

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).

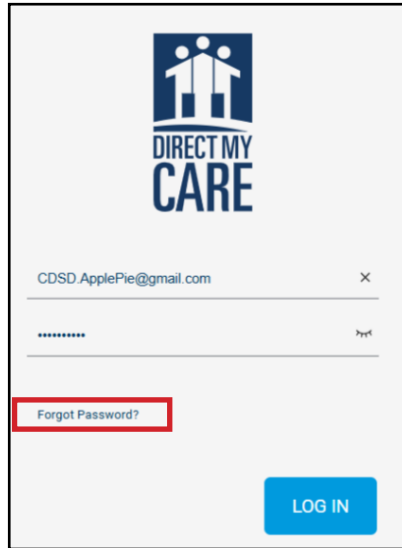


Fig. 01

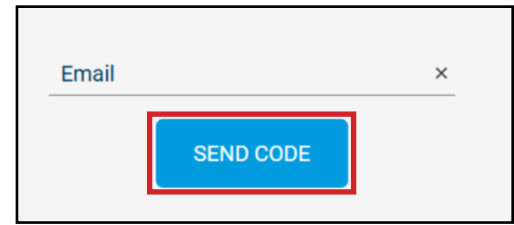


Fig. 02

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** (Fig. 04).
5. Select **Continue** (Fig. 05).

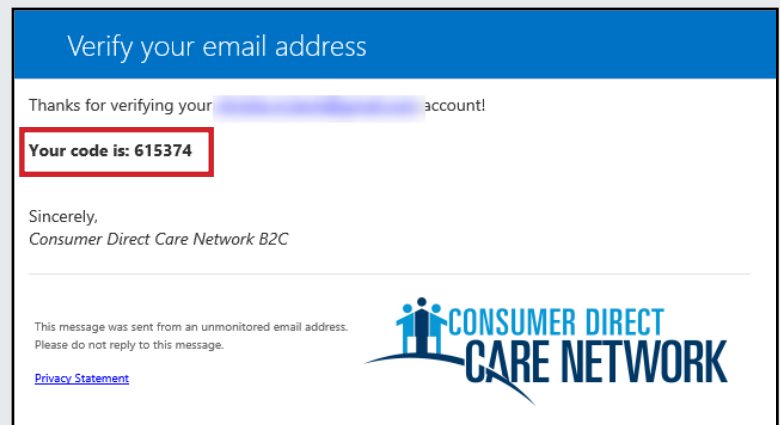


Fig. 03

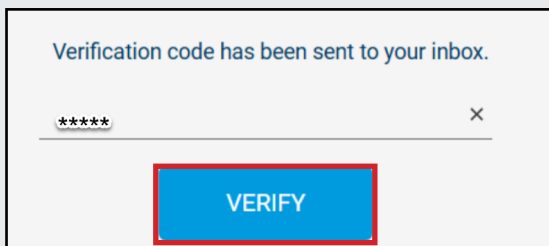


Fig. 04

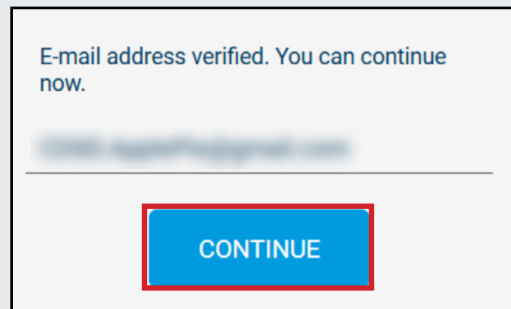
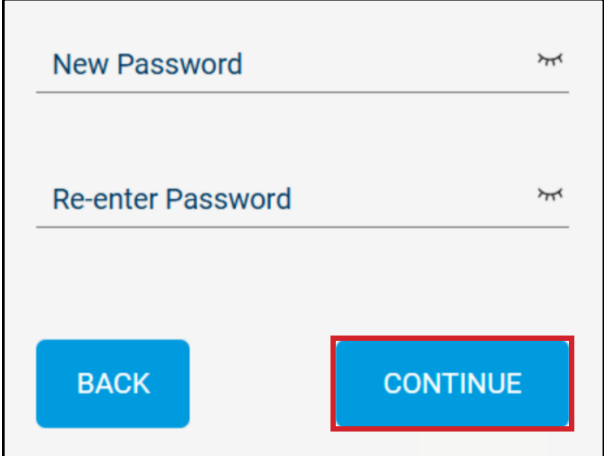


Fig. 05

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** (Fig. 06).



The screenshot shows a form with two input fields: "New Password" and "Re-enter Password". Both fields have a small eye icon to the right, indicating a toggle for password visibility. Below the fields are two buttons: "BACK" and "CONTINUE". The "CONTINUE" button is highlighted with a red border.

Fig. 06

Setup Multi-Factor Authentication

- Before you can log in to DirectMyCare.com, you will need to setup **Multi-Factor Authentication (MFA)**.
- Instructions for setting up MFA can be found using the **link(s)** below:
 - [MFA Overview](#)
 - [How to Setup Text/SMS MFA](#)
 - [How to Setup Email OTP MFA](#)
- If you would like to watch a short video on setting up MFA, select the **link** below or scan the **QR code** (Fig. 07).
 - [MFA Overview Video](#)

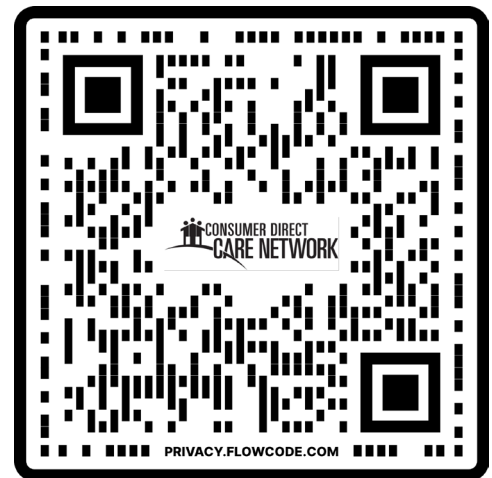
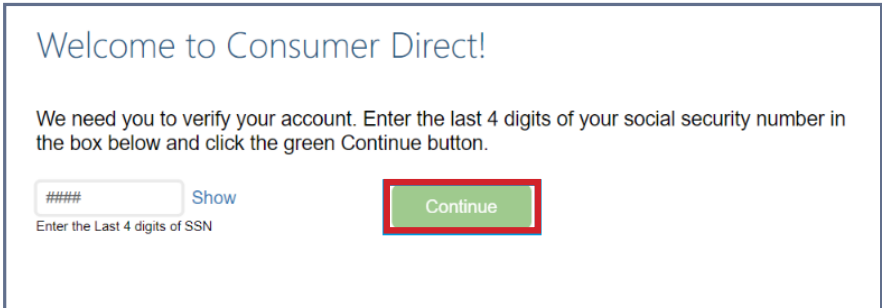


Fig. 07

Social Security Verification

8. Finally, you will need to verify the last 4 digits of your **Social Security Number**, then select **Continue**. (Fig. 08)



The screenshot shows a page titled "Welcome to Consumer Direct!". Below the title, there is a message: "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 message is a text input field containing "####" and a "Show" button. Below the input field is the text "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 border.

Fig. 08

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.