

HOW TO Access Secure Email



Consumer Direct uses a secure messaging system to send Protected Health Information (PHI). Any email you receive that includes PHI will be sent securely and require you to register/log into our secure message system. Below is an example of how a secure message will look. (Fig. 01) **Do not delete, this is not spam.**

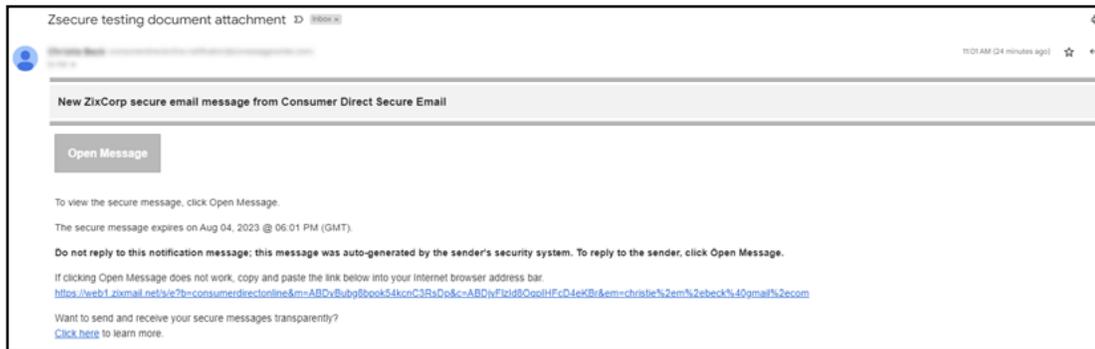


Fig. 01

How to Register

If this is your first time viewing a secure email from Consumer Direct, you will need to register. This is different than your Direct-MyCare web portal login. Follow the steps below to create a password and register in our secure message system.

1. After opening the message in your email inbox, click the Open Message button. (Fig. 02)
2. Create a password. Passwords must meet the password rules listed. Enter your password twice and click **Register**. (Fig. 03)
 - Keep your password in a safe place, you will use it to sign in each time you receive a secure email message from Consumer Direct.
3. After signing in you will be able to read and respond to your message(s). Messages will expire, so print or save the email if you wish to keep it.



Fig. 02

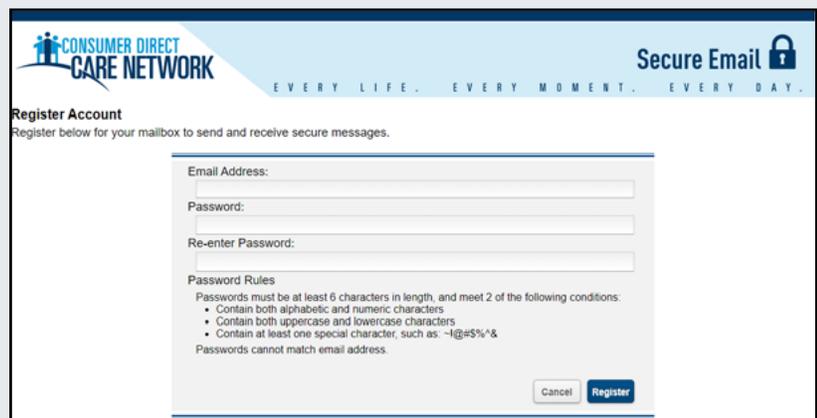


Fig. 03

Signing In

If you've already registered and are returning to the secure messaging system to view or send an email, you will see the login screen. Enter your email address and password and click **Sign In** to access your emails. (Fig. 04)

Fig. 04

Changing Your Password

If you've forgotten your password, or need to change it, follow the instructions below.

1. From the secure email login screen, select the **Reset** button under Forgot your Password. (Fig. 05)

Fig. 05

2. Enter your email address and your new password twice. Select the **Reset** button. (Fig. 06)

Fig. 06

3. You will see a notification that a reset confirmation has been sent to your email address. (Fig. 07)

Fig. 07

4. From your email, use the link to **activate** or decline your password reset. (Fig. 08)

Fig. 08

5. Select **Continue** to proceed to the login screen. (Fig. 09)

Fig. 09