

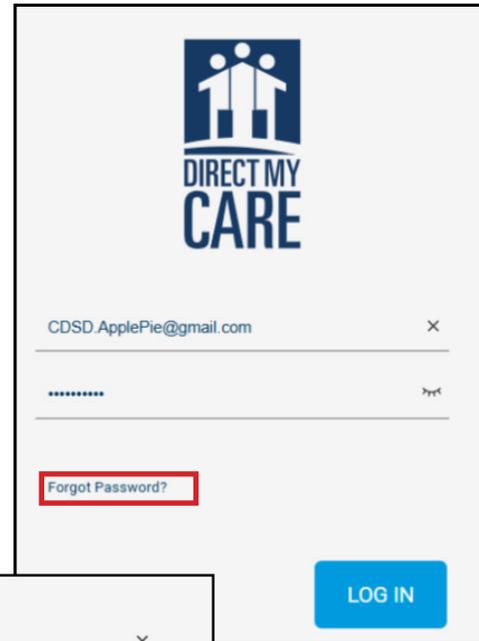
DirectMyCare & CareAttend

Resetting Your Password

To reset your password for both, please follow the steps below.

SEND VERIFICATION CODE

1. Go to DirectMyCare.com and press **Forgot Password?** (Fig. 01).



2. Type your email. Press **Send Code** (Fig. 02).

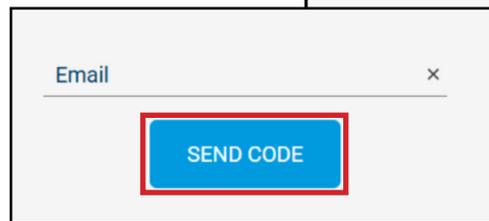


Fig. 02

Fig. 01

ENTER VERIFICATION CODE

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

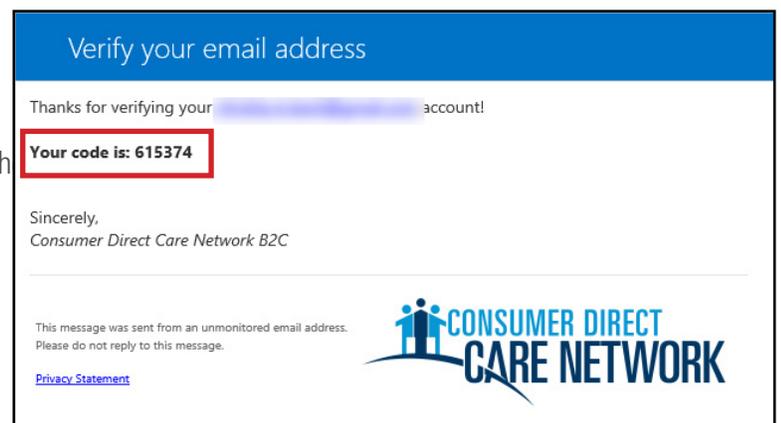


Fig. 03

continued on next page

3. Type in the code. Press **Verify**. (Fig. 04)

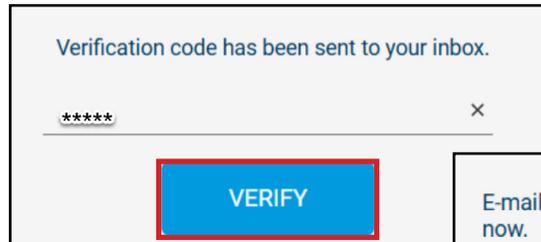


Fig. 04

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

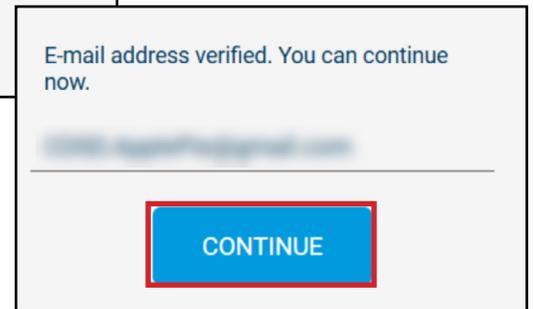


Fig. 05

CREATE PASSWORD

1. Type a **new password**. The password must have:

- At least 8 characters
- Lowercase and uppercase letters
- At least one number
- At least one special character

2. Press **Continue**. You will be logged in.

