



# A Guide for Locating Account using "Find Me" Feature



DIRECT2CARE

**Get Started Today**



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There are many users that have never logged in or activated their Direct2Care account and this this guide is a refresher how to locate your personal Direct2Care account to login for the first time using the “Find Me” feature built into the app.

The Direct2Care App provides everyone with their own unique account that allows the user to store personal demographic information, add household members, and see a virtual doctor with just the touch of a button.

This guide is an in-depth explanation on how to use the “Find Me” feature and the simple steps to follow to ensure you can log in for the first time successfully and Get Care Today!



# Locate Account Using “Find Me” Steps

- ↓ **Step 1:** Download Direct2Care Application on Mobile Device.
- 📱 **Step 2:** Open Direct2Care app & Select **FIND ME**.
- 🔍 **Step 3:** Membership Lookup – Confirm Your Information & Account.
- ⑥ **Step 4:** Locate Text Message with **6-Digit Code** to Verify Phone Number.
- 🔑 **Step 5:** Set New Password, Activate Face Scan Recognition & Agree to Direct2Care Terms and Conditions.
- ⊕ **Step 6:** GET CARE.

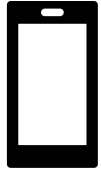


## Step 1:

Download  
Direct2Care  
Application on  
Mobile Device

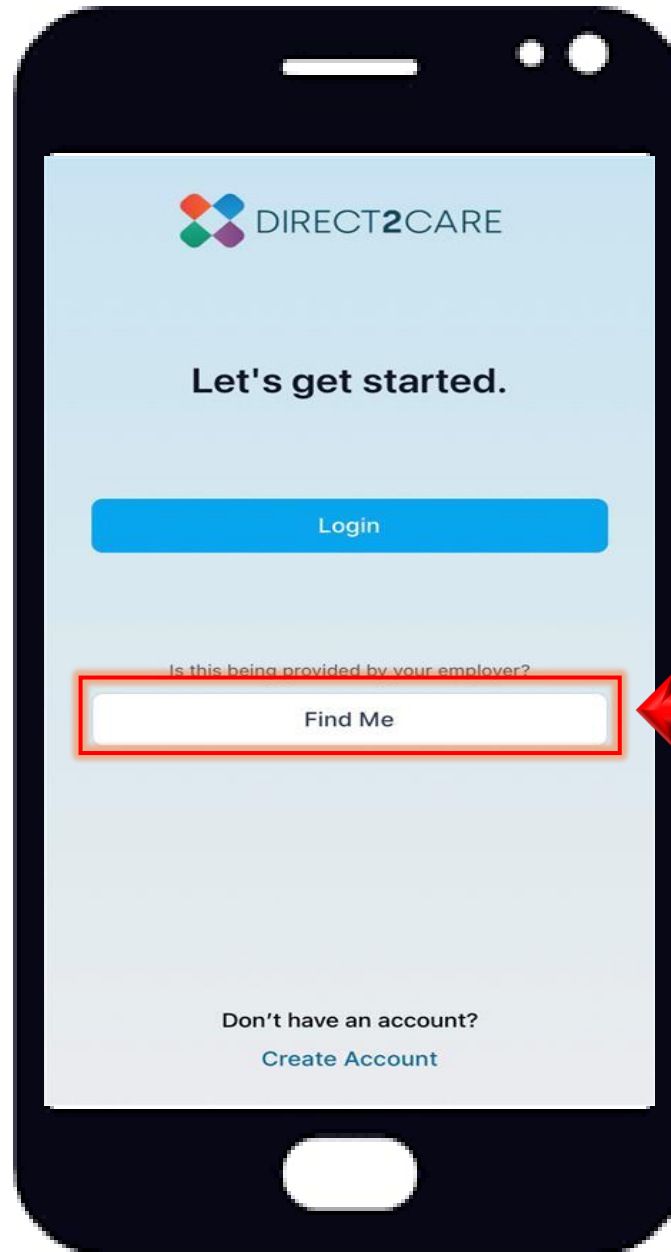
- Go to the app store located on your mobile device and type in Direct2Care in the search bar. Download the application to get started.





## Step 2:

Open Direct2Care app &  
Select **FIND ME**



- The **“Find Me”** feature is only for people that have not activated their Direct2Care account.



