CORVEL   +   **State of
North Carolina**

# Getting Started in Care^{MC}

Log In

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

The Care^mc login page has a new, sleek and modern look! If you do not see the login page as reflected below, you may resolve this issue by clicking CTRL + F5 or CTRL-Shift-R to clear your cache. Put your credentials and password where requested and click the orange Submit button.
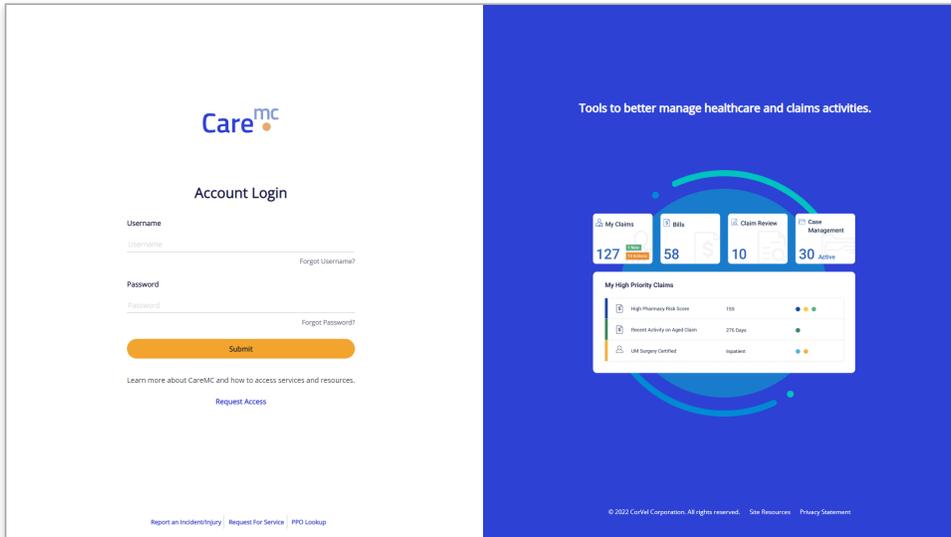
Don't worry, you still have quick access to the Report an Incident/Injury, Request For Service and the PPO Lookup at the bottom of the page.

Care^{mc}
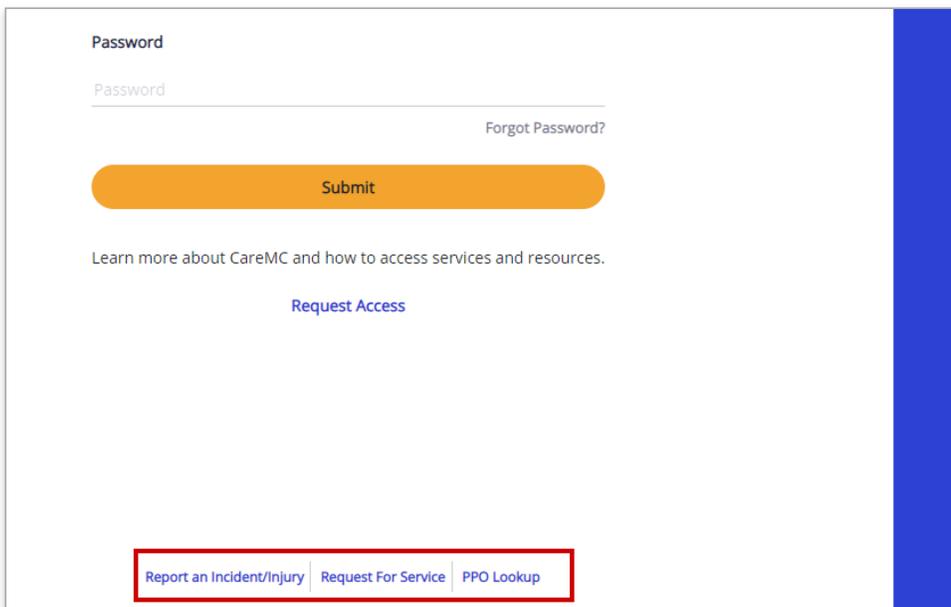
Request Access

Please take a moment and fill out the short form below. Fields mark with asterisk (*) are required.

