

Resetting Your Password in the DirectMyCare Web Portal

Resetting your password in the DirectMyCare web portal will also reset your password in the CareAttend App. To reset your password for both, please follow the steps below.

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)

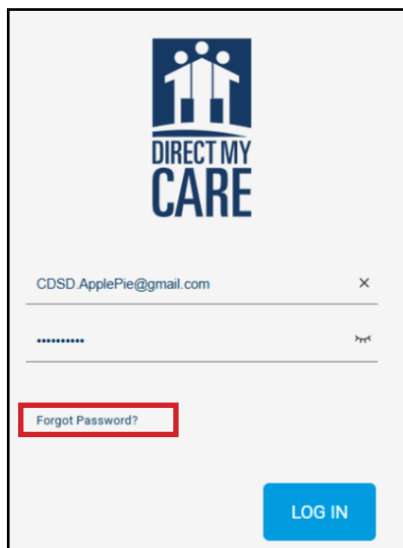


Fig. 01

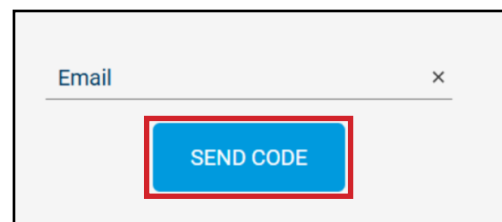


Fig. 02

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).

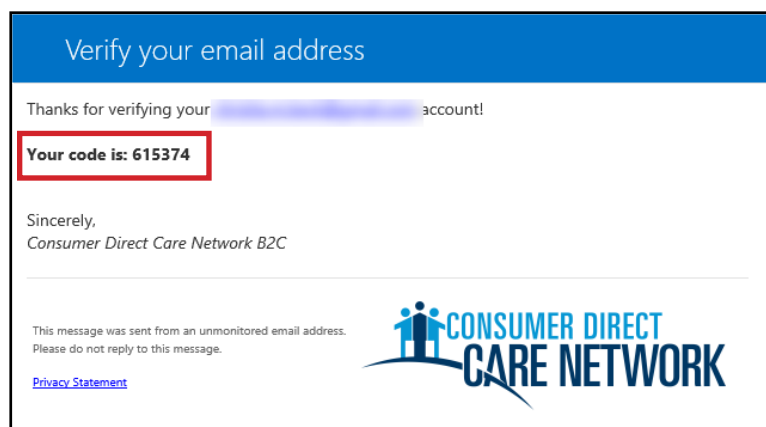


Fig. 03

4. Return to **DirectMyCare.com** and enter the code from your email. Select **Verify Code**. (Fig. 04)

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

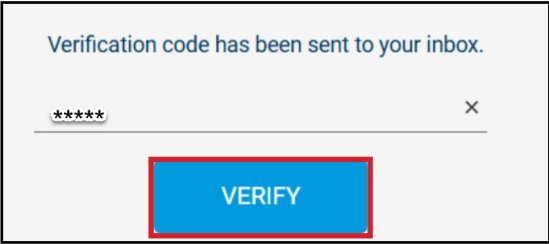
A screenshot of a web interface for verification. At the top, it says "Verification code has been sent to your inbox." Below this is a text input field containing six asterisks "*****" and a small "x" icon to its right. At the bottom, there is a blue button with the word "VERIFY" in white capital letters. The button is highlighted with a red rectangular border.

Fig. 04

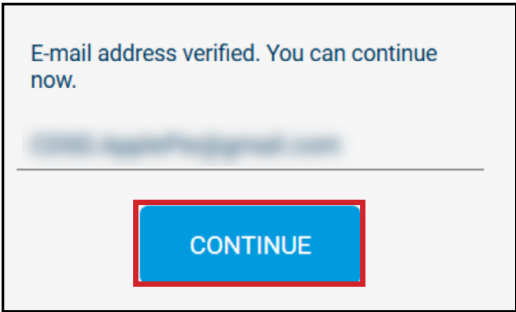
A screenshot of a web interface showing a confirmation message. At the top, it says "E-mail address verified. You can continue now." Below this is a blurred email address. At the bottom, there is a blue button with the word "CONTINUE" in white capital letters. The button is highlighted with a red rectangular border.

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**, and you will be prompted to enter your Multi-Factor Authentication (MFA) code (Fig. 06).
8. Enter your MFA code and you will be redirected to the DirectMyCare.com dashboard.

Note: the MFA code will be based on your default authentication method.

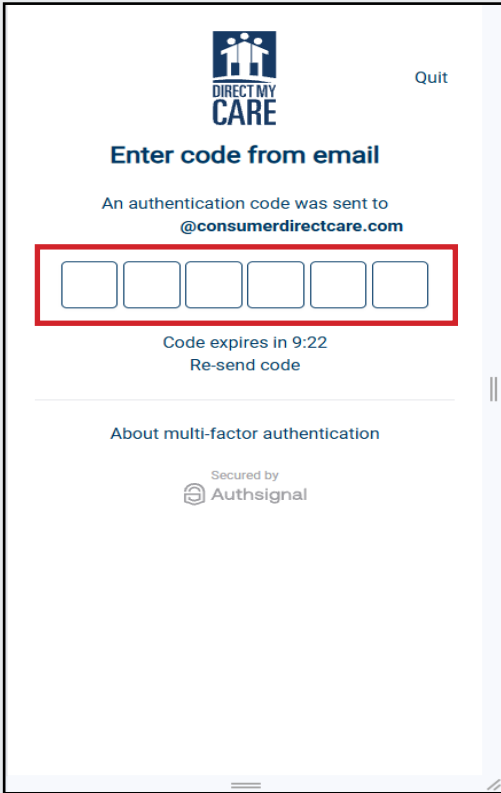
A screenshot of a mobile application interface for entering a code. At the top left is the "DIRECT MY CARE" logo. At the top right is a "Quit" button. The main heading is "Enter code from email". Below this, it says "An authentication code was sent to @consumerdirectcare.com". In the center, there is a row of six empty square boxes for entering the code, which are highlighted with a red rectangular border. Below the boxes, it says "Code expires in 9:22" and "Re-send code". At the bottom, there is a link "About multi-factor authentication" and a logo for "Secured by Authsignal".

Fig. 06