

DirectMyCare & CareAttend

Resetting Your Password



Resetting your password in the DirectMyCare web portal will also reset your password in the CareAttend App. To reset your password for both, please follow the steps below.

SEND VERIFICATION CODE

1. Go to DirectMyCare.com and select **Forgot Password?** link. (Fig. 01)
2. On the next screen, enter your email address on file with Consumer Direct and select **Send Code**. (Fig. 02)

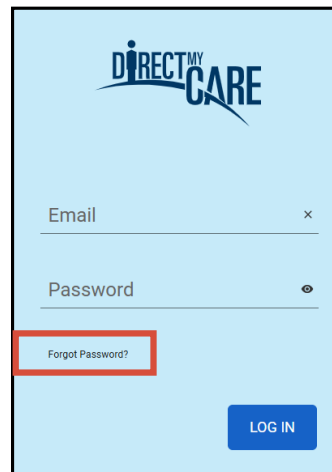


Fig. 01

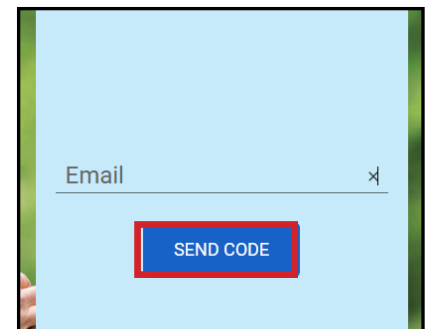


Fig. 02

ENTER VERIFICATION CODE

3. **Open a new browser window** and check your email for the verification code. The email will come from **Microsoft on behalf of Consumer Direct Care Network B2C** (Fig. 03).

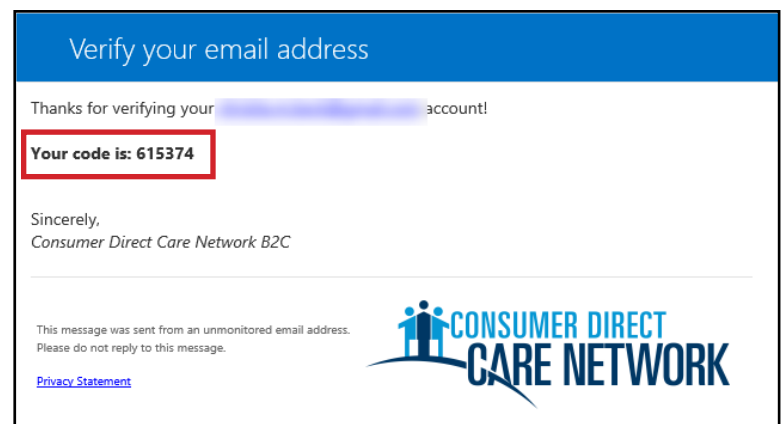
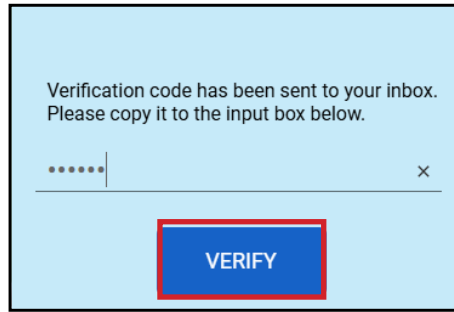


Fig. 03

4. Return to **DirectMyCare.com** and enter the code from your email. Select **Verify Code**. (Fig. 04)

5. Select **Continue**. (Fig. 05)

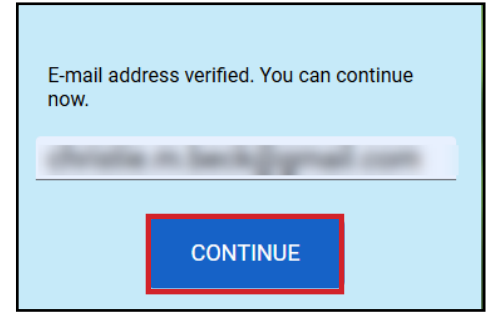


Verification code has been sent to your inbox.
Please copy it to the input box below.

..... | x

VERIFY

Fig. 04



E-mail address verified. You can continue now.

.....

CONTINUE

Fig. 05

CREATE PASSWORD

6. Create a **new password** and confirm it. The password must contain:

- A minimum of 8 characters
- Lowercase and uppercase letters
- At least 1 numeric character
- At least 1 special character

7. When finished, select **Continue**, then you will be logged into the DirectMyCare web portal.