* First Name

First Name

* Last Name

Last Name

Title

Title

* Company

Company

Address 1

Address1

Address 2

Address2

City

City

State

State

Zip Code

Zip

Phone

Phone

* Email

Email

Corvel Contact Name

Corvel Contact

Comments

Comments

Submit

Back to Login Page

Enter your Username or Care^{mc} registered e-mail address, Password and click Submit
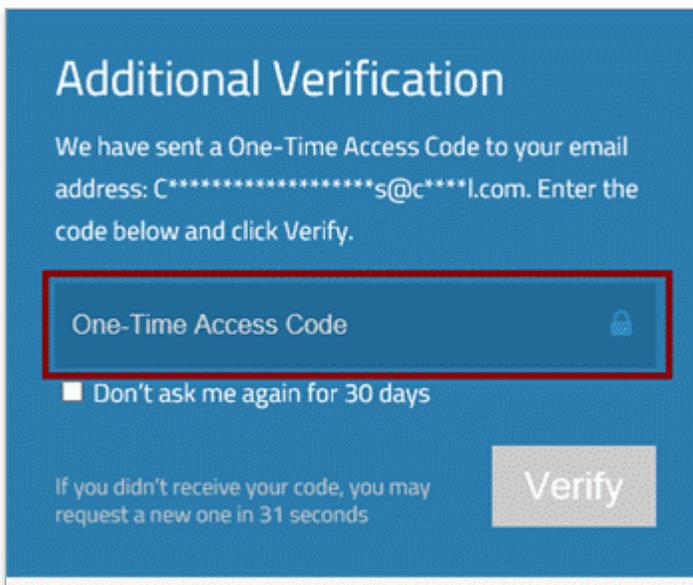
Multi-Factor Authentication

To protect you and our clients' information, an extra security measure is required for anyone who logs into Care^{mc} 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^{mc}.

For your security, CareMC requires that you complete your login by entering the following one-time access code:

518863

This code will be valid for 10 minutes. If you have any issues, please call 1 (800) 929-5199 for assistance.
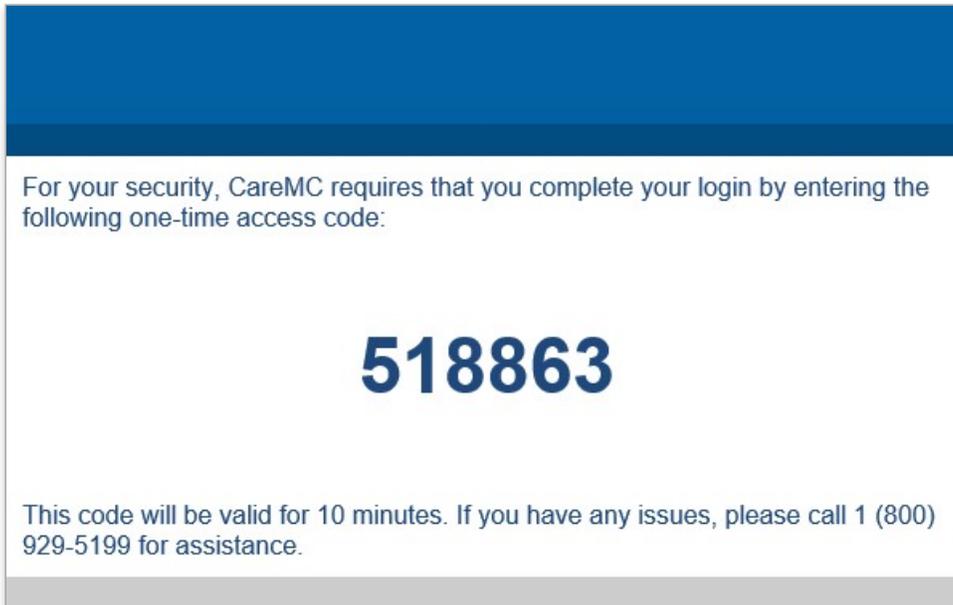
2. Enter the secure access code on the screen that appears after you entered your Username and Password.

Additional Verification

We have sent a One-Time Access Code to your email address: C*******************s@c****l.com. Enter the code below and click Verify.

