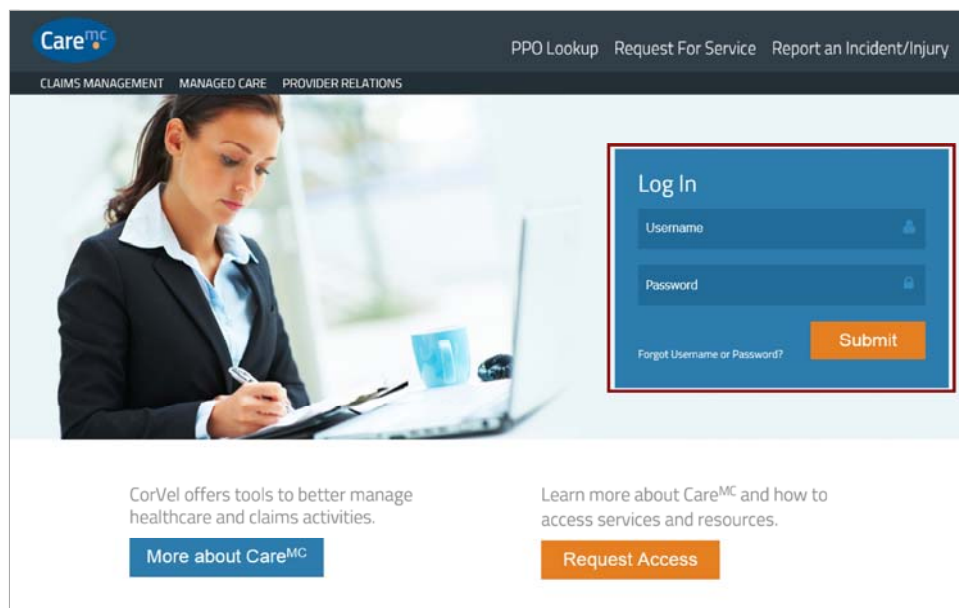


## Log In

To log in, open your web browser (Microsoft Internet Explorer), type [www.caremc.com](http://www.caremc.com) in the Address bar, and press Enter.

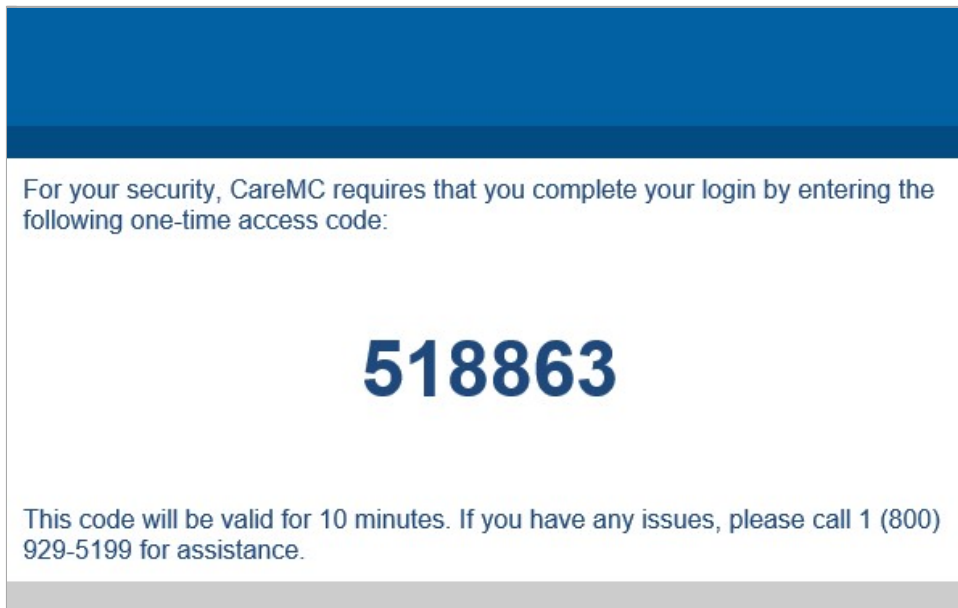


Enter your Username or Care<sup>mc</sup> registered email address and Password and click Submit

