

# Enabling Secure Messaging Single Sign-On from TRICARE Online

In addition to your Secure Messaging username and password, you can now use your DS Logon credentials or CAC to sign in to Secure Messaging from the Secure Messaging Welcome Page. You can also enable single sign-on (SSO) to Secure Messaging from Tricare Online eliminating the need for multiple sign-ins. To enable SSO:

1. Select **Secure Messaging** from the TRICARE Online Patient Portal Home Page.



2. Next, you'll need to link your Secure Messaging account. **Before** linking accounts be sure your Secure Messaging demographic information matches your DS Logon account information. Link your accounts by entering your Secure Messaging username and password and clicking **LINK**.

A screenshot of a web page titled "Let's Link Your Accounts". The page has a white background with a blue header and footer. The main content area is white and contains the following text: "Let's Link Your Accounts", "You'll only need to do this once", "To link your DS LOGON or CAC account, enter your Secure Messaging credentials". Below this is a form with two input fields: "SECURE MESSAGING USERNAME" (with "username" as a placeholder) and "SECURE MESSAGING PASSWORD" (with "password" as a placeholder). Below the form is a blue button labeled "LINK". At the bottom of the form area, there are two links: "Don't have a Secure Messaging account? Register here" and "Forgot your Secure Messaging username or password? Start Recovery". The footer is dark blue and contains the text "Powered by CHANGE" and "Privacy | Terms of Use | 508 Compliance | Contact Us | © 2018 Change Healthcare, LLC and/or its subsidiaries and affiliates. All rights reserved."

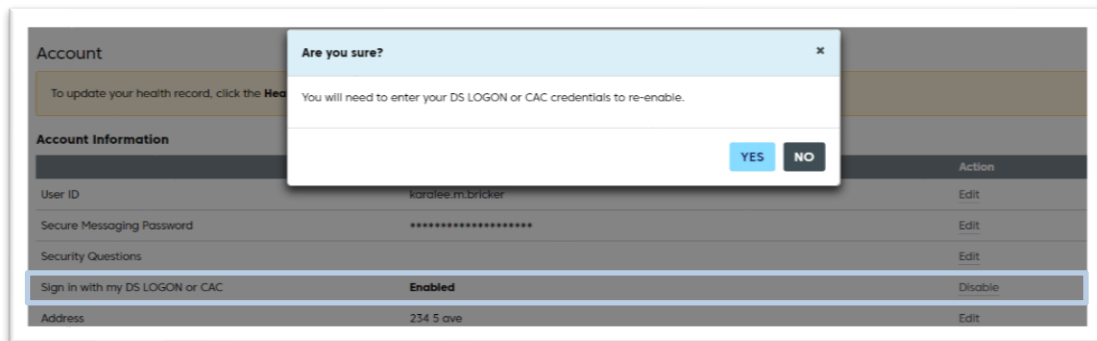
- a. If you forgot your Secure Messaging password, click **Start Recovery** to begin the password recovery workflow. You will need to enter the email associated with your Secure Messaging account. You will then receive a Password Recovery email with a link to reset your password. After resetting your Secure Messaging password, you will need to enter your DS Logon credentials to finish linking your account.
  - b. If you don't have a Secure Messaging account, you can register an account by clicking **Register here**. Some demographic information will be pre-populated based on the information found in DEERS. Pre-populated name, date of birth, and gender cannot be edited. After completing registration single sign-on will be enabled.
3. You will then be taken to your Secure Messaging Home Page, and going forward, when you select Secure Messaging from the TRICARE Online Patient Portal Home Page you'll go directly to Secure Messaging without having to sign-in again.

## Disabling Single Sign On

If for some reason you want to disable SSO, you can use the **Sign in with my DS LOGON or CAC** option, found on your Secure Messaging Account Page.

To disable SSO:

1. After accessing your Secure Messaging account, click the **Account** tab at the top of the page.
2. Next, find the **Sign in with my DS LOGON or CAC** option and to right, under **Action**, click **Disable**
3. Finally, click **YES** to confirm.



## Frequently Asked Questions

### Can I still access Secure Messaging directly?

Yes, you can access the Secure Messaging directly at <https://app.tolsecuremessaging.com>. You can use your Secure Messaging credentials (user name and password), DS Logon credentials, or CAC to sign in.

### Will changing my DS Logon credentials impact SSO or my Secure Messaging username or password?

No, your DS Logon and Secure Messaging credentials (user name and password) are independent from one another, so changes to one will not impact the other nor will changing either impact SSO.

### Who do I contact with questions regarding Secure Messaging?

Secure Messaging is powered by Change Healthcare. You can contact the Change Healthcare Support Team by visiting <https://app.tolsecuremessaging.com/CustomerSupport.aspx>, via phone at 866-309-4138, or via email at [FederalPatientPortalSupport@changehealthcare.com](mailto:FederalPatientPortalSupport@changehealthcare.com).