One-Time Access Code 🔒

☐ Don't ask me again for 30 days

If you didn't receive your code, you may request a new one in 31 seconds

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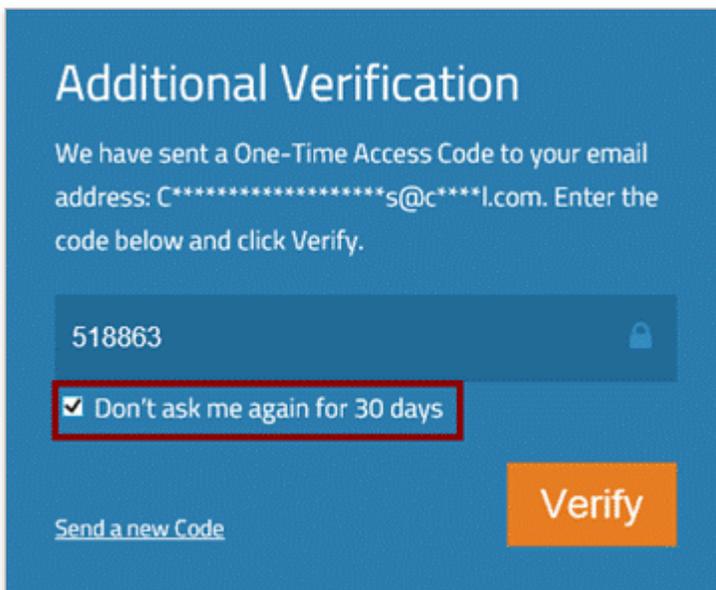
3. Once you type the code (all digits) the Verify button is enabled and turns orange. Click Verify to proceed to the main menu.
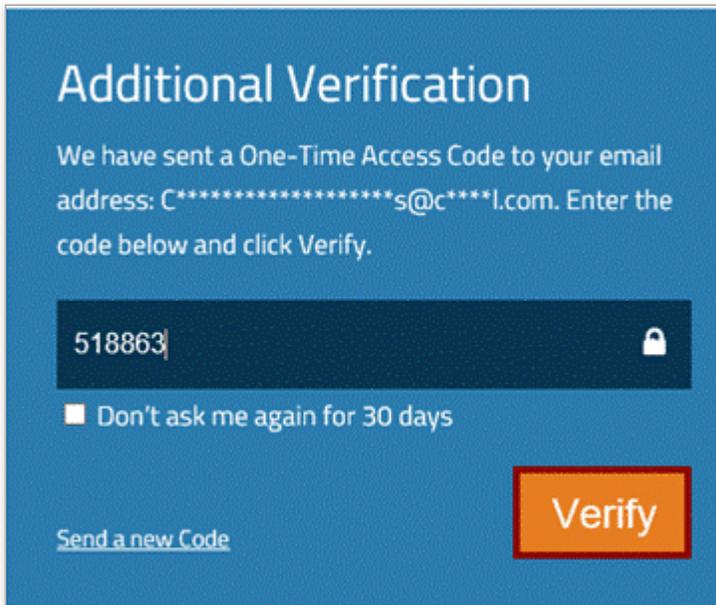
Additional Verification

We have sent a One-Time Access Code to your email address: C*******************s@c****l.com. Enter the code below and click Verify.

518863

☐ Don't ask me again for 30 days

Send a new Code

Verify

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.

Additional Verification

We have sent a One-Time Access Code to your email address: C*******************s@c****l.com. Enter the code below and click Verify.

518863

☑ Don't ask me again for 30 days

Send a new Code

Verify

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.

FAQs

Q: What is Multi-Factor Authentication?

A: Multi-Factor Authentication (MFA) is a method to confirm your identity and grant access to Care^{mc}. Only after you present two pieces of information (or factors) – namely your User ID / password combination, and a secure access code sent to your e-mail address – will you be granted access to Care^{mc}.

Q: Why is CorVel implementing Multi-Factor Authentication?

A:The number and severity of data breaches has increased significantly in recent years. CorVel takes our responsibility to protect information with the utmost seriousness. We want to ensure that the information we safeguard in our systems is thoroughly protected. Multi-Factor Authentication helps protect you and our clients by making it more difficult for someone else to sign in to your Care^{mc} account.

Q: Who will be impacted by Multi-Factor Authentication?

A:Anyone logging on to www.caremc.com from outside the CorVel network.

Q: When will I be prompted for Multi-Factor Authentication?

A:After you successfully enter your Care^{mc} Username and password, you will be prompted to enter a secure access code sent to the e-mail address we have on record in Care^{mc}.

Q: Who will send the e-mail message with the secure access code?

A:The message will be sent from donotreply@corvel.com. Be sure to add this address to your safe senders list.