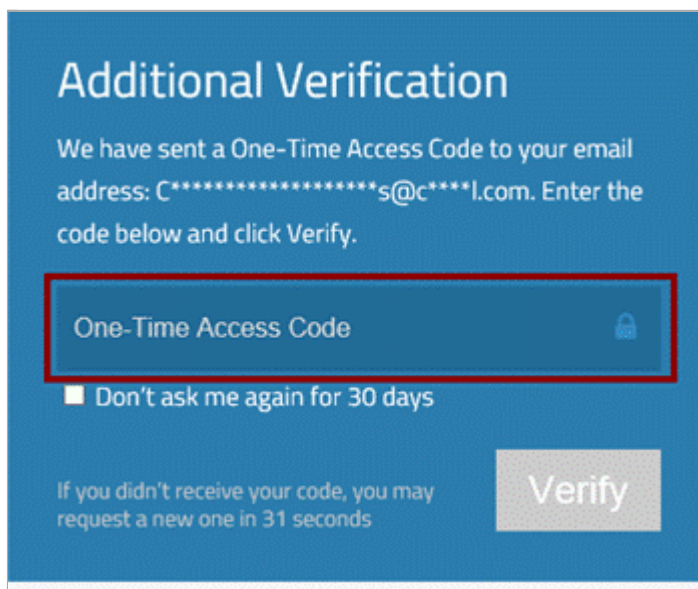
## Multi-Factor Authentication

To protect you and our clients' information, an extra security measure is required for anyone who logs in to Care<sup>mc</sup> from a computer outside of the CorVel network.

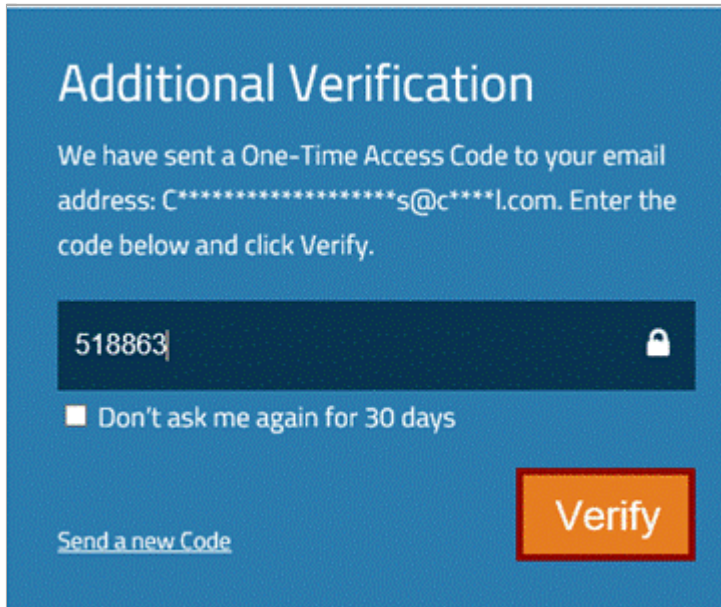
1. After you successfully enter your Username and Password, you will receive a message from donotreply.mfa@corvel.com containing a one-time use secure access code sent to the e-mail address on record in Care<sup>mc</sup>.



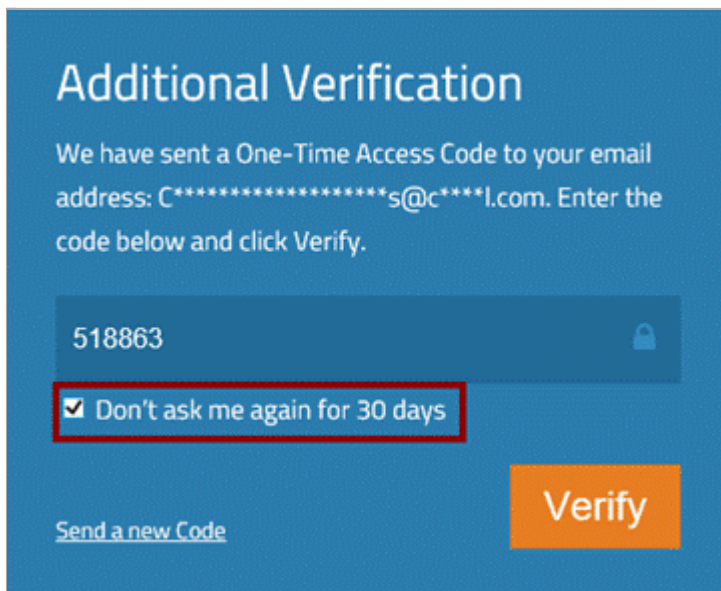
2. Enter the secure access code on the screen that appears after you entered your User Name and Password.




