HOW TO
Access Secure Email

Consumer Direct Care Network Washington (CDWA) uses a safe way to send Protected Health Information (PHI). All PHI is sent via ZipCorp 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 (Fig. 01). **Remember, it's not spam. Don't delete it.**
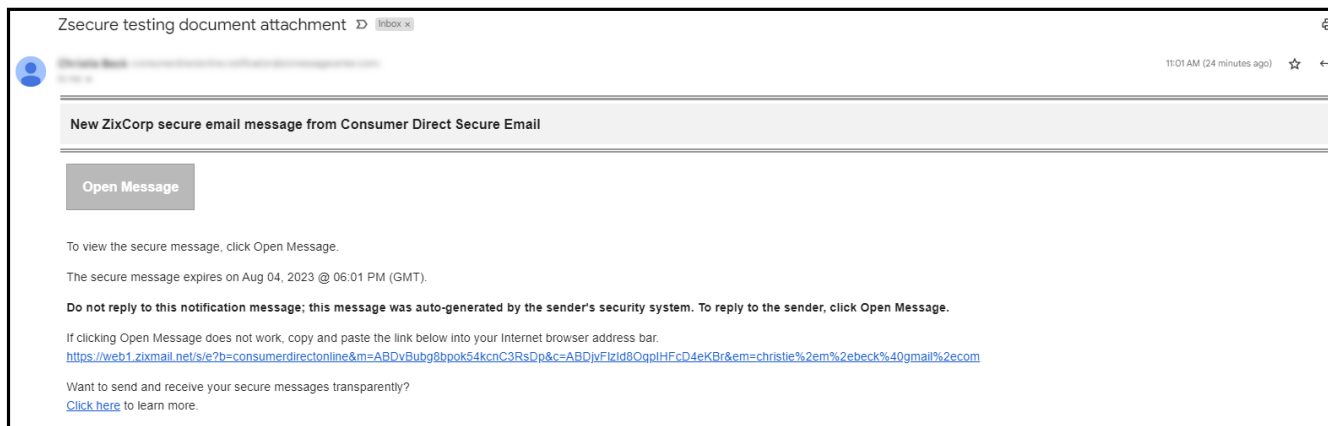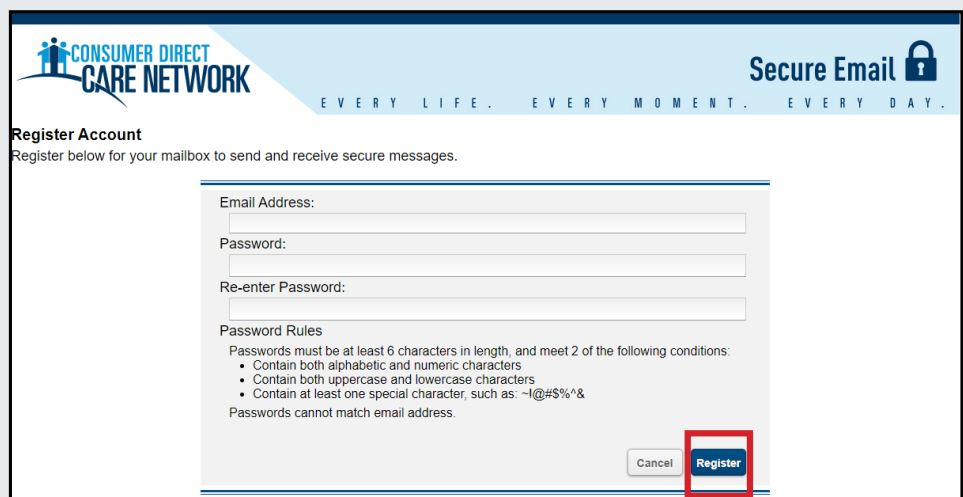

Fig. 01

How to Register

If this is your first time viewing a secure email from CDWA, 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:

1. After opening the email in your inbox, select the **Open Message** button. (Fig. 02)
2. Make a password. Passwords must follow the rules listed. Type your password twice and click **Register**. (Fig. 03)
   - Keep your password safe, you'll need it every time you get a secure email from CDWA.
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. 02

Fig. 03

EVERY LIFE.   EVERY MOMENT.   EVERY DAY.   www.ConsumerDirectWA.com | infoCDWA@ConsumerDirectCare.com

