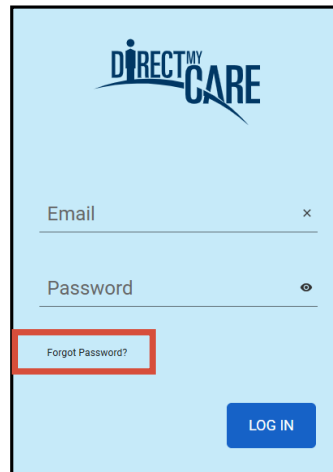




DirectMyCare Web Portal Activation

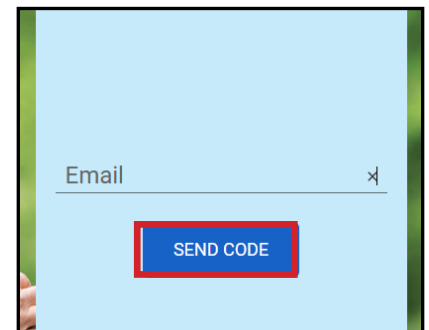
RESET YOUR PASSWORD

1. From the DirectMyCare sign-in screen, select **"Forgot Password?"** (Fig. 01).
2. On the next screen, enter your email address and select **"Send Code"** (Fig. 02)



The screenshot shows the DirectMyCare sign-in page. It has a header with the logo, followed by input fields for 'Email' and 'Password'. Below the password field is a link for 'Forgot Password?' which is highlighted with a red box. At the bottom right is a blue 'LOG IN' button.

Fig. 01

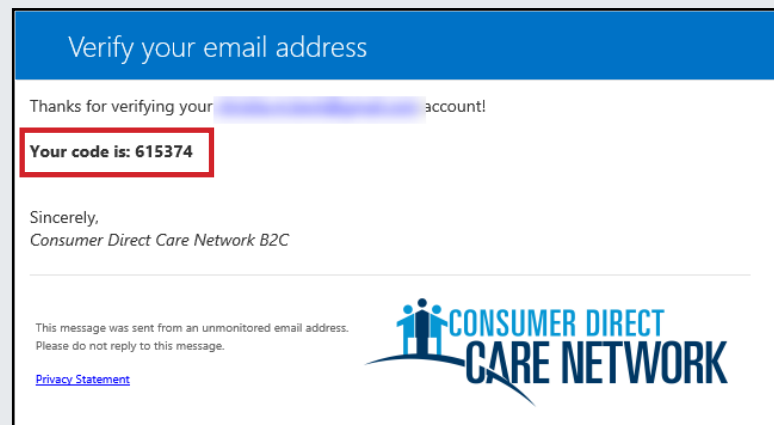


The screenshot shows the email verification page. It has an 'Email' input field. Below it is a blue button labeled 'SEND CODE' which is highlighted with a red box.

Fig. 02

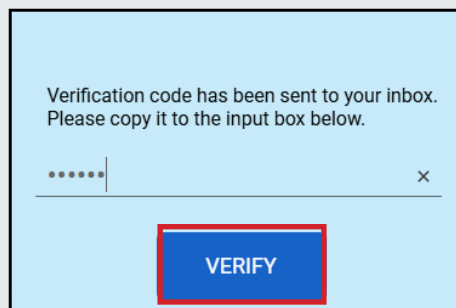
ENTER VERIFICATION CODE

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 to verify.
 - Select **"Verify"** (Fig. 04).
5. Select **"Continue."** (Fig. 05)



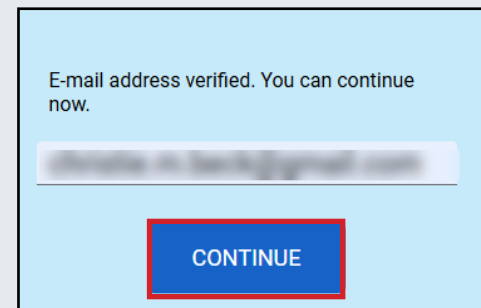
The screenshot shows an email titled 'Verify your email address'. The body text says 'Thanks for verifying your [redacted] account!' and 'Your code is: 615374' (the code is highlighted with a red box). It is signed 'Sincerely, Consumer Direct Care Network B2C'. At the bottom, it includes a disclaimer and a 'Privacy Statement' link, along with the Consumer Direct Care Network logo.

Fig. 03



The screenshot shows a screen for entering the verification code. It says 'Verification code has been sent to your inbox. Please copy it to the input box below.' There is an input field with six dots and an 'x' icon. Below the field is a blue button labeled 'VERIFY' which is highlighted with a red box.

Fig. 04

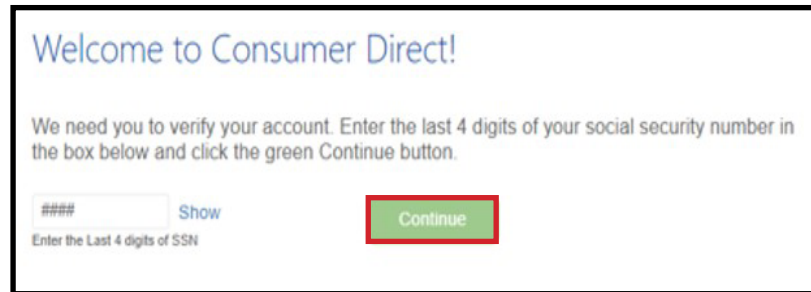


The screenshot shows a confirmation screen. It says 'E-mail address verified. You can continue now.' Below the text is a blurred input field and a blue button labeled 'CONTINUE' which is highlighted with a red box.

Fig. 05

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.



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

Enter the Last 4 digits of SSN

Continue

Fig. 05