3. Once you type the code (all digits) the Verify button is enabled and turns orange. Click Verify to proceed to the main menu.



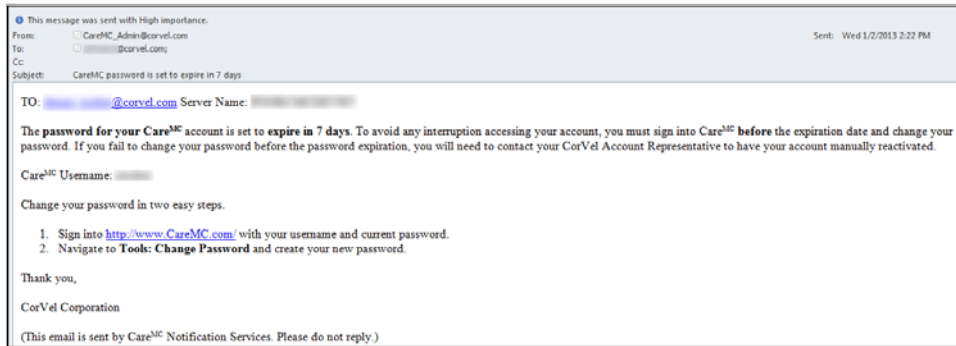
4. Click Don't ask me again for 30 days and you won't be prompted for the access code again for 30 days if you login using the same computer and browser. Do not click the checkbox if you are using a publicly accessible computer.



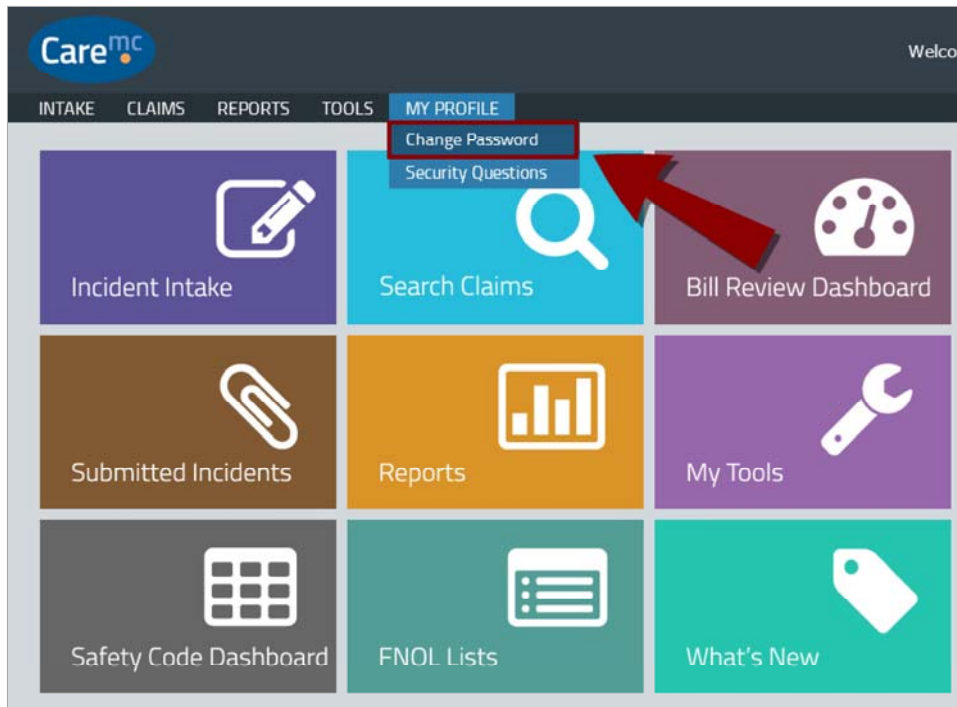
5. If you do not receive the One-Time Access Code or cannot access your e-mail, call 1-800-929-5199  for assistance. The Help Desk will ask for the Support ID shown on the verification screen and ask additional questions to establish your identity.