## Step 3:

### Membership Lookup – Confirm Your Information & Account

**Confirm your information.**  
This information was provided by your employer.

Last Name

Date of Birth

Mobile Number

Next

**Confirm your account**

Lamar Jackson  
04/21/1988  
Production Testing

To confirm your account we'll text you a code.

Confirm

Start by filling in the sections that need to confirm your information.

- **Last Name**
- **Date of Birth**
- **Mobile Number**

Once you have completed and filled in the sections, you will confirm that the account is yours.

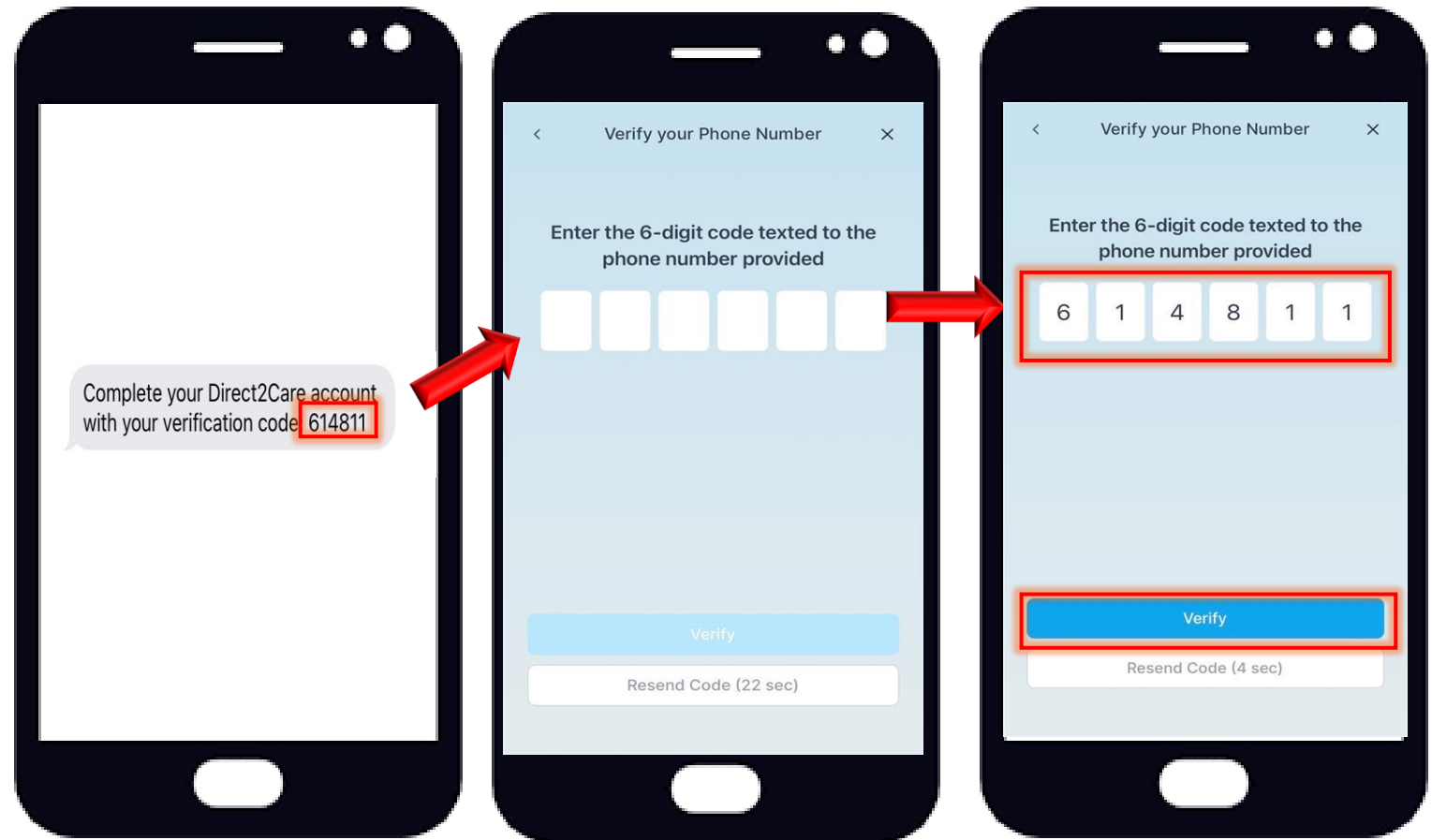


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#### Step 4:

Locate Text Message with **6-Digit Code** to Verify Phone Number

**\*IMPORTANT NOTE** – If you're using an Android device and you don't see the text come through check your "Spam" folder that is located with your text app

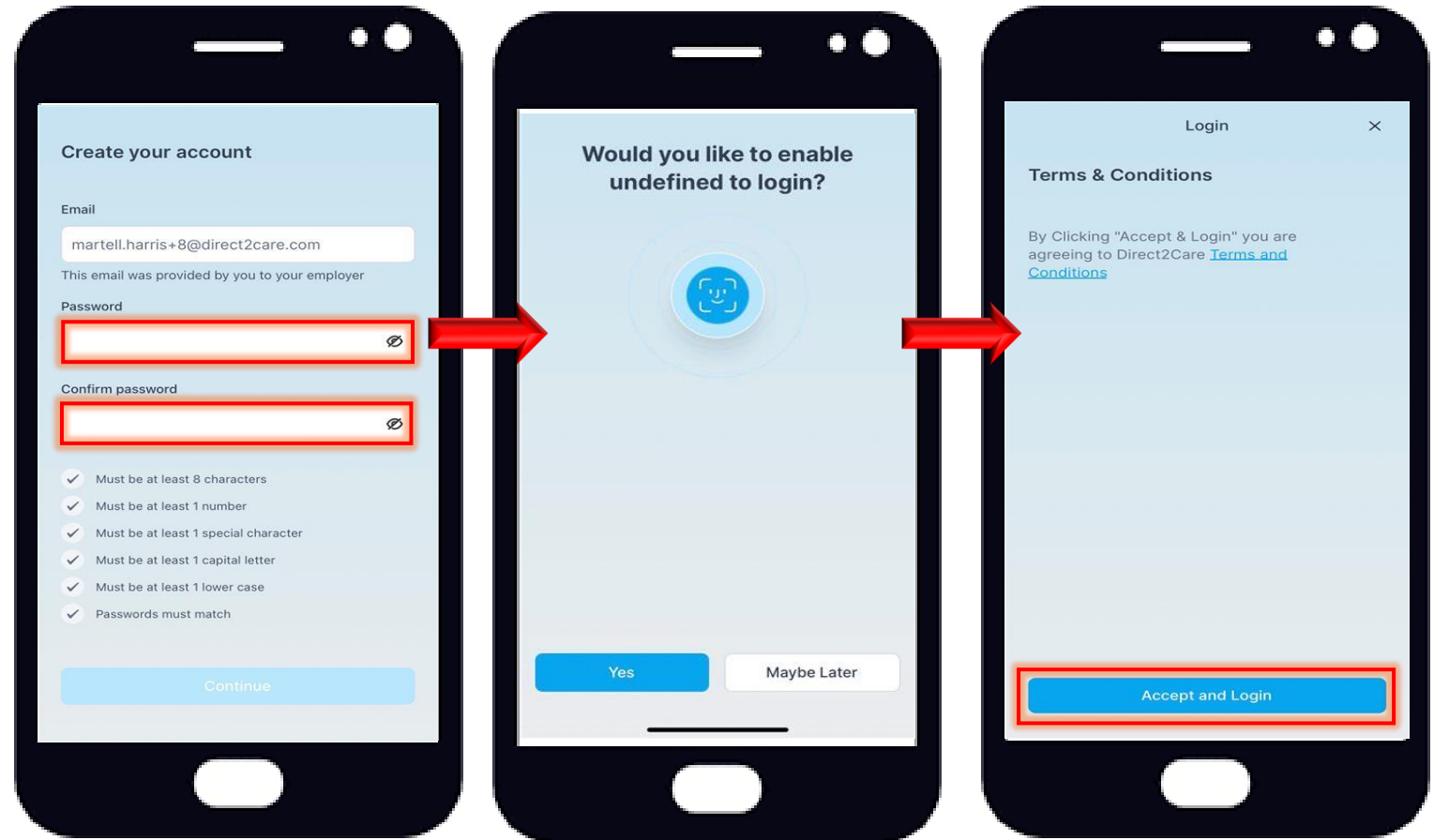


- Check your text messages for verification **6-digit number**. Enter the number to continue in the number slots to verify your account.