Q: How long is the secure access code valid?

A:The secure access code is valid for 10 minutes. If you can't enter the code within 10 minutes, click the link on the entry screen to request a new code.

Q: How often will I be prompted for a new secure access code?

A:You will be prompted for a new secure access code every 30 days if you click Remember this device for 30 days. If you login from a different computer, or browser, or clear your browser history, you will be prompted to enter a new secure access code.

Q: What if I forgot my Username?

A:Click "Forgot Username or password?" on the Care^{mc} login screen. Then click "Forgot Username" on the Password Reset Request screen. Enter the e-mail address associated with your account and click Submit. You will receive an e-mail message with your username momentarily.

Q: What if I don't have access to e-mail?

Call Care^{mc} Support at 1-800-929-5199.

Q: What if I don't receive the Multi-Factor Authentication e-mail?

Call Care^{mc} Support at 1-800-929-5199.

Q:What if I need to update my e-mail address on record in Care^{mc}?

A: Contact your CorVel account representative.

Q:What if my password is expired?

Care^{mc} shows a message when your password is expired and requires you to create a new one before allowing you to log in. Password rules:

- Passwords must be at least 8 characters long.

- Passwords may consist of any combination of characters from A through Z (case sensitive), or 0 through 9.

- Characters that are not alphanumeric – such as $, ?, or < – are not allowed.

- Passwords must be changed every 90 days.

- Password changes are checked against previous passwords to ensure the new password does not match a previous one.

Q: Where can I find the Care^{mc} Support number?

A:On the screen that prompts you for the secure access code, after you enter your Username and password. The number is 1-800929-5199.

Q: How long will it take to receive the e-mail message with my secure access code?

A:You should receive the message with your secure access code immediately. It may take a few moments to appear depending on your e-mail provider.

Q: How long should I wait to call support if I haven't received the e-mail message with the secure access code?

A:At least 10 minutes.

Q: Does it matter what browser I use?

A:Care^{mc} requires Microsoft Internet Explorer, version 11.

Q: Is Multi-Factor Authentication required if I use Single Sign-On (SSO)?

Yes. If you login with SSO, you will also be prompted to enter a secure access code.

Q:Why am I still getting prompted for the one-time secure access code when I checked the box?

A: You need to set your browser to save cookies.

Q:What length of time is the Care^{mc} inactivity period before I am logged out and have to log back into the system again?

A: You are automatically logged out of Care^{mc} after 60 minutes of inactivity.

Internet Explorer

Internet options > General > Browsing History > Delete browsing history

Be sure that Delete browsing history on exit is not selected.
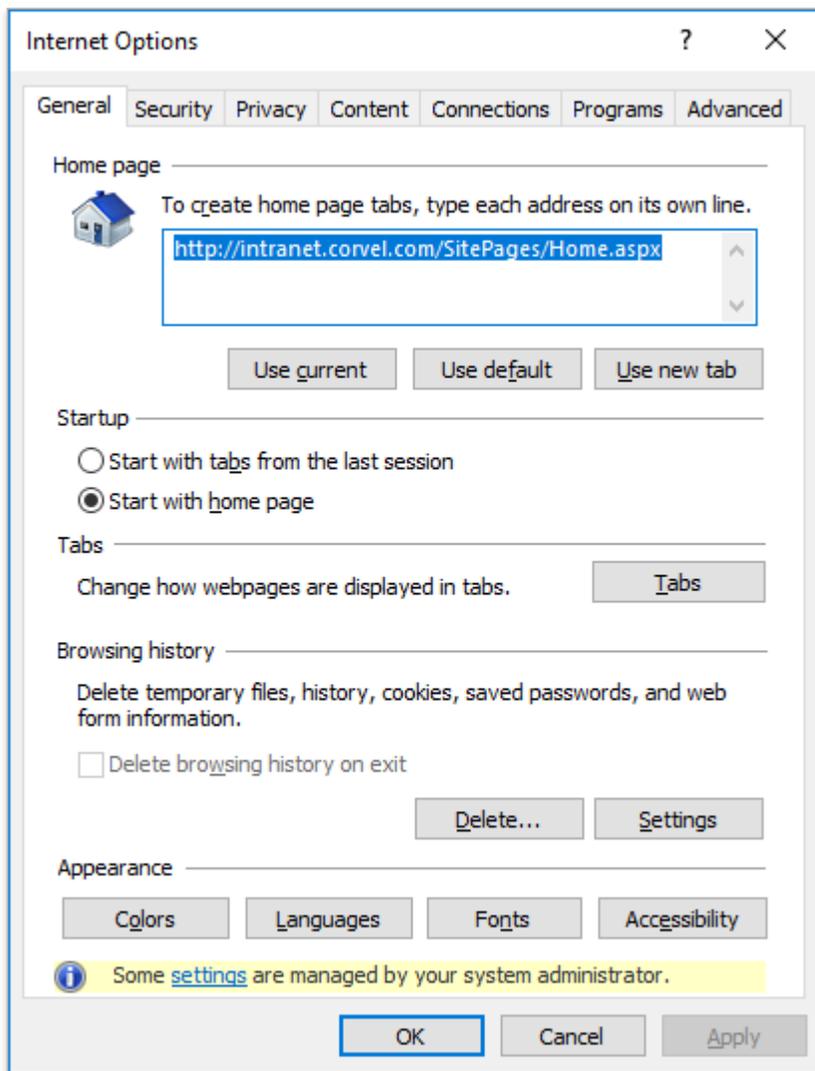
Chrome

