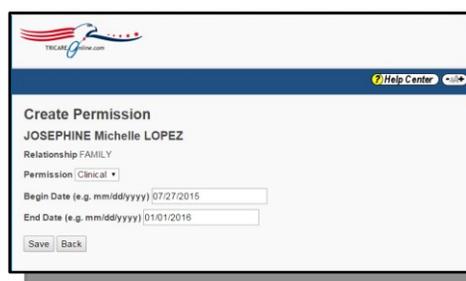
6



6

Select the appropriate person's name and click "Next".

7



7

Choose the Permission type from the dropdown list. Enter the dates during which the permission will apply in the "Begin Date" and "End Date" text boxes. Click "Save".