United Healthcare

DirectMyCare & CareAttend
Resetting Your Password

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

SEND VERIFICATION CODE

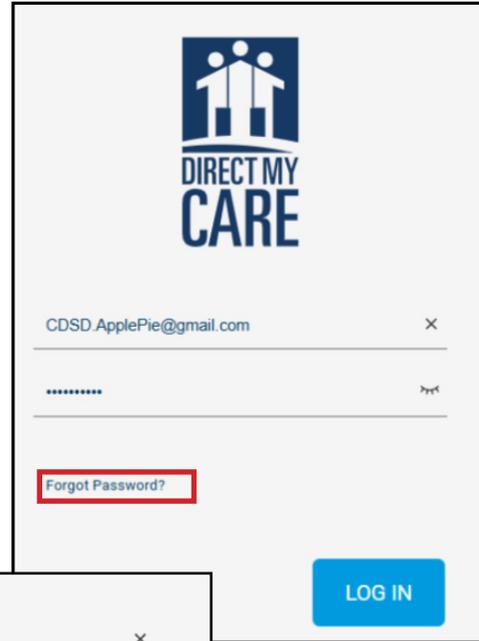1. Go to DirectMyCare.com and press **Forgot Password?** (Fig. 01).

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

Fig. 01

Fig. 02

ENTER VERIFICATION CODE

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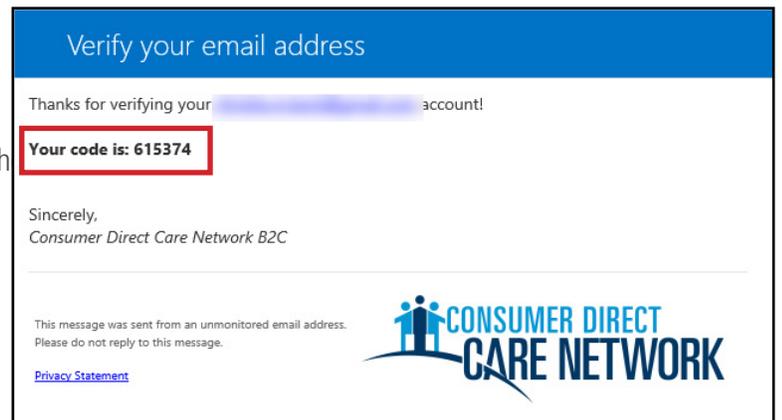

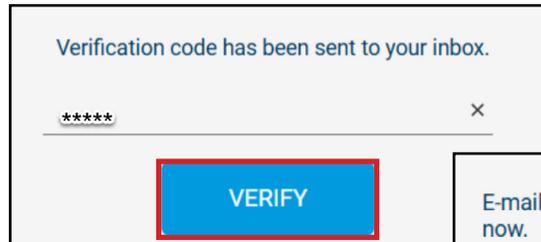*Fig. 03*

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

Verification code has been sent to your inbox.

***** ✕

VERIFY

Fig. 04

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

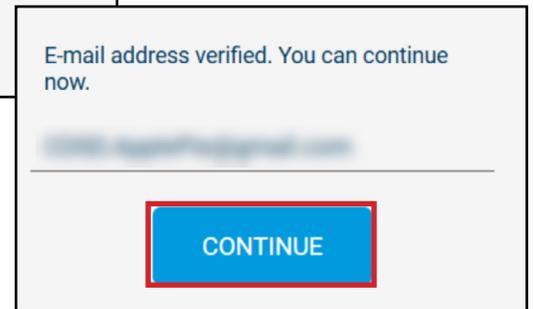E-mail address verified. You can continue now.

CONTINUE

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.

CONSUMER DIRECT CARE NETWORK