# Changing Your Password

Your password must be changed every 90 days. Email reminders are sent to the email listed in your Care<sup>mc</sup> account 14 days, 7 days, and 2 days before your password expires.



To change your password click My Profile > **Change Password**.



Type your current password and new password twice, and click Submit.

Change Password

Please change more than the case of your password (e.g. changing "aaa" to "AAA" will not be allowed).

Current Password \* [password field]

New Password \* [password field]

Confirm New Password \* [password field]

Clear Submit

You will receive a confirmation if the new password is accepted. If your new password is not accepted, be sure that it conforms to the [password rules](#).

 **Change Password**

Your password has been changed. It will be good for 90 days.

# Resetting Forgotten or Expired Password

Security questions protect your Care<sup>mc</sup> account. The first time you login to Care<sup>mc</sup> you will be prompted to provide answers to three security questions. Security questions are designed to be memorable to you but hard for others to guess. The security questions will be used to verify your identity if you need to reset a forgotten or expired password.

## Password Rules

- Passwords must be at least 8 characters long and include...
  - ...at least one uppercase letter
  - ...at least two lowercase letters
  - ...at least one number
  - ...at least one special character such as \$, ?, or < –
- Passwords must be changed every 90 days.
- Passwords are checked against previous passwords to ensure the new password does not match a previous one.

To set up your three security questions, simply select each question and type at least a four character answer in the spaces provided.

Care<sup>mc</sup>

### Modify your Security Questions

Your login profile is missing security questions. Please setup your questions now or click "skip for now" to complete this later. On August 01, 2016, this will become required to access CareMC.

Answers must be at least 4 characters long and are not case sensitive. Be sure to choose answers you can remember. Information you enter will be used to verify your identity if you forget your password.

\* Question 1: What was the make and model of your first car? [dropdown]  
\* Answer: [text input]


\* Question 2: Please select a question [dropdown]  
\* Answer: [text input]


\* Question 3: Please select a question [dropdown]  
\* Answer: [text input]

[Skip for now](#) [Capture screenshot](#) [Submit](#)

Your Answer is obscured, but if you would like to see what you have typed, click and hold the eye on the right side of the space to reveal your answer. Release the mouse button to obscure your answer again.

\* Question 1 What was the make and model of your first car?

\* Answer  



Click Submit when you are done.

\* Question 3 What is the first name of your oldest niece?

\* Answer

Or you can click Skip for now if you would like to setup your questions later. You will be required to setup your security questions starting August 1, 2016.

