

HOW TO **Access Secure Email**

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.
на за и пославна влес сво темпи, так на из зап итеди за зести перади узили, се и пој силат рессио инилизит се тео и сели и срои пераду зили о устри пераду.
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://ink.edgepilot.com/s/61e72c40iePE_765mH173B.NsxA?u=http://www.consumerdirect.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://ink.edgeplot.com/s/91048226/nnAcpp8IYOukITeCVmNIA?u=https://web1zixmail.net/s/e?b=consumerdirectonline%26m=ABB23gerfgYGycddET12hXHp%26c=ABCyiCvtNhDGm0Kug9dK2OCC%26em=janileem%2540gmail%252ecc
Want to send and receive your secure messages transparently? <u>Click here</u> to learn more.
Fig. 01



How to Register

1.

2.

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 Fig. 03 click Register. (Fig. 04) - Keep your password safe, you'll need it every time Secure Email you get a secure email from CDCN. **CARE NETWORK** EVERY LIF 3. After signing in you can read and reply to Register Account your message(s). Messages will expire. Print or save egister below for your mailbox to send and receive secure messages the email if you wish to keep it. Email Address Password Re-enter Password Password Rules Beswords must be at least 6 characters in length, and meet 2 of the following conditions: Contain both alphabetic and numeric characters Contain both uppercase and lowercase characters Contain to the upperca Passwords cannot match email address. Cancel Fig. 04

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)

Welcome to the Consume	T VORK EVERY r Direct Care Network Sec	LIFE. EVER ure Email Message Cente	Y MOMENT. EV	re Email 🖬
	Email Address: Password:		Sign In	
	Forgot your password?	New to secure email? Register	Need more assistance? Help	
				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)
- Type your email address and your new password twice. Press **Reset**. (Fig. 07)



Forgot your password?

Fig. 10

- **3.** You will see a message that a reset email was sent to your email address. (Fig. 08)
- 4. 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)

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