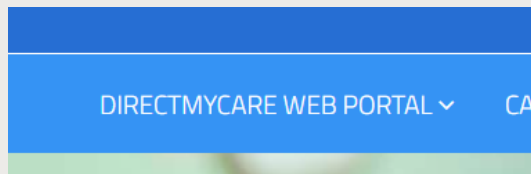


Updating Your Password

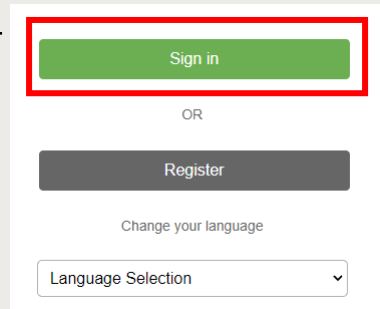
In the DirectMyCare portal and CareAttend app

Resetting your password in the DirectMyCare web portal will also reset your password in the CareAttend app. To reset your password for both, please follow the steps below.

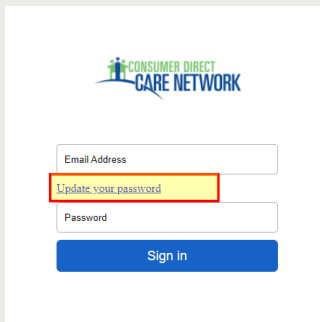
1. Go to ConsumerDirectWA.com and select the link to the DirectMyCare web portal.



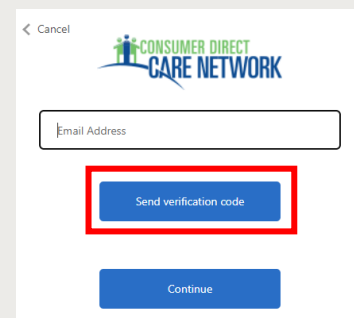
2. Click the **Sign In** button.



3. Click **Update your password**.

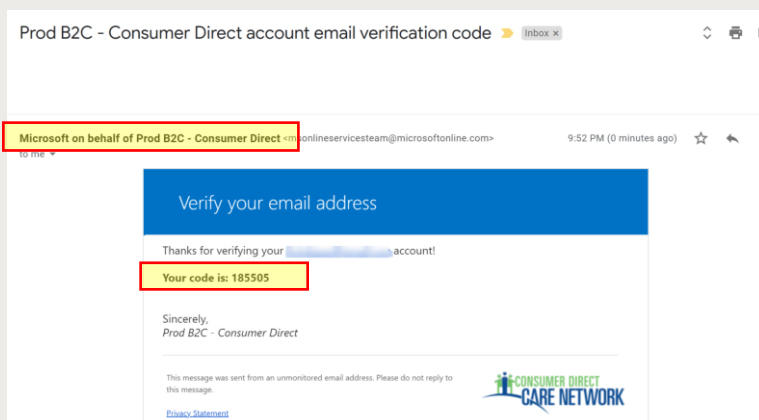


4. Enter your email address and Click **Send verification code**.

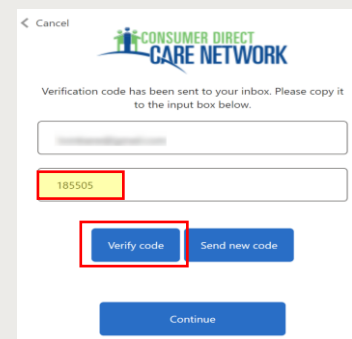


An email will come from Microsoft on behalf of Prod B2C – Consumer Direct with a verification code.

*be sure to check your junk/spam folder if you don't see it



5. Enter the code from the email and click the Verify code button.



6. Change your password.