DirectMyCare Web Portal Activation

RESET YOUR PASSWORD

1. From the DirectMyCare sign-in screen, select "**Forgot your Password?**" (Fig. 01).

2. On the next screen, enter your email address and select "**Send Verification Code**" (Fig. 02)
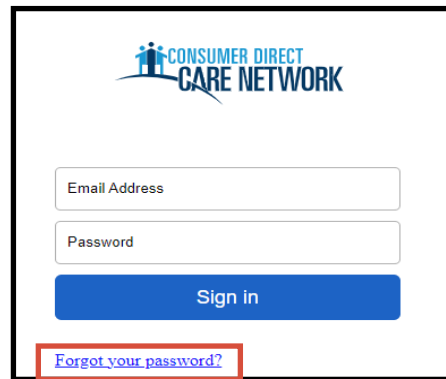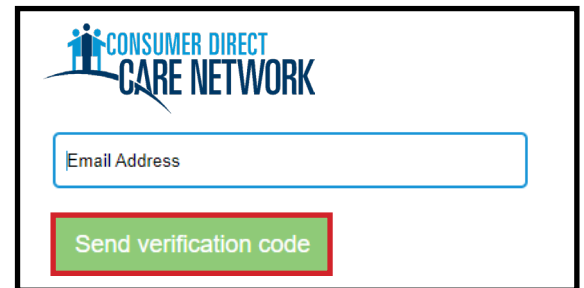

Fig. 01

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 the registration page** and enter the code from your email into the verification box.
   - Select "**Verify Code**" (Fig. 04).

   *If you need a new verification code, click "**Send new code**."
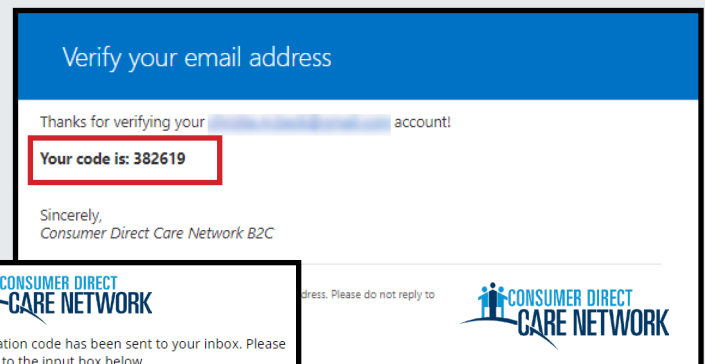
5. Select "**Continue**."

Fig. 03

Fig. 04

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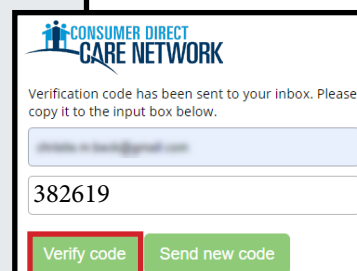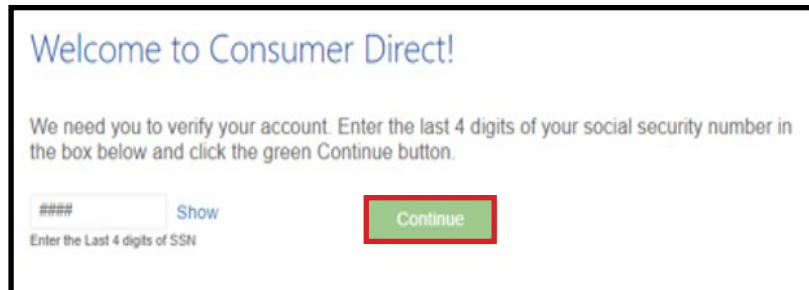EVERY LIFE.   EVERY MOMENT.   EVERY DAY.   www.ConsumerDirectTN.com | InfoCDTN@ConsumerDirectCare.com

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, you will be logged into the DirectMyCare web portal.

8. Verify the last 4 digits of your **Social Security Number**, then select "**Continue**" (Fig. 05).

9. You will get a confirmation message that you are logged into the DirectMyCare web portal. Follow the instructions in the message to continue (Fig. 06).
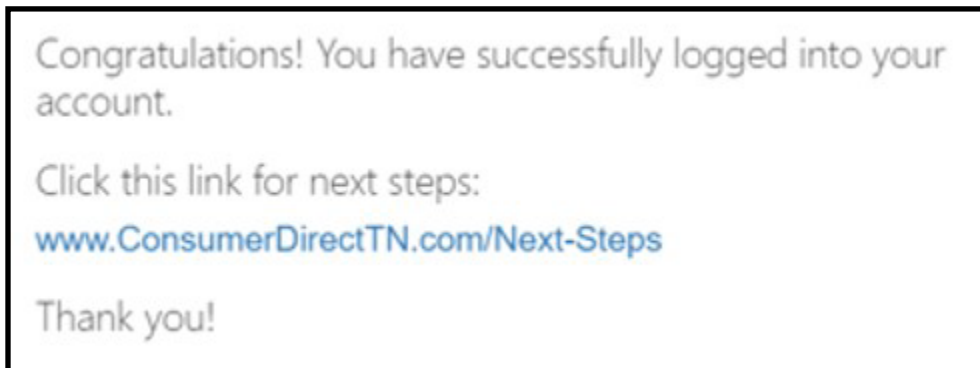

Welcome to Consumer Direct!

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. 05

Congratulations! You have successfully logged into your account.

Click this link for next steps:

www.ConsumerDirectTN.com/Next-Steps

Thank you!

Fig. 06