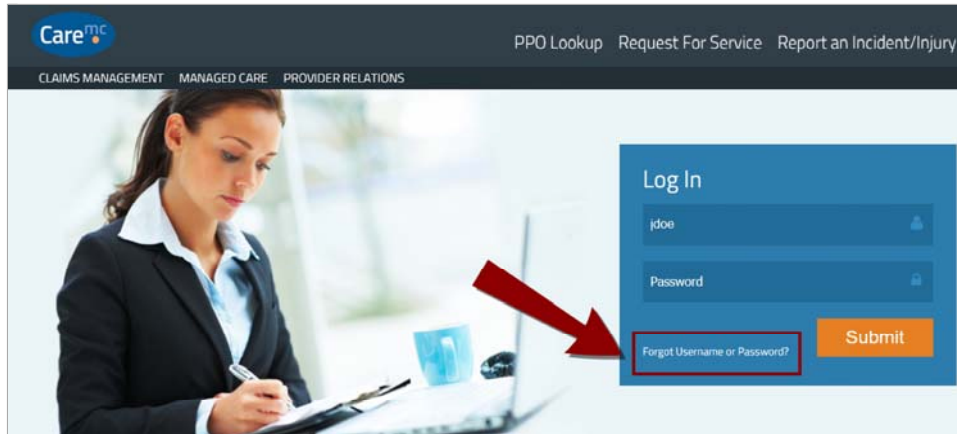
\* Question 3 Please select a question

\* Answer

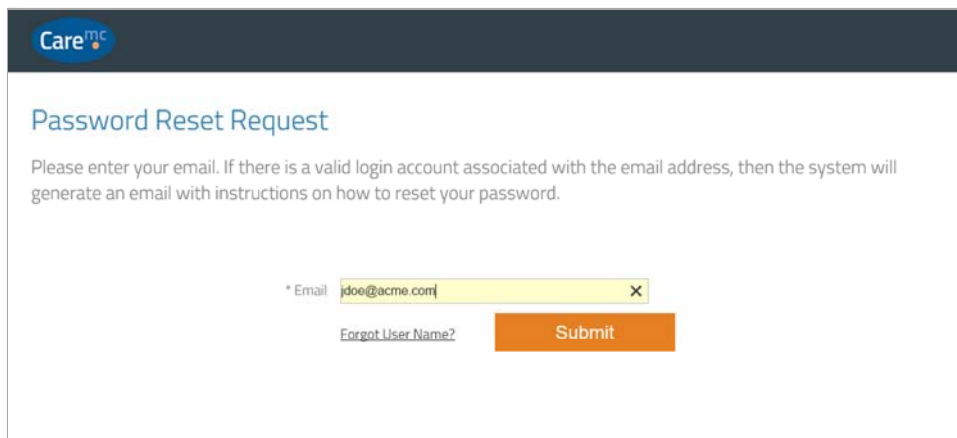
## Password Reset

After you setup the answers to your security questions, you can reset your own password in case you forget your password or your password expires from the Care<sup>mc</sup> login screen.

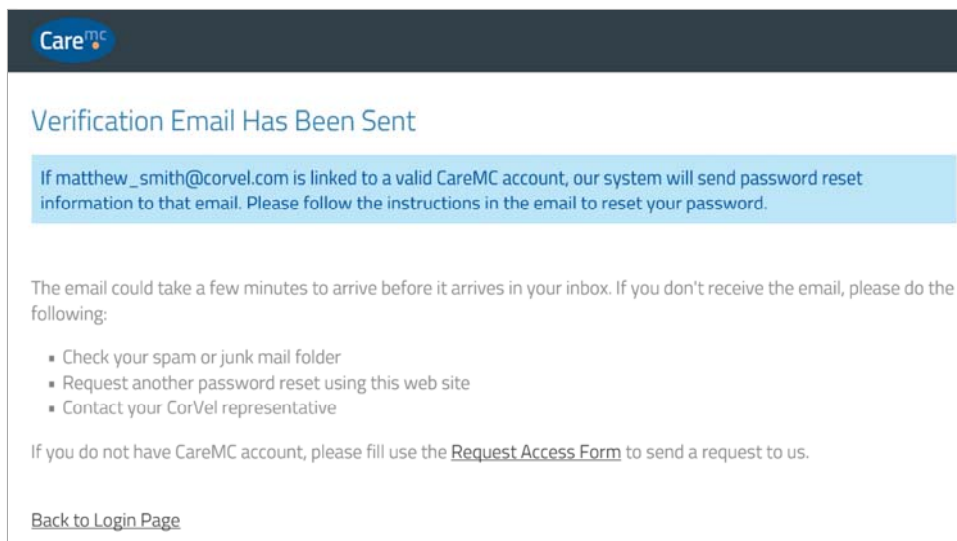
To reset your password, click Forgot Username or Password?



Type the email address associated with your Care<sup>mc</sup> account and click Submit.

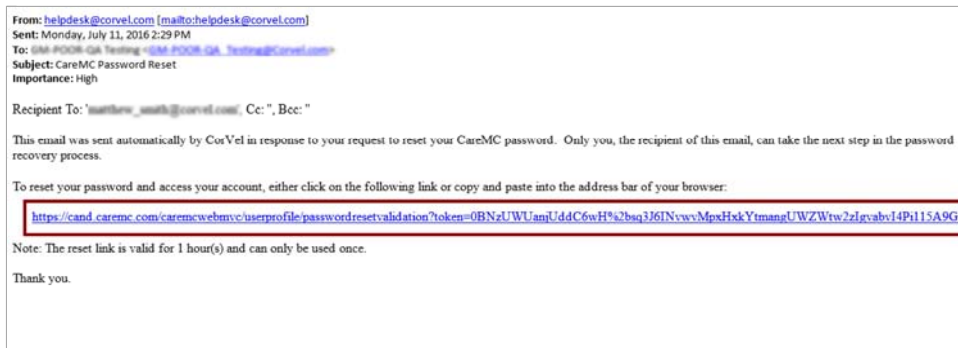


You will see a confirmation message with additional instructions.