Select Allow sites to save and read cookie data.

Settings > Advanced > Privacy and security > Content Settings > Cookies

Privacy and security

Google Chrome may use web services to improve your browsing experience. You may optionally disable these services. Learn more

Use a web service to help resolve navigation errors

Use a prediction service to help complete searches and URLs typed in the address bar

Use a prediction service to load pages more quickly

Automatically send some system information and page content to Google to help detect dangerous apps and sites

Protect you and your device from dangerous sites

Automatically send usage statistics and crash reports to Google

Send a "Do Not Track" request with your browsing traffic

Use a web service to help resolve spelling errors
Smarter spell-checking by sending what you type in the browser to Google

Manage certificates
Manage HTTPS/SSL certificates and settings

Content settings
Control what information websites can use and what content they can show you

Clear browsing data
Clear history, cookies, cache, and more

Cookies

Allow sites to save and read cookie data (recommended)

Keep local data only until you quit your browser

Block third-party cookies
Prevent third-party websites from saving and reading cookie data

See all cookies and site data

Block   ADD
        No sites added

Clear on exit   ADD
        No sites added

Allow   ADD
        No sites added

Important Notes

Make sure you turn Clear off

Be sure to select Cached data and files

and Tabs I've set aside or recently closed

Settings > Clear browsing data > Choose

what to clear > Clear

- [ ] Browsing history
- [ ] Cookies and saved website data
- [x] Cached data and files
- [x] Tabs I've set aside or recently closed
- [ ] Download history
- [ ] Form data
- [ ] Passwords

