

Consumer Direct Care Network (CDCN) uses a safe way to send Protected Health Information (PHI). All PHI is sent via secure email. To see it, you'll need to sign up or log in to our secure message system. Below is an example of what a secure message might look like (Fig. 01). **Remember, it's not spam. Don't delete it.** 

Zsecure testing document attachment D MMM					
On one final sector of the sec	11:01 AM (24 minutes ago)	☆	¢		
New ZixCorp secure email message from Consumer Direct Secure Email					
Open Message					
To view the secure message, click Open Message.					
The secure message expires on Aug 04, 2023 @ 06.01 PM (GMT).					
Do not reply to this notification message; this message was auto-generated by the sender's security system. To reply to the sender, click Open Message.					
If clicking Open Message does not work, copy and paste the link below into your Internet browser address bar. https://web1.zixmail.net/sie?b=consumerdirectonline&m=ABDvBubg8bpok54kcnC3RSDp8c=ABD)vFztd8Oq0IHFcD4eKBr8em=christle%;2em%;2ebeck%;40gmail%;2ecom					
Want to send and receive your secure messages transparently? <u>Click here</u> to learn more.					
	Fig	. 0	1		

## How to Register

If this is your first time viewing a secure email from CDCN, you need to sign up. This is different than your DirectMyCare web portal login. Here's how you can make a password and sign up for our secure email system:

- After opening the email in your inbox, use the **Open Message** button. (Fig. 02)
  Make a password. Passwords must follow the rules listed. Type your password twice and click **Register**. (Fig. 03)
  Keep your password safe, you'll need it every time
  - you get a secure email from CDCN. 3. After signing in you can read and reply to
  - After signing in you can read and reply to your message(s). Messages will expire. Print or save the email if you wish to keep it.



continued on next page

## **Signing In**

If you've already signed up and want to check or send an email:

- Type your email and password on the sign in screen and press Sign In. (Fig. 04)

Welcome to the Consume	CONSUMER DIRECT CARE NETWORK EVERY LIFE. EVERY MOMENT. EVERY DAY. come to the Consumer Direct Care Network Secure Email Message Center								
	Email Address: Password:		Sign In						
	Forgot your password?	New to secure email? Register	Need more assistance? Help						
				Fig. 04					

## **Changing Your Password**

If you've forgotten your password, or need to change it, follow these steps:

- 1. From the secure email login screen, press **Reset** under Forgot your Password. (Fig. 05)
- 2. Type your email address and your new password twice. Press Reset. (Fig. 06)



Forgot your password? Reset

Fig. 05

Fig. 09

- 3. You will see a message that a reset email was sent to your email address. (Fig. 07)
- Go to your email, use the link to activate or decline your 4. password reset. (Fig. 08)
- Press **Continue** to go back to the login screen. (Fig. 09) 5.

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Your password is important. Please store it in a safe place

Continue