

Check Your Spam Folder

Sometimes messages from Secure Messaging go to the *Junk* or *Spam* folder—especially the first message.

To make sure you can always see e-mails from your care team, take a moment to add the Secure Messaging e-mail address to the Safe Senders list in your e-mail options.

YAHOO:

1. Click gear icon on top right corner. Click “More Settings” on bottom of screen.
2. Click “Filters” on left side of screen.
3. Click “+Add new filters.”
4. Name filter. In “From” section, select “contains” and type @tolsecuremessaging.com.
5. Select “Inbox” when asked what folder to move messages to.
6. Click “Save.”

GMAIL:

1. Click gear icon in top right corner.
2. Choose “Filters and Blocked Addresses.”
3. Click “Create a new filter.”
4. In the “From” section, enter @tolsecuremessaging.com.
5. Click “Create Filter.”
6. Select “Never send it to Spam” in the filter options.

OUTLOOK:

1. From the home page, click ‘Junk’ and choose “Junk Email Options.”
2. Click “Safe Senders” tab.
3. Click “Add...” and enter @tolsecuremessaging.com.
4. Click “OK.”
5. Click “Apply” and click “OK.”

AOL:

1. Click “Contacts” on left side of screen.
2. Click “New Contact” on top of gray horizontal bar.
3. Add name “Secure Messaging.” Then add name “Secure Messaging” and email @tolsecuremessaging.com.
4. Click “Add Contact.”

Secure Messaging

A Patient’s Guide

TRICARE Online Patient Portal Secure Messaging (SM) brings your healthcare team to you!

TRICARE Online Patient Portal Secure Messaging allows you to communicate with your provider/care team through secure email regarding non-urgent healthcare matters. Your provider or an authorized care team member can respond during business hours.

With TRICARE Online Patient Portal Secure Messaging your medical information is securely accessible by any DoD healthcare provider(s)/care team that you authorize. If you move or PCS, ask your new DoD primary care team about getting connected. Your TRICARE Online Patient Portal Secure Messaging account follows you wherever you go!

Through SM, you can contact your primary care clinic to:

- Request appointments and medication renewals, when needed
- Request results or ask questions regarding medical testing (laboratory and radiology)
- Ask medical questions (note to provider/care team)
- Receive reminders of future appointments or scheduled testing

There are also approximately 5,000 patient education documents available to search.



Who Can Enroll

All active duty, retirees and family members in the Military Health System.

All medically competent adults 18 or older must enroll themselves—a guardian/spouse cannot request an account on behalf of their adult dependent unless the patient is unable to make their own medical decisions. Proper legal documents must be provided to your care team.

THERE IS NO CHARGE TO YOU!

How to Enroll

Patients:

1. Go to tolsecuremessaging.com.

2. Register as a patient.

3. Enter your information. Read, accept the Terms of Use. Click next.

4. Enter your Email & other required information. Click next.

5. Confirm your User Name & create a Password. Click next.

6. Set your security questions. Click next.

7. Add your assigned provider. Click next.

Search for your assigned provider

8. Select your provider. An invitation to connect will automatically be sent to your clinic.

Receiving an Invitation from Your Clinic

1. Check your email for a message from @tolsecuremessaging.com (see back panel for important SPAM details)
2. If you **have** an SM account, click on the link in the email to accept the invite. If you **don't**, click the link in the email & follow the instructions.
3. Your Username can be your email address. Create and enter a Password.

4. Choose your security questions. You're done!

Connecting with Pediatrics

1. The parent/guardian should register with Secure Messaging, although they don't need to be a beneficiary as their account does not have to be connected.
2. After the parent/guardian creates their master account, a child can be added to this account. Click on "Providers."

Then click on "Add Family Member."

3. After the child has been added you must link the child to their provider. Click on the "Add a Provider or Facility" link.

Linking to Specialty Clinics

Please speak with your specialty clinic to determine how to connect through Secure Messaging.

If you have been assigned to a Case Manager, talk with them about how to connect.