



Drive Medical First Time Login Guide

Welcome to Drive Medical!

This guide will walk you through the steps required to access your new Drive Medical web account for the first time.

Your Drive Medical web account provides access to:

- Order tracking
- Quotes
- Saved carts
- Warranty lookup
- Invoicing
- User management
- Product ordering and account tools

First Time Login Instructions

Please follow the steps below to activate your Drive Medical web account password.

Step 1 — Visit the Drive Medical Login Page

Navigate to the Drive Medical login page using the link below:

<https://shop.drivemedical.com/us/en/login>

You will arrive at the Drive Medical Sign In page.

Step 2 — Enter Your Existing Compass Web Account Email

In the **Email Address** field, enter the email address previously associated with your Compass web account.

Note: You must use the same email address tied to your Compass account to take advantage of our preconfigured Compass account migration.

Step 3 — Select “Forgot your password?”

Click the **Forgot your password?** link located beneath the Sign In button.

This will begin the password setup process for your new Drive Medical web account.

Step 4 — Follow the Password Reset Prompts

Follow the prompts sent to your email address to create your new Drive Medical web password.

Once completed, you will be able to log in using:

- Your existing Compass account email address
- Your newly created Drive Medical password

Important Notes

- Password reset emails may take several minutes to arrive
- Please check your spam or junk folder if you do not receive the email
- Available features and permissions may vary based on your assigned user role

Need Assistance?

If you have questions regarding your web account access or functionality, please contact your Drive Medical Sales Representative or email the Web Service Team at websupport@drivemedical.com.

Thank you for choosing Drive Medical.