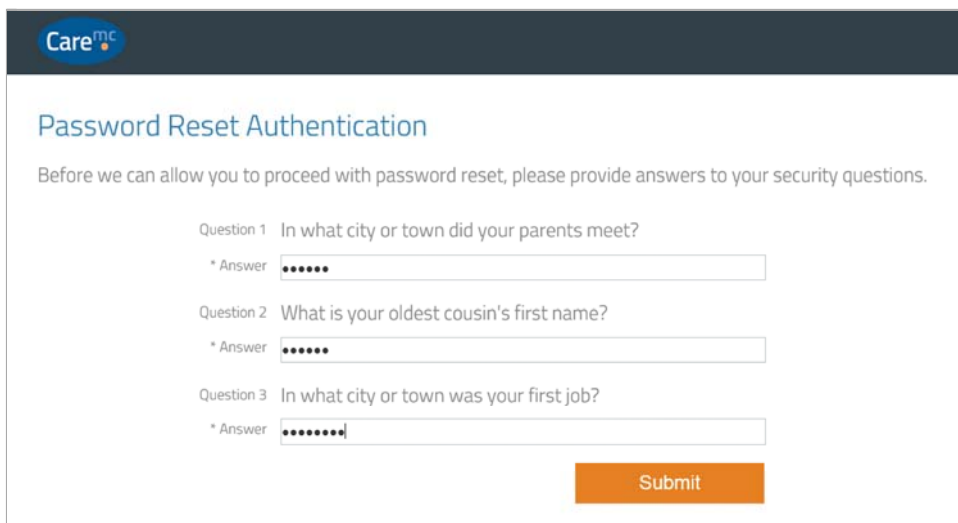




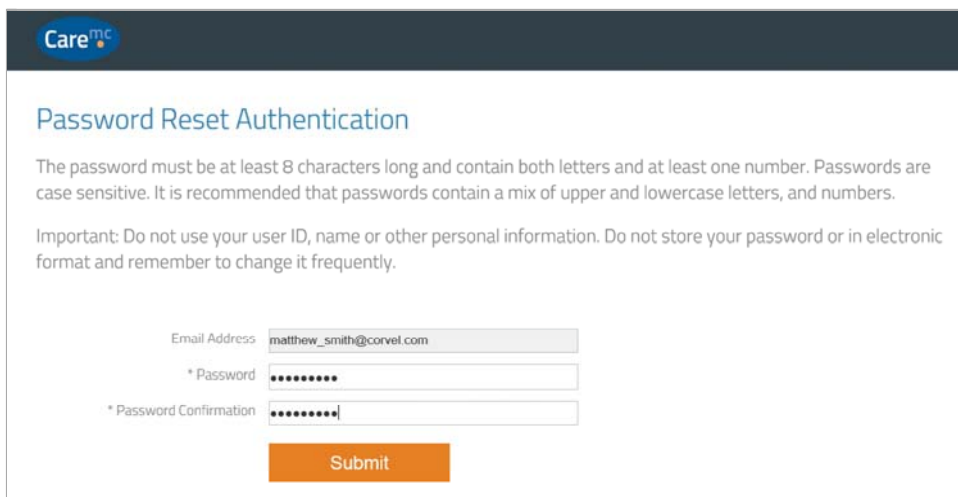
When you receive the email message, click the link in the email body. The link is valid for one hour and can be used only once.