## Step 5:

Set New Password, Activate  
Face Scan Recognition &  
Agree to Direct2Care Terms  
and Conditions

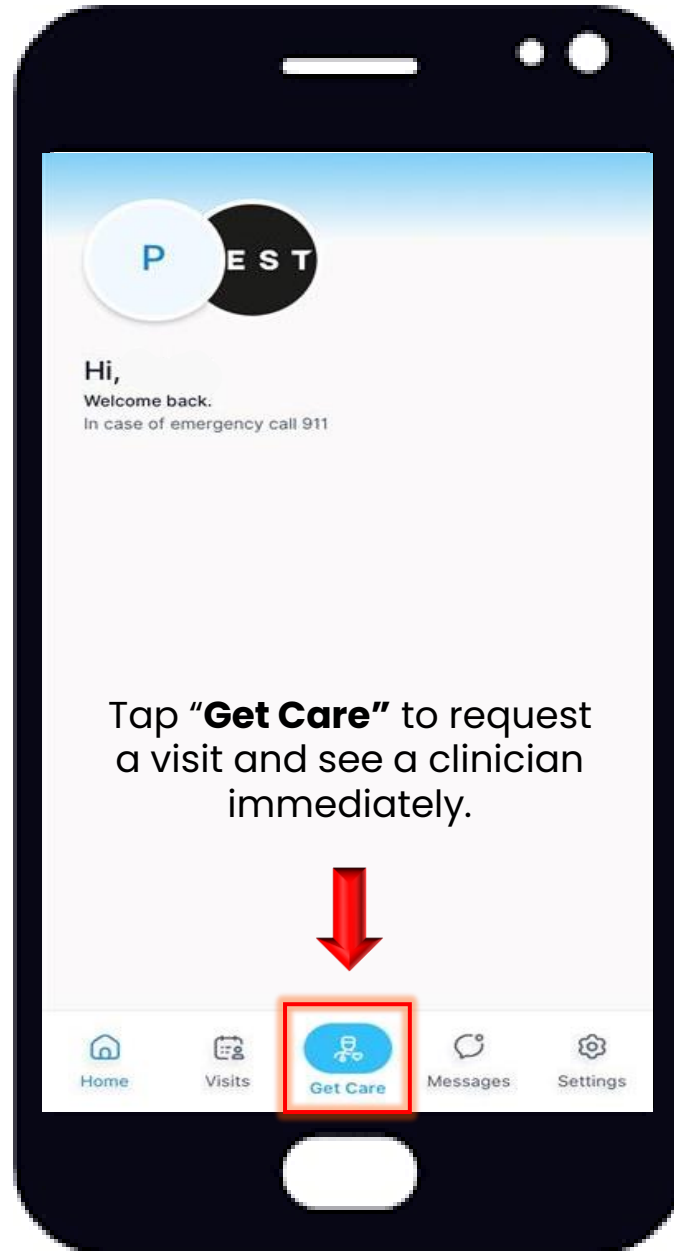


- Follow the instructions to **Set New Password.**
- Tap **“Yes”** tab to use Face-Scan recognition.
- Once you agree to Direct2Care Term & Conditions, Tap **“Accept and Login”** tab continue to Home screen.





## Step 6: Get Care TODAY!



Next, Answer a few questions to provide information needed to start your visit.



## Contact Our Team Anytime



# DIRECT2CARE

## We Are Here for You!

### Support Phone

Call the Direct2Care team by phone at **(833) 888-7566** for urgent or general questions and assistance when in the Direct2Care app.

### Support Email

We are available by email too! Email the Direct2Care Team at **[support@direct2care.com](mailto:support@direct2care.com)**.

### Support Hours

We are **available 24/7/365** to you and your household members. Our goal is to get you the help you need to ensure you get timely care.

### Support Website

To learn about [our services](#), [how to get started](#), [FAQs](#), or [submit a ticket](#) in English or Spanish visit **[mydirect2care.com](https://mydirect2care.com)**. It is available in both English and Spanish.