



## For More Information

Sign up to receive TOL News and Events Emails

<https://public.govdelivery.com/accounts/USMHS DHSS/subscriber/new>

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, reschedule, 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".

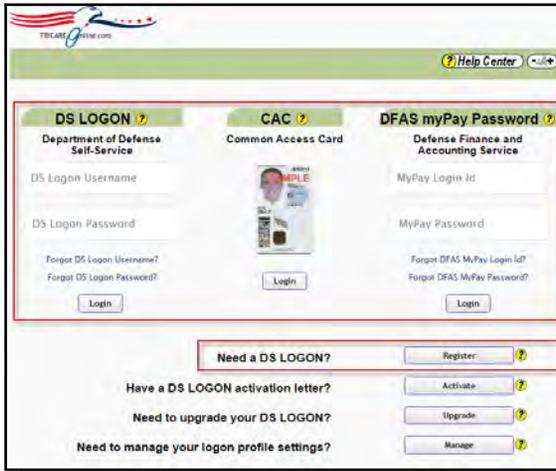
Visit TOL at [www.tricareonline.com](http://www.tricareonline.com)

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

1



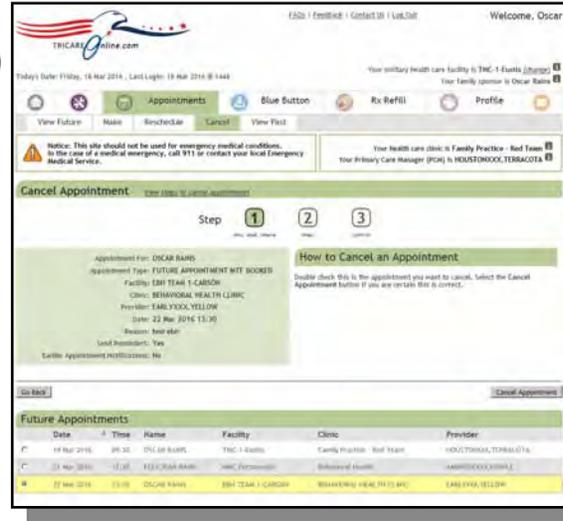
2



3



4



5



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”**.