Show more ⌄

Clear

Always clear this when I close the browser

◯ Off

Change what Microsoft Edge knows about me in the cloud

Clear Bing search history

Learn more

Changing Your Password

Your password must be changed every 90 days. E-mail reminders are sent to the e-mail listed in your Care^{mc} account 14 days, 7 days, and 2 days before your password expires.
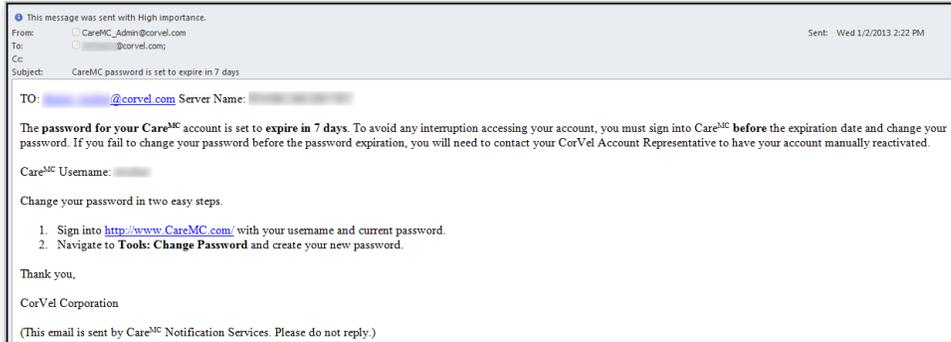
To change your password click **My Profile > Change Password.**
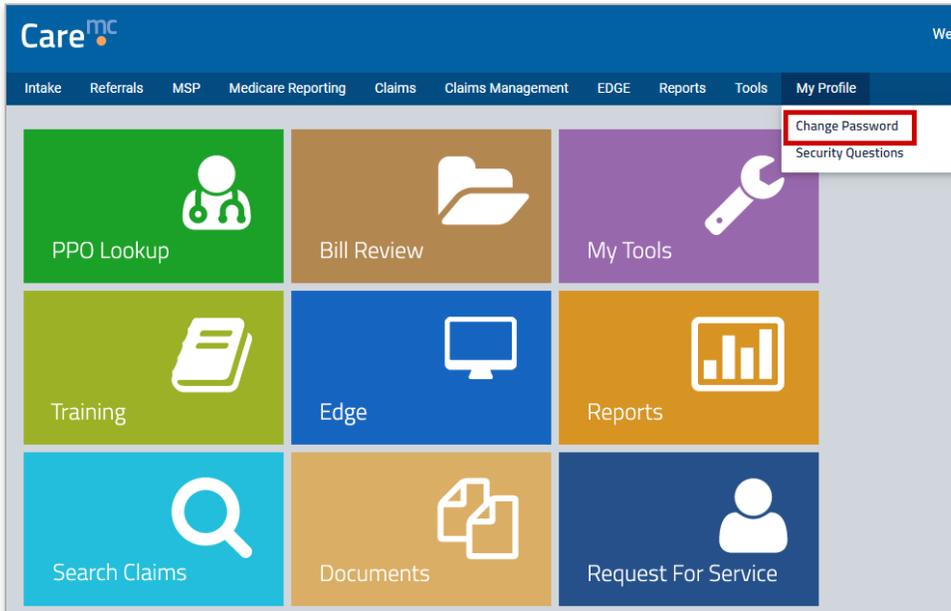
Type your current password and new password twice, and click Submit

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^{mc} account. The first time you login to Care^{mc} 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 cannot match the previous 5 passwords.

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

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.

Click Submit when you are done.

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.

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^mc login screen.

> ⓘ **Note**
>
> After five incorrect login attempts, you will be locked out of Care^mc and prompted to change your password.

To reset your password, click Forgot Username or Password?

Type the e-mail address associated with your Care^{mc} account and click Submit.

You will see a confirmation message with additional instructions.

When you receive the e-mail message, click the link in the e-mail 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.
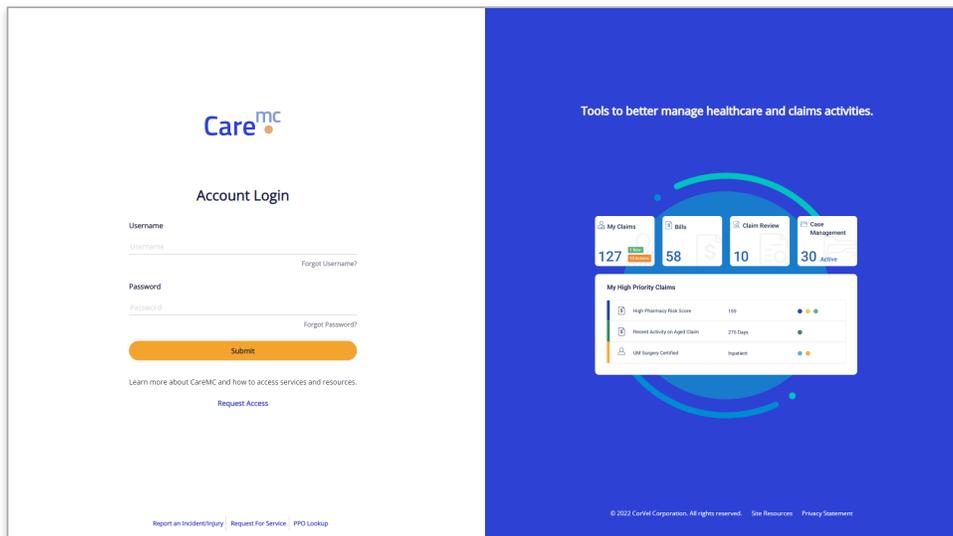
Click Back to Login Page.