Signing In

If you've already signed up and want to check or send an email:

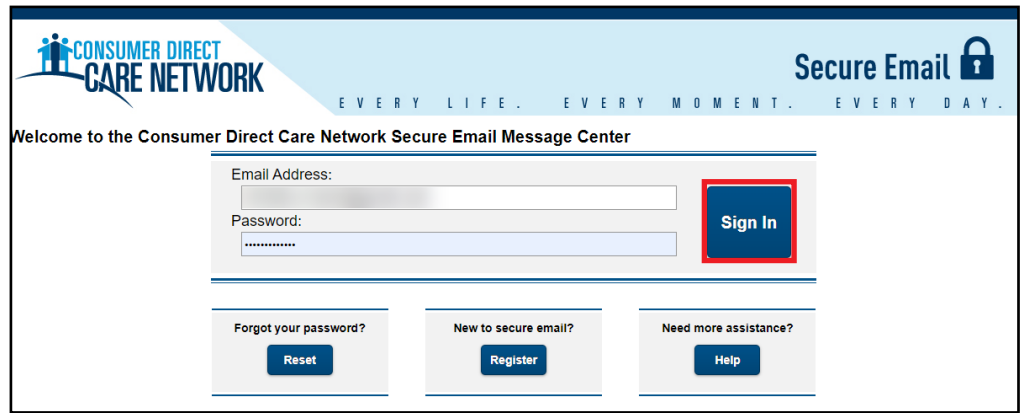• Type your email and password on the sign in screen and press **Sign In.** (Fig. 04)

Fig. 04

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. 05)

Fig. 05

2. Type your email address and your new password twice. Press **Reset**. (Fig. 06)
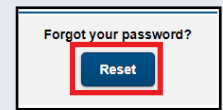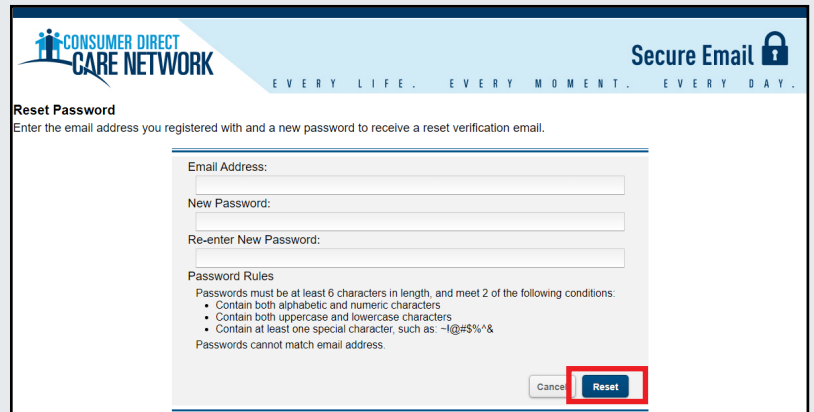

Fig. 06

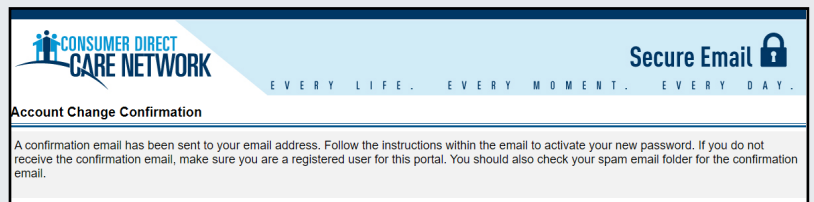**3.** You will see a message that a reset email was sent to your email address. (Fig. 07)

Fig. 07

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

Fig. 08

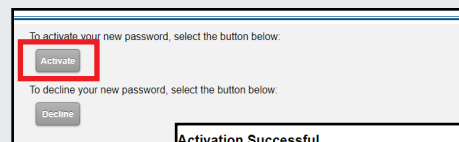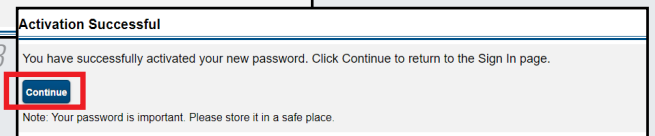**5.** Press **Continue** to go back to the login screen. (Fig. 09)

Fig. 09

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