

Resetting Your Password



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 and select the green **Sign in button**. (Fig. 01)
● **DO NOT** select the registration button.

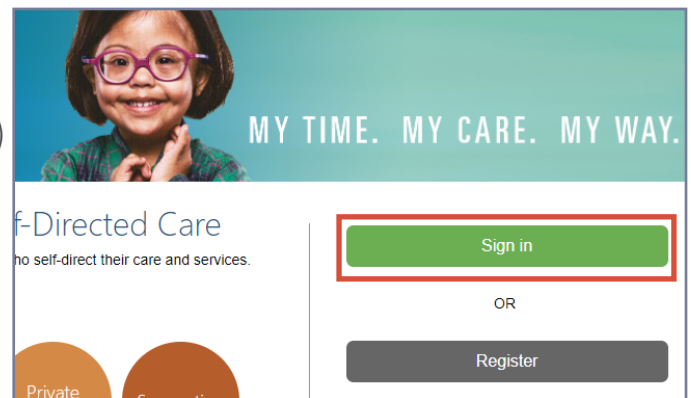


Fig. 01

2. From the sign-in screen, select **Forgot your Password?** (Fig. 02).

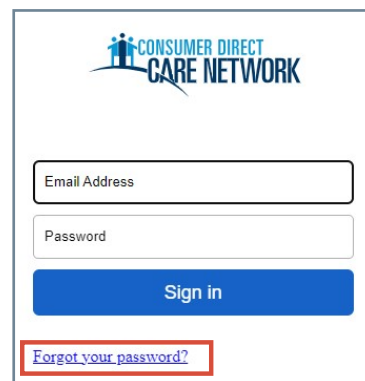


Fig. 02

3. On the next screen, enter your email address on file with Consumer Direct and select **Send Verification Code**. (Fig. 03)

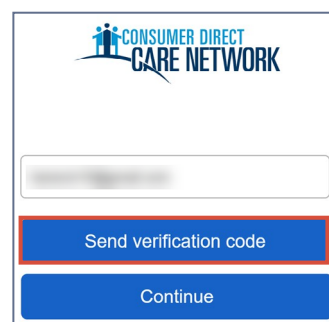


Fig. 03

ENTER VERIFICATION CODE

4. 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. 04).

5. Return to **DirectMyCare.com** and enter the code from your email into the verification box.

● Select **Verify Code**. (Fig. 05)

*If you need a new verification code, select **Send new code**.

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

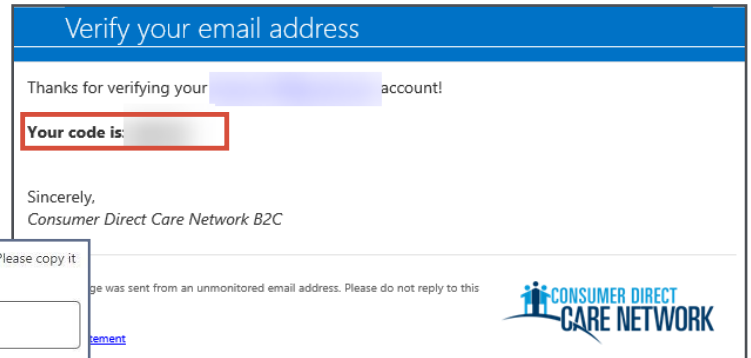


Fig. 04

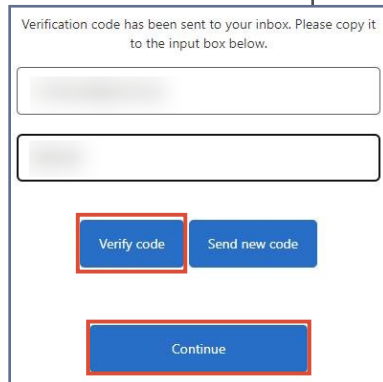


Fig. 05

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)

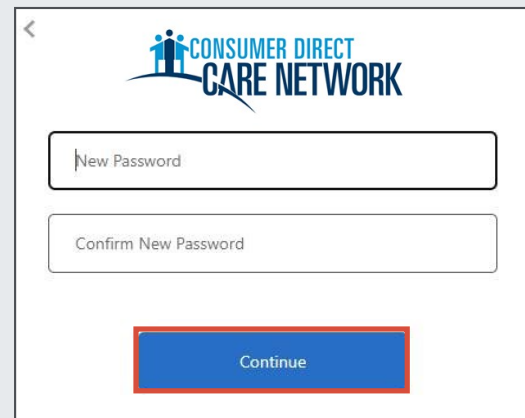


Fig. 06

C O N S U M E R D I R E C T C A R E N E T W O R K