Care mc

Password Reset

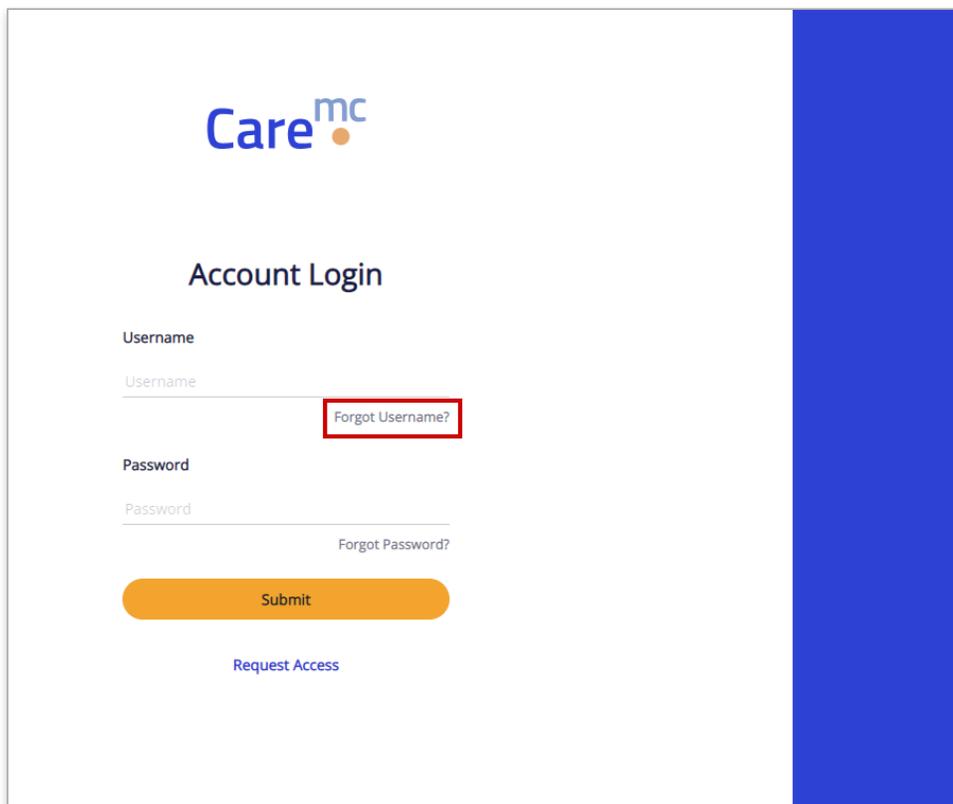Your password has been changed. It will be good for 90 days.

Back to Login Page

Type your username and your new password and click Submit.

Forgotten Username

If you forget your Care^{mc} Username you can request it via e-mail. Click Forgot Username to open the Reset Username request form.

Enter the e-mail address associated with your account and click **Retrieve Username**. You will receive an e-mail message with your username momentarily.

> ### ⓘ 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^mc^ will remind you when your password is about to expire and allow you to change it.

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^{mc} 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

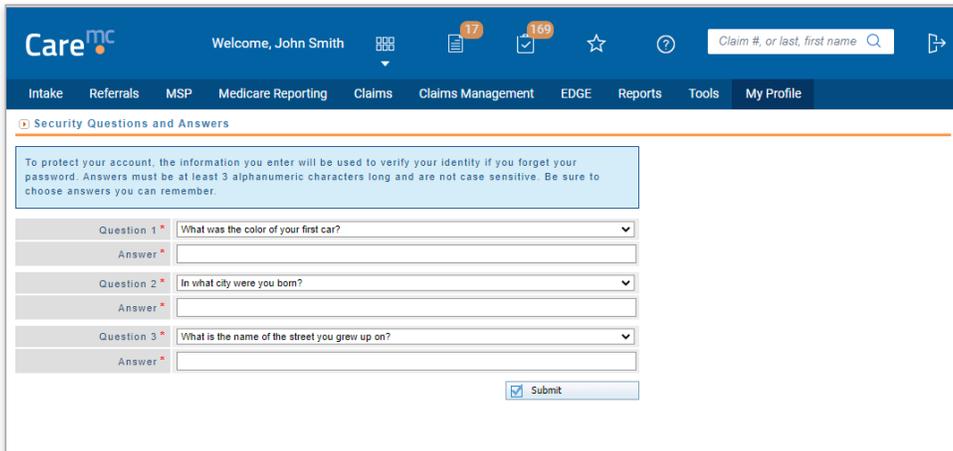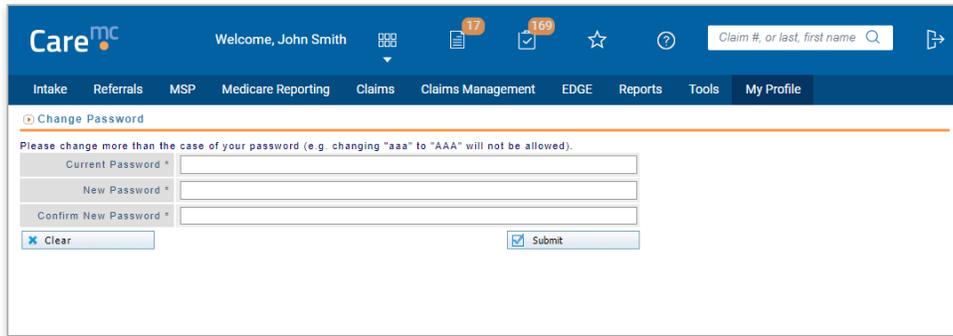|	
Login Name *	pmill
Current Password *	
New Password *	
Confirm New Password *		○ Change Password

