

Why do I need to create an account to access TRICARE Online?

A TRICARE Online (TOL) account is necessary to ensure the security of your personal health information contained in TOL. TOL offers users a self-service capability to create an account to access TOL. TOL is the Department of Defense's online patient-focused portal that provides 9.6 million beneficiaries access to available health care services and information that support patient participation in their health and health care experience.

How do I log in to TRICARE Online?

Users can log in to TOL using one of the following account types:

- MHS Enterprise Account
- DoD Self-Service Logon (DS Logon)*
- DoD Common Access Card (CAC)*

*DS Logon and CAC are the preferred account types as they allow users to access all available TOL information and services.

For More Information

Please contact TOL

Customer Service

Available 24/7

Tel. 1-800-600-9332

OCONUS telephone numbers

are located at

www.tricareonline.com



TRICARE Online
Account
Creation
and
Login

How Do I Log in to TOL using a MHS Enterprise Account?

1. Go to www.tricareonline.com and click “Create Account” to create your MHS enterprise account.
2. Complete information as requested on the MHS Single Sign On Registration page and click “Submit”.
3. Complete information as requested on the Welcome to TOL page, read the Medical Disclaimer Agreement, and click “Submit”.
4. You will now receive a confirmation stating, “Active TOL Account Successfully Created”. To complete processing of your new account, please close your browser.
5. Go to www.tricareonline.com and Click the “Log In” button.
6. Select the “MHS iAS User Account” option, enter your MHS Enterprise Account username and password, and click the “Log In” button.

How Do I Log in to TOL using a DS Logon Account?

1. Go to www.tricareonline.com and click the “Log In” button.
2. Select the “DoD Self-Service Logon” option and click the “Log In” button.
3. Enter your DS Logon username and password and click the “Log On” button.

If you would like instructions for applying for or more information about a DS Logon Account, please visit the DS Logon Self-Service website located at <https://myaccess.dmdc.osd.mil/dsaccess/> or call the 24/7/365 DMDC Application Support Center at:

DMDC Support Center (DSC)
1-(800) 538-9522
1-(800) 372-7437

How Do I Log in to TOL using a CAC Account?

To log in with your CAC, you must first create one of the following accounts and then register your CAC

- DS Logon account
- MHS Enterprise account

Once you have an account and registered your CAC, you may start using your CAC. Logging in with your CAC will provide access to more features on TOL.

1. Go to www.tricareonline.com and click the “Log In” button.
2. Ensure your CAC is in the reader and select the DoD Common Access Card (CAC).
3. If you have not yet registered your CAC, select “Click here to register your CAC”, follow the steps to select your certificate and enter your PIN.
4. If you have registered your CAC, select the “Log In” button.