



DirectMyCare

# Web Portal Activation

## SEND VERIFICATION CODE

1. Go to [DirectMyCare.com](http://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)

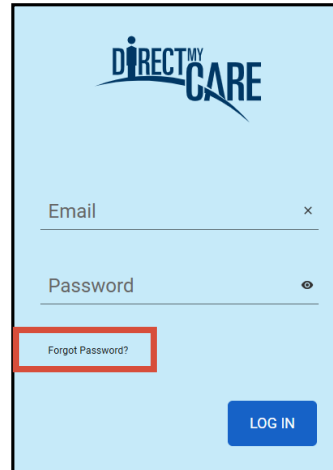


Fig. 01

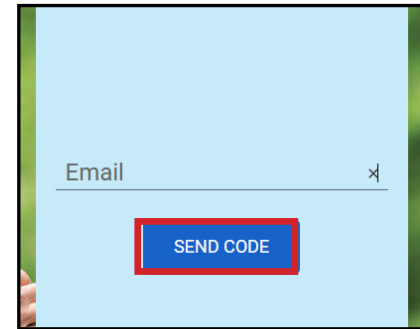


Fig. 02

## 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)

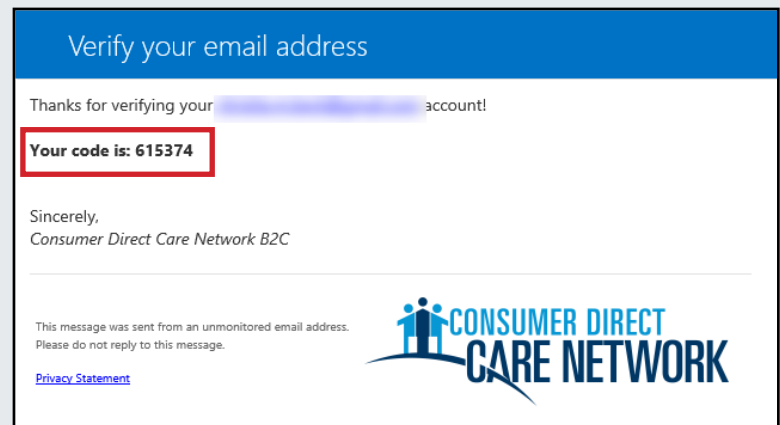


Fig. 03

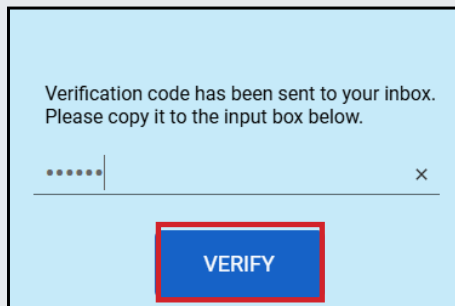


Fig. 04

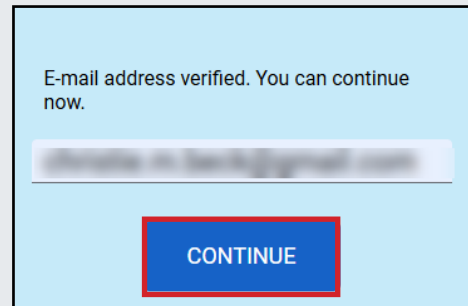
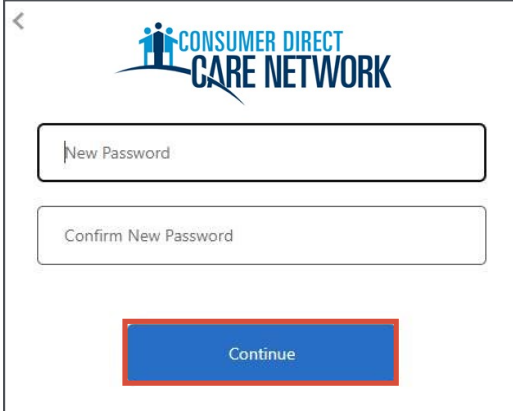


Fig. 05

## CREATE PASSWORD

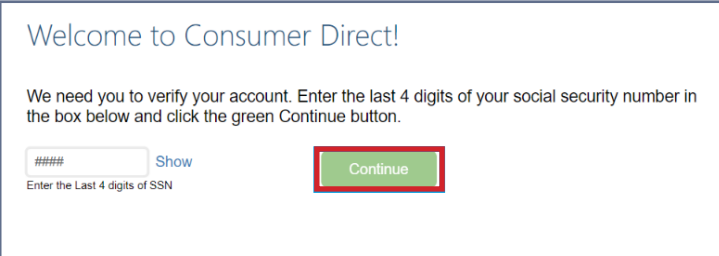
6. Create a **new password** and confirm it. The password must contain:
  - A minimum of 8 characters
  - Lowercase and uppercase letters
  - At least 1 numeric character
  - At least 1 special character
7. When finished, select **Continue**, then you will be logged into the DirectMyCare web portal.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



The screenshot shows the 'CONSUMER DIRECT CARE NETWORK' logo at the top. Below it 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.