My Profile

To setup or change your security questions, or to reset your password at anytime, click My Profile.
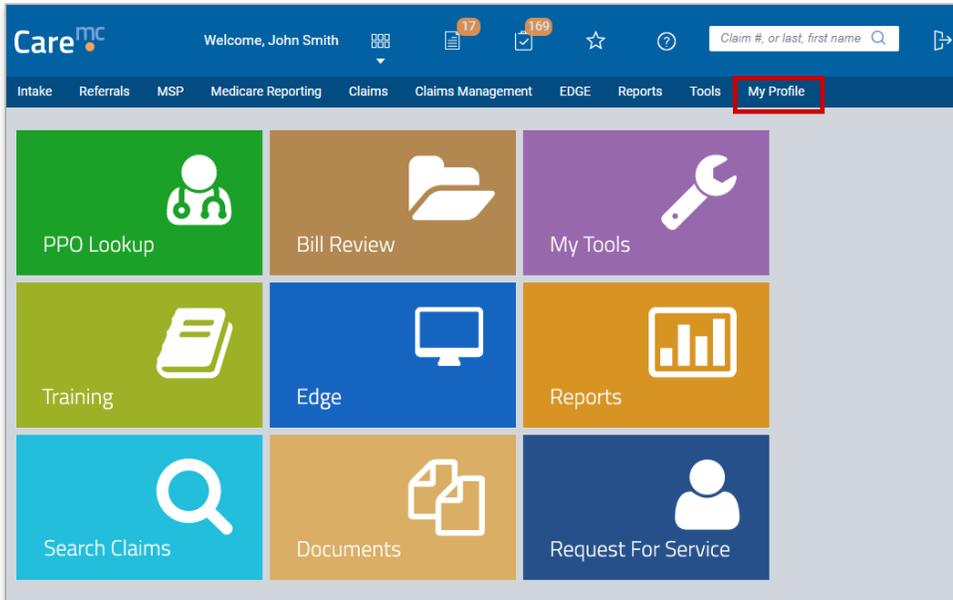
To update your security questions, click My Profile>Security Questions. You can select each question and type at least a four character answer in the spaces provided. Click Submit when you are done.

To reset your password, click My Profile>Change Password. Type your current password, and then type a new password. Confirm your new password and then click Submit.

> ☞ Tip
>
> Reminder that if your company e-mail address changes, to notify your CorVel Representative to update it in Care^{mc}.

Care^{mc} System Requirements

System requirements for using www.caremc.com:

System Requirements	
Browser	Microsoft Edge Google Chrome
Software	E-mail - address must be associated with your Care^{mc} account and from a company rather than personal or social domain such as Hotmail or Gmail. Microsoft Office 2010 or 2013 to view Word or Excel documents. Secure Transfer to upload documents securely Adobe Acrobat Reader to view documents and reports
Site Access	Add *.caremc.com to your trusted sites. Depending on your security settings, this may need to be done by a company administrator. Browser settings (Internet Options) for Security Zone should be enabled to allow pop-ups and other controls for file downloads.
Cookies	Care^{mc} requires that the browser allows cookies. Cookies are small files that provide additional security during the session. Although most corporate browsers are configured to allow cookies, personal or home computers may be setup to disallow cookies.