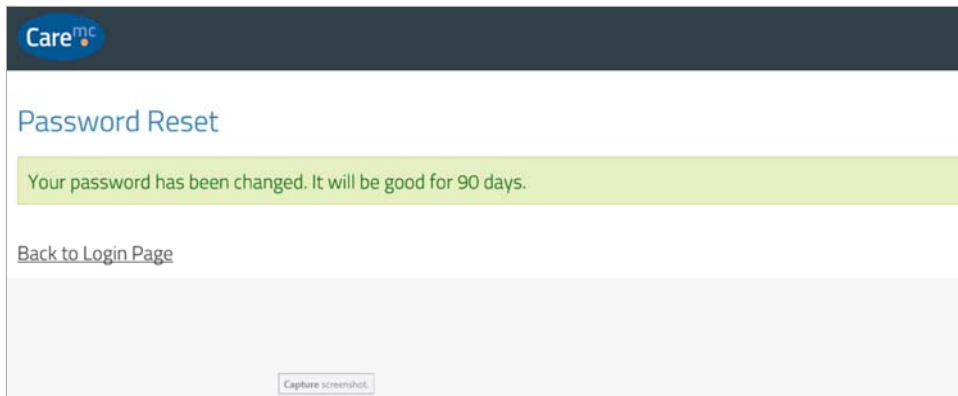
Provide the answers to your three security questions and click Submit.



Type your current password, and then type a new password. Confirm your new password and then click Submit.

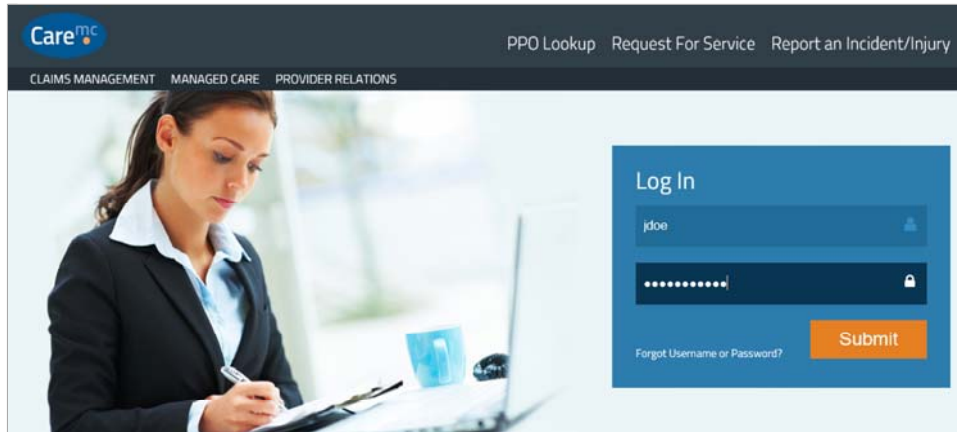


Click Back to Login Page.



The screenshot shows a web page for CareMC. At the top left is the CareMC logo. Below it, the heading "Password Reset" is displayed. A green message box contains the text: "Your password has been changed. It will be good for 90 days." Below the message box is a link labeled "Back to Login Page". At the bottom center of the page is a small button labeled "Capture screenshot".

Type your username and your new password and click Submit.



## Forgotten Username

If you forget your Care<sup>MC</sup> Username you can request it via email. Click **Forgot Password** to open the Reset Password request form. Click **Forgot Username** on the form.

Enter the email address associated with your account and click **Submit**. You will receive an email message with your username momentarily.

### ① Note

You must have a CorVel e-mail address or CorVel customer e-mail address. Product Support will not reset passwords if the e-mail address provided is a webmail or non-CorVel customer ISP, like Yahoo!, Hotmail, or Comcast.

## Expired Passwords

Care<sup>mc</sup> will remind you when your password is about to expire and allow you to change it.

**Change Password** Close

**Your password is about to expire in 8 days. You may change it now if you like.**

\* indicates required information

Please change more than the case of your password. For example changing the password aaa to AAA will not be allowed

Login Name *	pmill
Current Password *	
New Password *	
Confirm New Password *	

Change Password

You can create a new password, or close the window and proceed. If you do not change your password, you will be prompted again the next time you log in.

Care<sup>mc</sup> also tells you when your password is expired and requires you to create a new one before allowing you to log in.

**Change Password** Close

**Your password has expired. You must change your password before you can log in.**

\* indicates required information

Please change more than the case of your password. For example changing the password aaa to AAA will not be allowed

Login Name *	pmill
Current Password *	
New Password *	
Confirm New Password *	

Change Password