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 emails 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:

- 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.
- 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.

	Last Name +	
First Name	Last Name	
Administrative Sex +		
© Male : © Female		
Street Address •		
Street Address		
fown or City -	State/Province -	Zip/Postal cade •
Town or City	State/Province *	Zip/Postal code

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

Welco	ENGLISH ESTARIOL The to Your Healthcare Portal
Interyour intermetion to creat	te an account, then you will be able to request access to your health informati
	Email -
	Email
	Date of Birth -
	Month * Doy * Near *
	Primary Contact Number
	Primary Contact Number
	NEXT
	Primary Contact Number

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

Confirm Us	er Name and Create You	ır Password
	User Name -	
	test@test.com	
	Password +	
	Password	
	Confirm Possword •	
	Confirm Password	
	Password Rules 😋	
	NEXT	
	Confirm Password - Confirm Password Password Rules	

6. Set your security questions. Click next.

ENGLISH I ESPANOL	
We Take Security Se	riously
Please set up the following security of	questions
Question 1 •	
What street did you grow up on?	
Answer 1	
Answer	
Question 2 -	
What is the name of your first employer (the co	ompany name)?
Answer 2	
Answer	
Question 3 +	
What was the make and model of your first car	2
Answer 3	
Answer	

7. Add your assigned provider. Click next.

THE PORTAL MESSAGING	HOME	MESSAGES	HEALTH RECORDS	PROVIDERS	ACCOUNT	MORE APPS
		Head	s Up! To complete your p	profile. ADD	your healthcare	provider(s).

Search for your assigned provider



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

Name and Specialty	Address	
TestProvider1, TestProvider1, MD	Air Force Medicine-Lackland Family Health Clinic	SELECT
	1100 Wilford Holl Loop, Bldg 4454	
	JBSA Lockland AFB, TX 78236	
	(210) 292-4774	

Receiving an Invitation from Your <u>Clinic</u>

- 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.
- Your Username can be your email address. Create and enter a Password.

Many parameters a construction of an addressing on a	1000	of Long ID. Moved Long ID, moved has at Long thereit
characters in length and your paceture	and	at least elekt characters and contain as space
characters in lengin and your passwi	oru	ai least eight characters and contain no space:
Userib		
		Personal e-mail address is easy to remember
		1
Password	1	
Re-type your Password		
		and the second se

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

Security Questions		
We will use your answers to th event that you forget your pass	uese security questions to help verify your identity in the word.	
Question 1	*Choose A Question	•
Your Answer	•	
Question 2	*Choose A Question	•
Your Answer	*	
Question 3	*Choose A Question	•
Your Answer	*	

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."

	MESSAGING	HOME	MESSAGES
🛔 Test Test 👻	Add Family M Add Family M	lember	

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

+	Add	Provider	or Facility
-			

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.