

DirectMyCare

# Web Portal Activation



## RESET YOUR PASSWORD

1. Go to [DirectMyCare.com](https://DirectMyCare.com) and select the green **Sign in button**. (Fig. 01)  
 ⚡ **DO NOT** select the registration button.
2. From the sign-in screen, select "**Forgot your Password?**" (Fig. 02).
3. On the next screen, enter your email address and select "**Send Verification Code**" (Fig. 03)

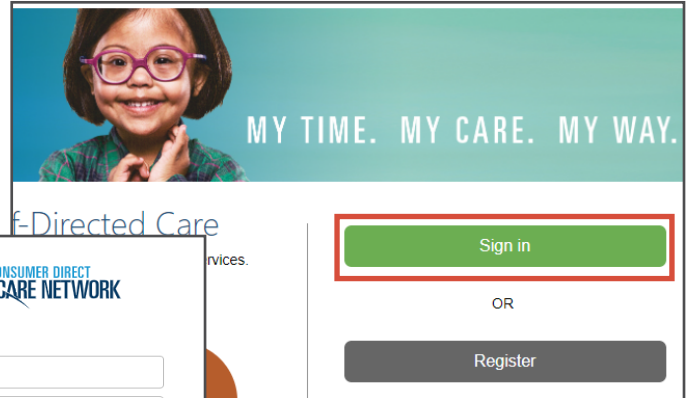


Fig. 01

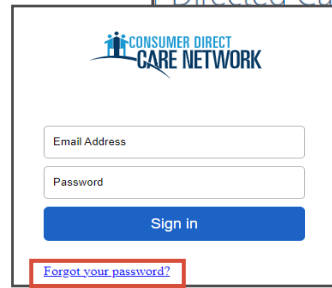


Fig. 02

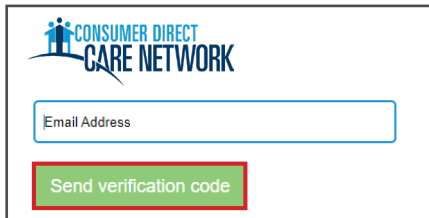


Fig. 03

## 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, click **Send new code**.

6. Select **Continue**.

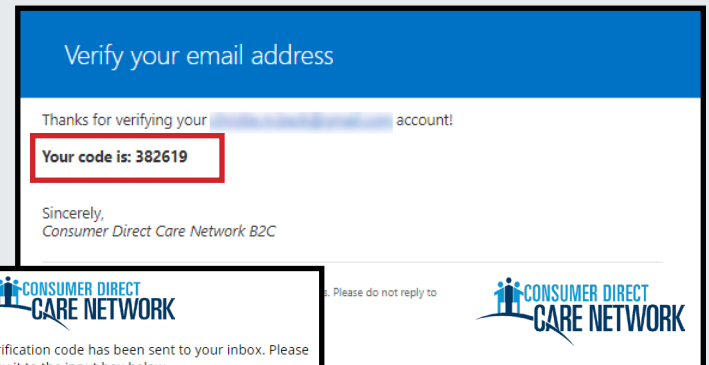


Fig. 04

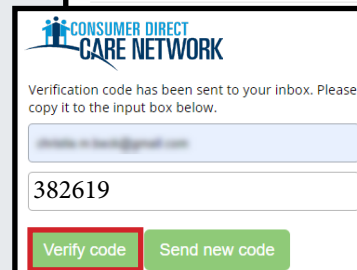
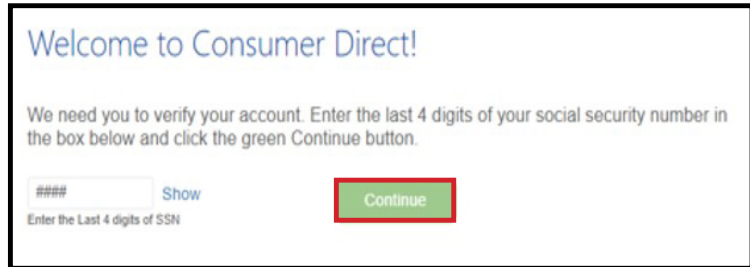


Fig. 05

## CREATE PASSWORD

7. 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
8. When finished, you will be logged into the DirectMyCare web portal.
9. Verify the last 4 digits of your **Social Security Number**, then select **Continue**. (Fig. 06)



Welcome to Consumer Direct!

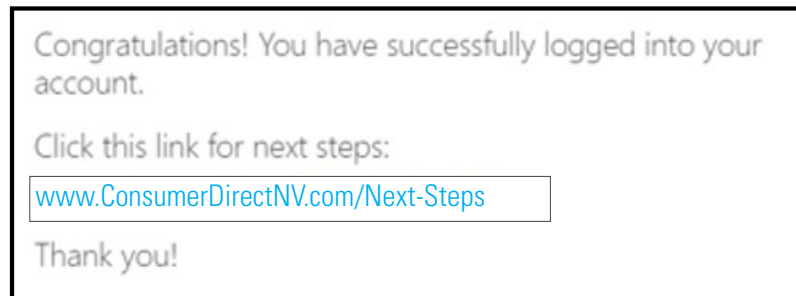
We need you to verify your account. Enter the last 4 digits of your social security number in the box below and click the green Continue button.

#### Show Continue

Enter the Last 4 digits of SSN

Fig. 06

10. You will get a confirmation message that you are logged into the DirectMyCare web portal. Follow the instructions in the message to continue (Fig. 07).



Congratulations! You have successfully logged into your account.

Click this link for next steps:

[www.ConsumerDirectNV.com/Next-Steps](http://www.ConsumerDirectNV.com/Next-Steps)

Thank you!

Fig. 07

