CONSUMER DIRECT CARE NETWORK VIRGINIA

WEB PORTAL
Resetting Your Password

If a password is forgotten it can be changed at the Direct My Care Sign In screen.

Q How can I reset my password?

1 Go to **www.DirectMyCare.com** and sign in by entering your email and password. Click Sign In.

2 Click on **Can't access your account** link.

3 Enter your email address in **User ID** box and type the letters in the box below. If you cannot read them you can click the Audio button.

4 Click **Next** when both fields are filled.

5 Click the **Email** button to send a code to your email. Copy or write down the code.

6 Enter the code and click **Next.**

7 Enter a new password and then enter it again to confirm. **Passwords must be combination of numbers, letters and symbols.**

8 Click **Finish**.

9 You will see a message saying that password was changed. You will also receive an email stating the password has been changed.

10 Click the **Click Here** link to return to the web portal.