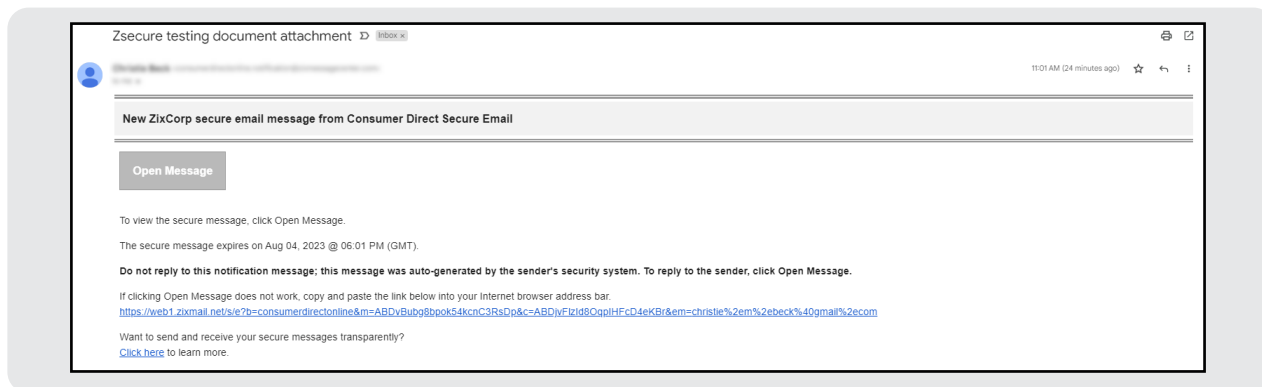


Consumer Direct uses a secure messaging system to send Protected Health Information (PHI). Any email you receive that includes PHI will be sent securely and require you to register/log into our secure message system. Below is an example of how a secure message will look. Do not delete, this is not spam.



Registering

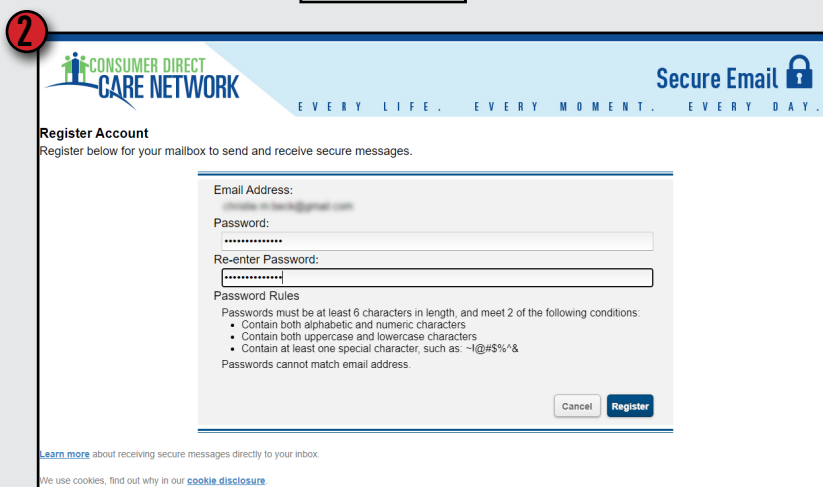
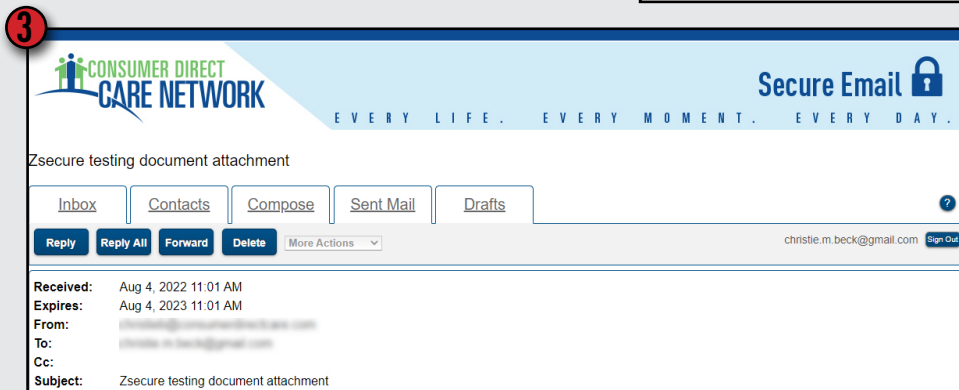
If this is your first time viewing a secure email from Consumer Direct, you will need to register. This is different than your web portal or Vesta login. Follow the steps below to create a password and register in our secure message system.

