

DirectMyCare 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)

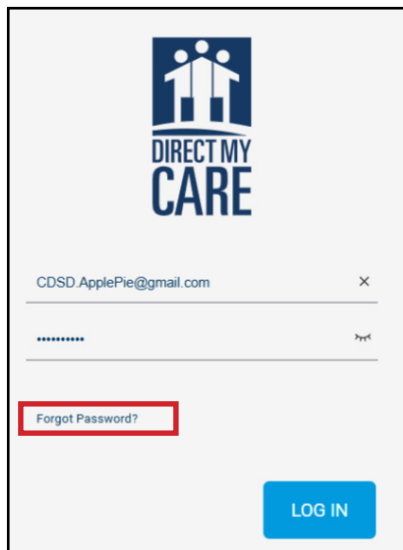


Fig. 01

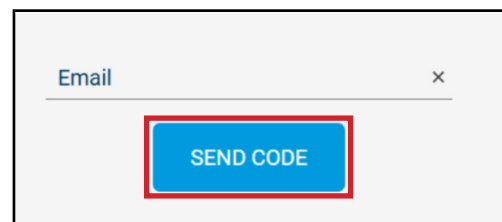


Fig. 02

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)

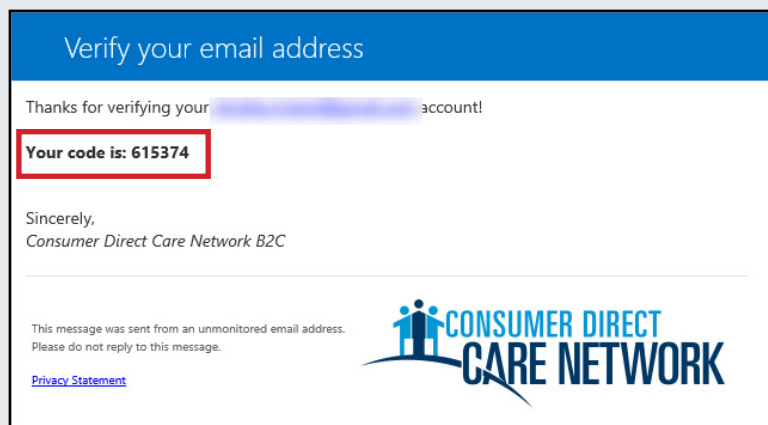


Fig. 03

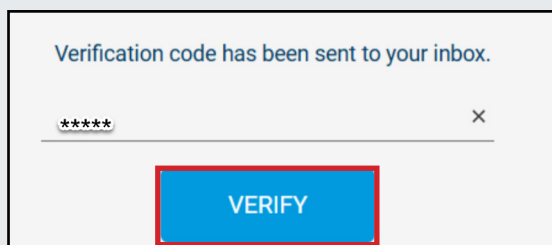


Fig. 04

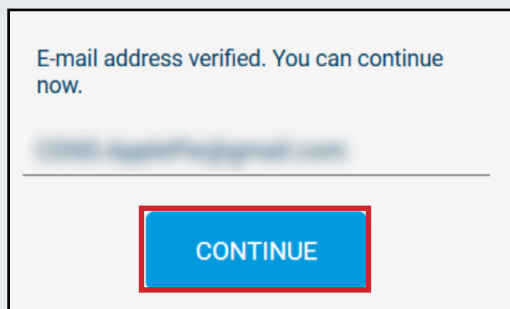
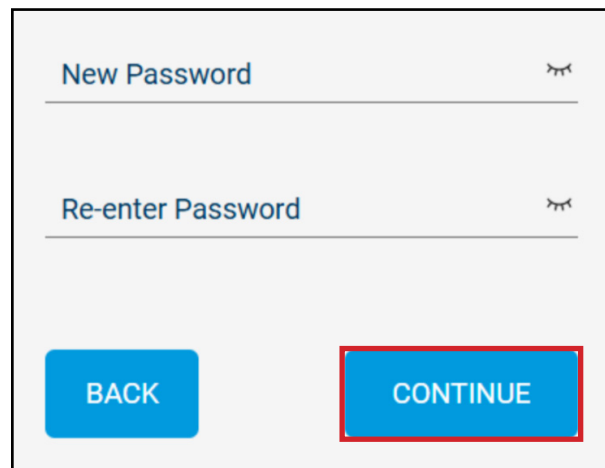


Fig. 05

CREATE PASSWORD

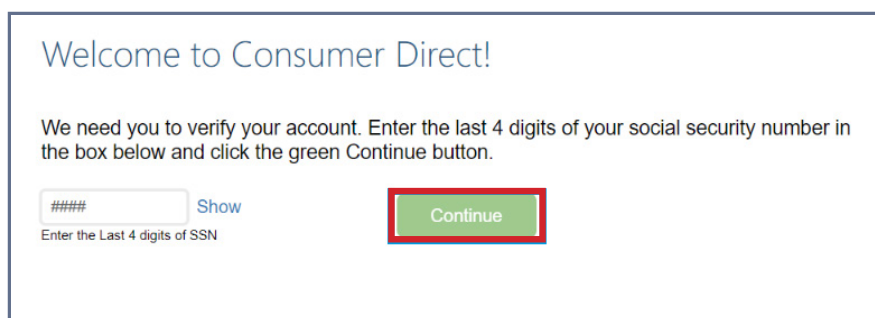
6. Create a **new password** and confirm it. The password must contain:
 - A minimum of 8 characters
 - Lowercase and uppercase letters
 - At least 1 numeric character
 - At least 1 special character
7. When finished, select **Continue**, then you will be logged into the DirectMyCare web portal. (Fig.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



The screenshot shows a web form with two input fields: 'New Password' and 'Re-enter Password'. Each field has a small eye icon to its right for toggling visibility. Below the fields are two buttons: 'BACK' and 'CONTINUE'. The 'CONTINUE' button is highlighted with a red rectangular border.

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 shows a verification screen titled 'Welcome to Consumer Direct!'. It contains the text: '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 this text is a text input field containing '####' with a 'Show' link to its right. Below the input field is the label 'Enter the Last 4 digits of SSN'. To the right of the input field is a green 'Continue' button, which is highlighted with a red rectangular border.

Fig. 07

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.

