CONSUMER DIRECT CARE NETWORK

DirectMyCare
Web Portal Activation

SEND VERIFICATION CODE

1. Go to DirectMyCare.com, select **Forgot Password?** (Fig. 01).

2. On the next screen, enter your email address on file with Consumer Direct and select **Send Code**. (Fig. 02)
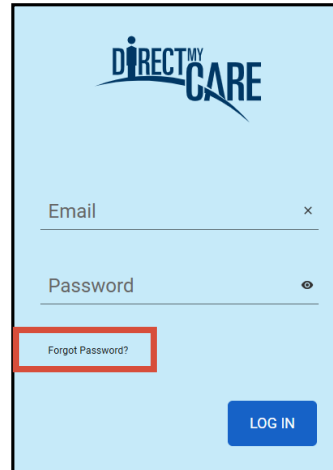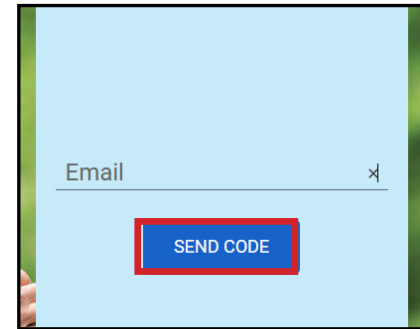
Fig. 01

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).

4. **Return to DirectMyCare.com** and enter the code from your email in to verify.
   - Select **Verify Code.** (Fig. 04)
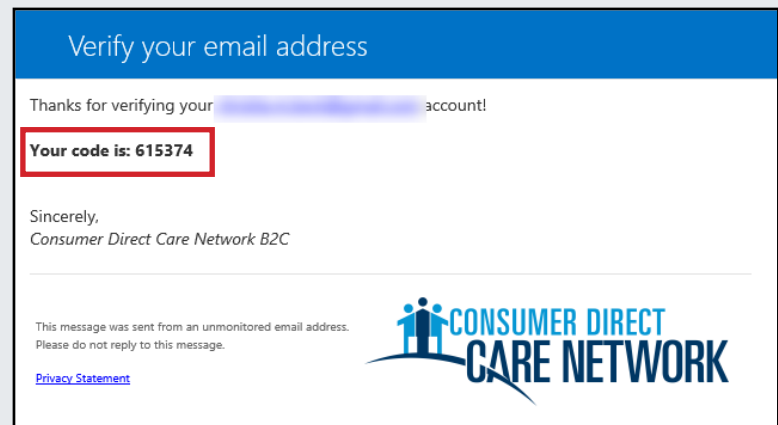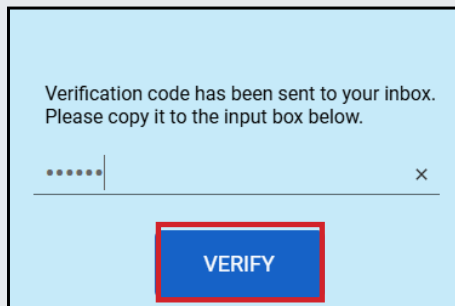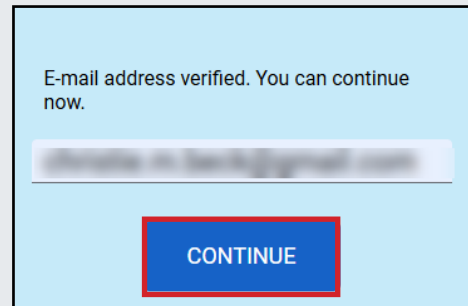
5. Select **Continue**. (Fig. 05)

Verify your email address

Thanks for verifying your ▓▓▓▓▓▓▓▓▓▓ account!

Your code is: 615374

Sincerely,
Consumer Direct Care Network B2C

This message was sent from an unmonitored email address. Please do not reply to this message.

Privacy Statement

CONSUMER DIRECT CARE NETWORK

Fig. 03

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

•••••• ✕

VERIFY

Fig. 04

E-mail address verified. You can continue now.

▓▓▓▓▓▓▓▓▓▓▓▓

CONTINUE

Fig. 05

EVERY LIFE.   EVERY MOMENT.   EVERY DAY.
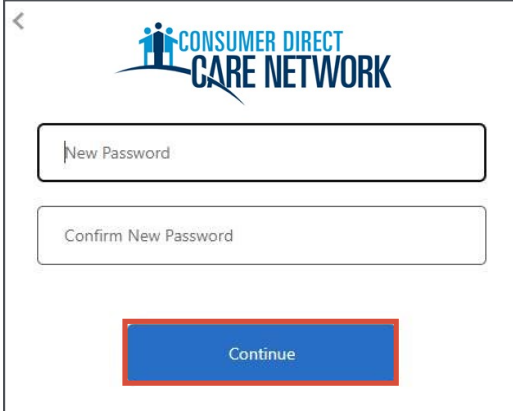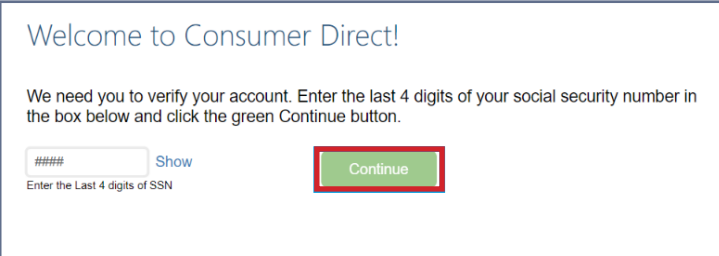
6. Create a **new password** and confirm it. The password must contain:
- A minimum of 8 characters
- Lowercase and uppercase letters
- At least 1 numeric character
- At least 1 special character

7. When finished, select **Continue**, then you will be logged into the DirectMyCare web portal. (Fig. 06)

Fig. 06

8. Next, you will need to verify the last 4 digits of your **Social Security Number**, then select **Continue.** (Fig. 07)

Welcome to Consumer Direct!

We need you to verify your account. Enter the last 4 digits of your social security number in the box below and click the green Continue button.

Show   Continue
Enter the Last 4 digits of SSN

Fig. 07

9. You will get a confirmation message that you are logged into the DirectMyCare web portal. Follow the instructions in the message to continue. The email may take up to 15 minutes to arrive.

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