

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 on

a desktop or mobile device (Figs. 01 & 02). **Remember, it's not spam. Don't delete it.** 

This is a message from Consumer Direct Care Network. This was sent through our secure messaging system, as it may contain protected information. You need to click the Open Message button to get your message.
Open Message
Instructions on how to create an account and sign in can be found here: CDCN Secure Message Guide
This message is available for 90 days and will expire on Sep 25, 2024 @ 10 45 PM (GMT).
Please do not reply to this message. This was auto-generated by our system. You will need to open the message to be able to reply.
Thank you,
Consumer Direct Care Network
https://link.edgesilot.com/s/61e72c40/ePE_7_65miH173fkNsxA?u=http://www.consumerdirectcare.com/
EVERY LIFE. EVERY MOMENT. EVERY DAY.
If clicking Open Message button does not work, you can click this link to get your message.  https://link.edgepilot.com/s/9104826/nnACpp8IY0ukITeCVmNIA?u=https://web1.zxmail.net/s/e?u=consumerdirectonline%26m=AB623gerfgYGycddET12hXHp%26c=ABCytCyfNhDGmtKug@dK2OC%26em=janileem%2540gmail%252ec
Want to send and receive your secure messages transparently? <u>Click here</u> to learn more.

Fig. 01

This is a message from Consumer Direct Care Network. This was sent the consumer Direct Care Network. This was sent the as it may contain protecting a set in may contain protecting the consumer of the consum

Fig. 02

## **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. 03)

 Make a password. Passwords must follow the rules listed. Type your password twice and click **Register**. (Fig. 04)



- 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 your message(s). Messages will expire. Print or save the email if you wish to keep it.

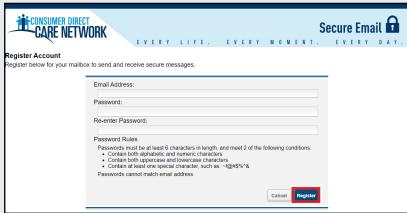


Fig. 04

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## 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. 05)

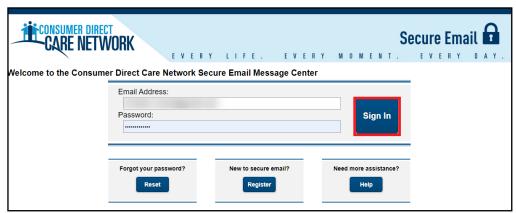


Fig. 05

## **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. 06)



Fig. 06

Type your email address and your new password twice.
 Press Reset. (Fig. 07)

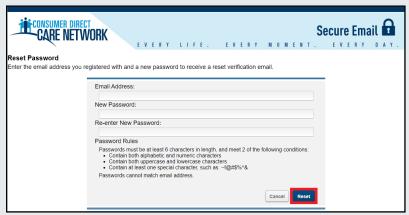


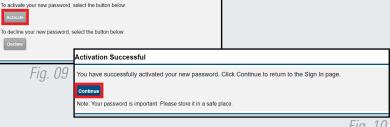
Fig. 07

- **3.** You will see a message that a reset email was sent to your email address. (Fig. 08)
- Go to your email, use the link to activate or decline your password reset. (Fig. 09)
- 5. Press Continue to go back to the login screen. (Fig. 10)

Account Change Confirmation

A confirmation email has been sent to your email address. Follow the instructions within the email to activate your new password. If you do not receive the confirmation email, make sure you are a registered user for this portal. You should also check your spam email folder for the confirmation email.

Fig. 09



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