

## MEMBER/MANAGING PARTY REGISTRATION INSTRUCTIONS FOR ONLINE SERVICES THROUGH MYDIRECTCARE.COM

**Notice:** Your employee(s) will also need to register if they will be submitting online time sheets through MyDirectCare.com. After you are both registered, employees may enter time worked, which must then be reviewed and approved by the Member/Managing Party.

**Notice:** After you have been set up in our payroll/accounting system, you will be issued a unique **User ID #** for access to MyDirectCare.com. You cannot register until you have received this number from Consumer Direct for Wisconsin.

**Please follow the instructions below to start your online services with Consumer Direct.**

1. On a computer with internet access, open a browser window and enter [www.MyDirectCare.com](http://www.MyDirectCare.com) in the address bar or click on the MyDirectCare links on the Consumer Direct for Wisconsin website. This will take you to the opening page of MyDirectCare.com (Figure 1).



Figure 1. MyDirectCare.com home page

2. Click on the “User Registration” link from the top menu.
3. When the User Registration page loads, select “Participant” from the “Register As” dropdown menu (Figure 2).
4. Once you have selected “Participant”, the page will expand displaying all the registration fields (Figure 3). Complete the fields as follows:

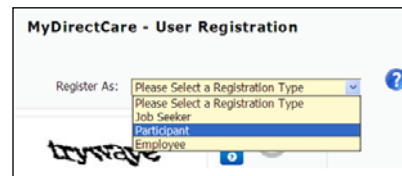


Figure 2. Register as “Participant”

- **State** – select Wisconsin.
- **User ID** – enter the numeric ID provided you by Consumer Direct.  
Please call the Consumer Direct office if you have not received your ID.
- **Date of Birth** – enter the Member’s date of birth in the format shown.
- **Zip Code** – enter the Member’s zip code in the format shown.

5. Enter the security phrase displayed - Type the phrase as two unique words separated by a space. If the words are difficult to read, you can load another phrase by clicking the “reload” button.
6. Once satisfied everything is entered correctly, click the “Continue” button. Since this is your first time using MyDirectCare.com, you will now be asked to update your “user information” (Figure 4). Click OK to open the User Registration Profile page (Figure 5).

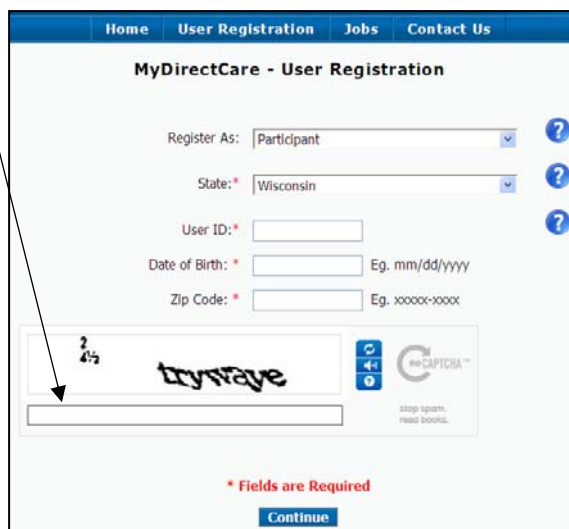


Figure 3. User Registration page fields

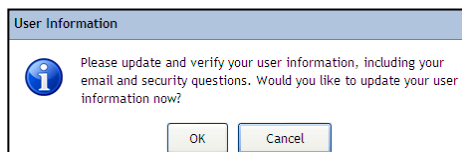


Figure 4. Update User Information

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7. **Complete your User Registration Profile** - This is where you will set your Username (also called Login Name) and Password. You will also provide your contact information, and answer two security questions, which may be used later if you forget your password and need to reset it. Select the security questions of your choice from the dropdown menus.

**Note:** Fields marked with a red asterisk are mandatory.

**Note:** If a Managing Party will be managing the MyDirectCare.com account on behalf of the Member, enter the Managing Party's name and contact information in the profile fields.

The Username must be between 5 and 40 characters in length, and contain both uppercase and lowercase letters. The Password must be more than six characters in length, and contain at least one special character (#,%,&,\* ,+, etc.) and at least one number. You may wish to write these down and keep in a secure location. You will enter your Username and Password every time you login to MyDirectCare.com. The login area is in the upper left corner of the home page, next to the paddle lock (Figure 1).

8. **Finish the Registration Process** - When you have completed all the profile fields, check the "I agree to the Terms of Use" checkbox at the bottom of the page. After checking the box, a "Register" button will appear (Figure 6). Clicking the button will complete the registration process, and direct you back to the home page.

**Note:** After you have successfully registered, your User Profile information can be updated at any time by selecting Settings and Update Your Online Information from the main menu. To change your password, select Settings and Update Password from the main menu.

If you have questions, please call 1-877-785-9991. We look forward to providing you quality services.

Thank you,  
Consumer Direct Staff

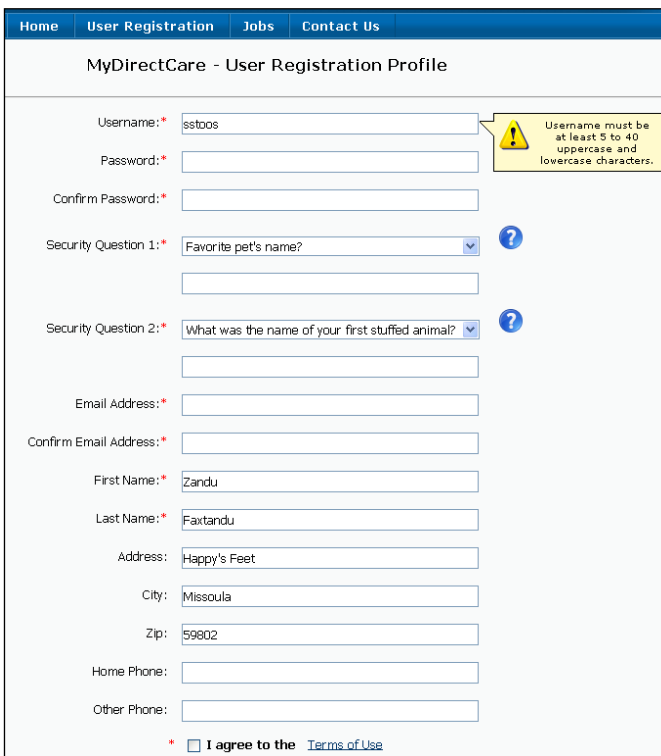


Figure 5. User Registration Profile page



Figure 6. Register button