1. After opening the message in your email inbox, click the **Open Message** button.

Open Message

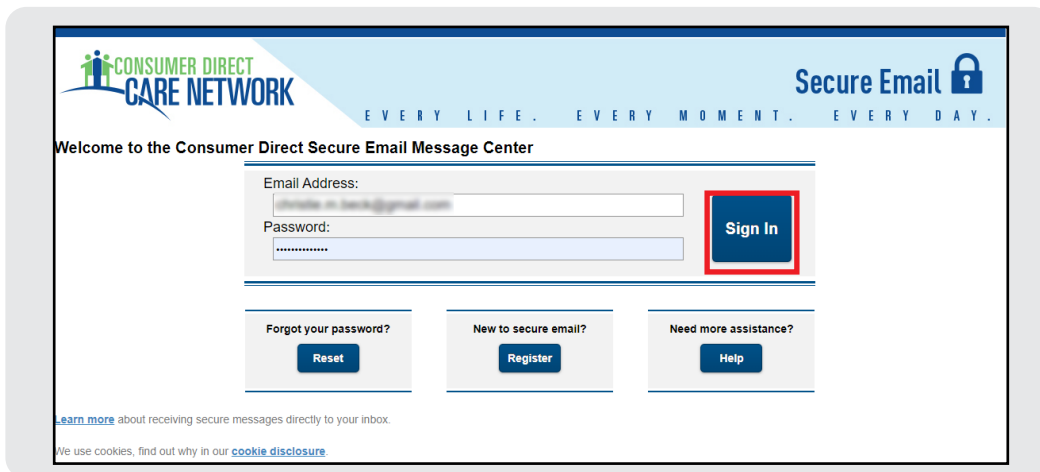
2. Create a password. Passwords must meet the password rules listed. Enter your password twice and click **Register**. Keep your password in a safe place, you will use it to sign in each time you receive a secure email message from Consumer Direct.

3. After signing in you will be able to read and respond to your message(s). Messages will expire, so print or save the email if you wish you keep it.

Signing In

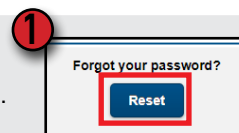
If you've already registered and are returning to the secure messaging system to view or send an email, you will see the login screen shown below. Enter your email address and password and click **Sign In** to access your emails.



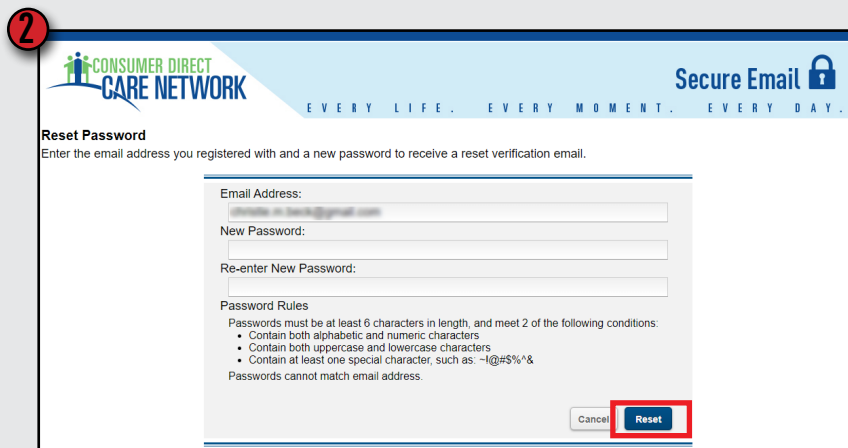
Changing your Password

If you've forgotten your password, or need to change it, follow the instructions below.

1. From the secure email login screen, click the **Reset** button under Forged your Password.



2. Enter your email address and your new password twice. Click the **Reset** button.



3. You will see a notification that a reset confirmation has been sent to your email address.

4. From your email, click the link to activate or decline your password reset.

5. Click the **Activate** button to accept your new password.

6. Click **Continue** to proceed to the login screen.

