



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)

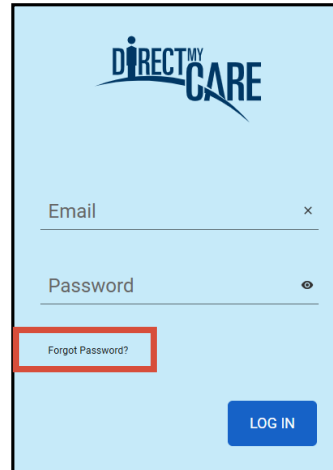


Fig. 01

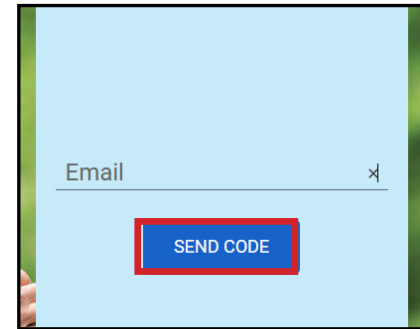


Fig. 02

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)

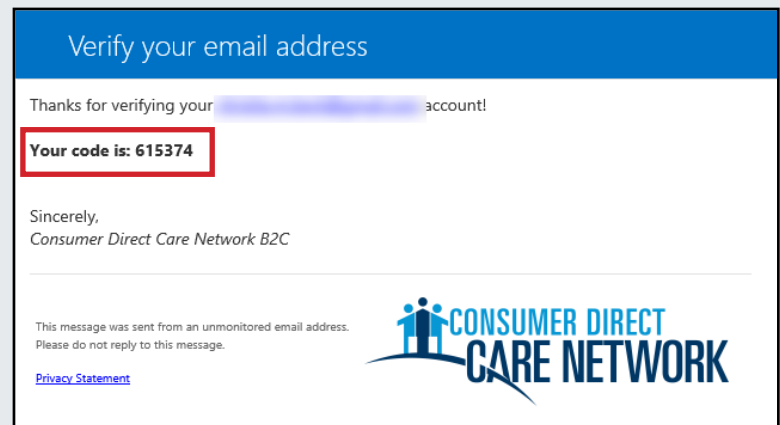


Fig. 03

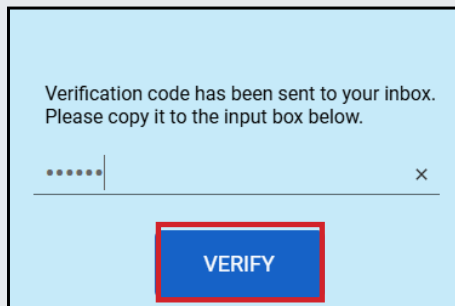


Fig. 04

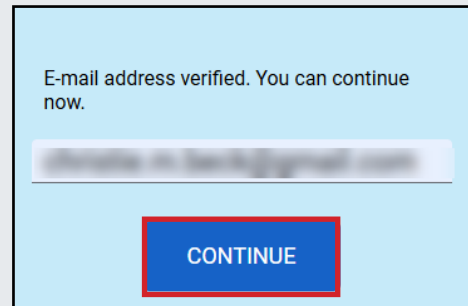
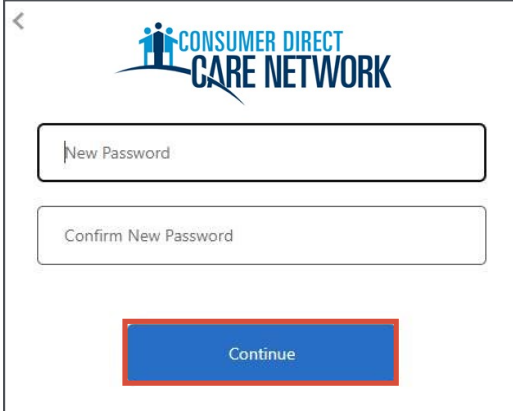


Fig. 05

CREATE PASSWORD

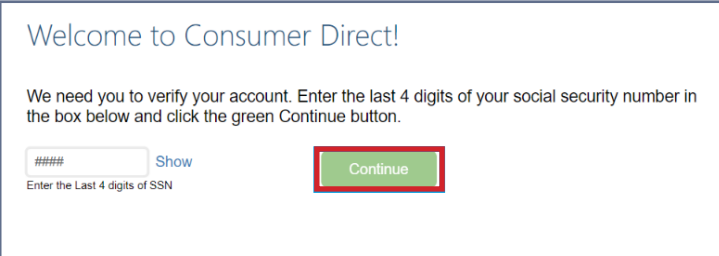
6. Create a **new password** and confirm it. The password must contain:
 - A minimum of 8 characters
 - Lowercase and uppercase letters
 - At least 1 numeric character
 - At least 1 special character
7. When finished, select **Continue**, then you will be logged into the DirectMyCare web portal. (Fig. 06)



The screenshot shows the 'CONSUMER DIRECT CARE NETWORK' logo at the top. Below the logo are two input fields: 'New Password' and 'Confirm New Password'. A blue 'Continue' button is highlighted with a red border at the bottom of the form.

Fig. 06

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



The screenshot displays the text 'Welcome to Consumer Direct!' followed by instructions: '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.' Below the text is a form with a '####' input field, a 'Show' button, and a green 'Continue' button highlighted with a red border. The text 'Enter the Last 4 digits of SSN' is located below the input field.

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.

