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1) LOGIN

Log into https://orders.nurseorders.com

1.1 FIRST TIME USER LOGIN

1. Open the CARDINAL HEALTH AT-HOME HHA Online Ordering website https://orders.nurseorders.com in the browser (Recommended: **Google Chrome and Safari**)

2. Copy paste the Login ID and temporary password from the email you received from **GMB-MyAccess@cardinalhealth.**com to the Login page. If you have not received the email please contact our customer service. Login ID and temporary password are case sensitive and make sure there are no additional spaces in Login id and temporary password. Click Login

3. It will ask you to setup your new password. Use the temporary password in the email as the old password. Provide your own new password. Click OK.

4. Login with the new password. It will ask you to select a security hint, provide an answer to the selected security hint and click OK

5. Upon successful security hint setup, It will take you to the Home page of the application.

Sample Welcome Email with Login Credentials:
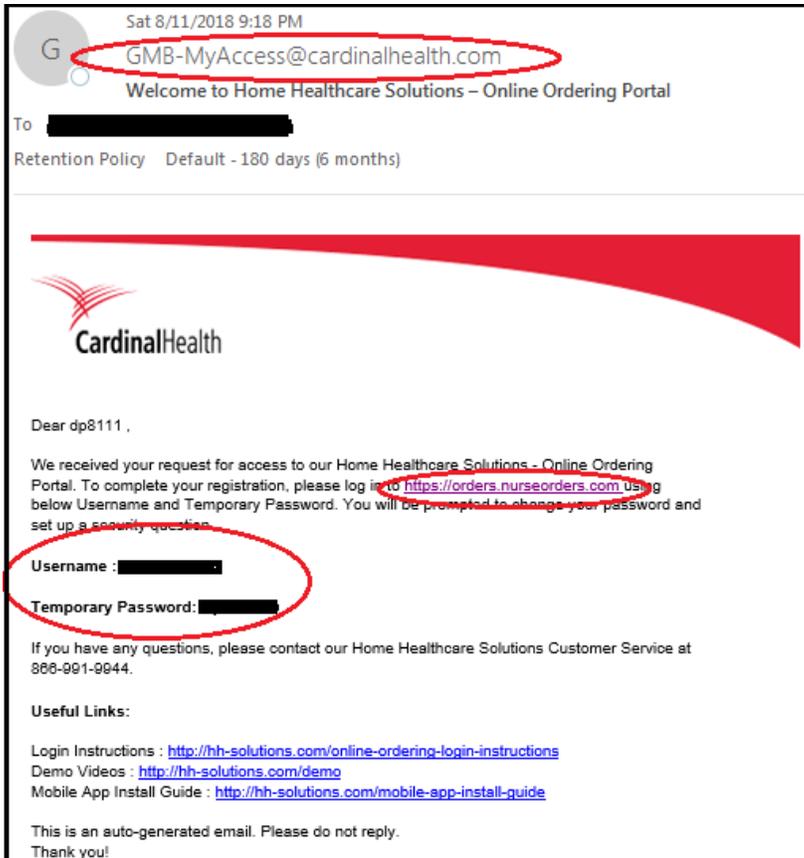
Customer Service Support:

- If any issues related to Forgot Username, Password reset, Account Locked Out, Please call in our Cardinal IT Service Center at **1-800-326-6457 OPTION #1**
- If any issues related to Did not receive welcome email with Username and temporary password, placing orders, adding patients, approving/cancelling orders etc., Please call our HHA Customer service number directly

➔ Password is Case Sensitive, and account will be locked out after 3 incorrect attempts. Login with temporary password and setup your new password and security questions.
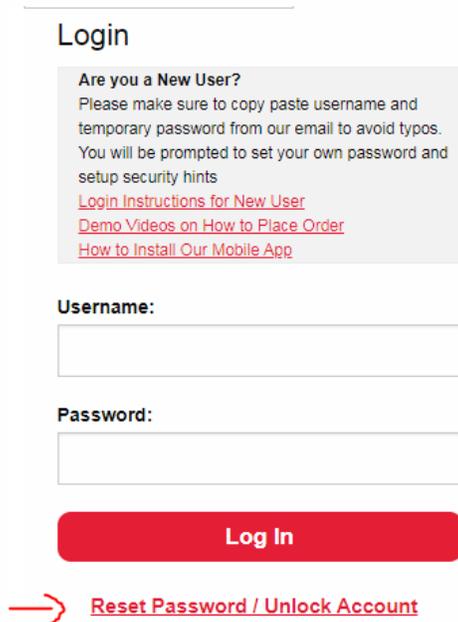
1.2 FORGOT USERNAME:

If you forgot your username, please send an email to GMB-CHH-HHS-EXPRESS@CARDINALHEALTH.COM providing your name and registered email address.

1.3 FORGOT PASSWORD:

If you forgot your password or the website states your account is locked, please click on the **Reset password /Unlock Account** link on the login page (https://orders.nurseorders.com) Provide your username, answer your security hint and you can set your new password

Step 1: Click Forgot / Reset password link

Step 2: Enter your Username

Step 3: Click FORGOT PASSWORD and choose Verification method as "Answer authentication   questions" and click SUBMIT
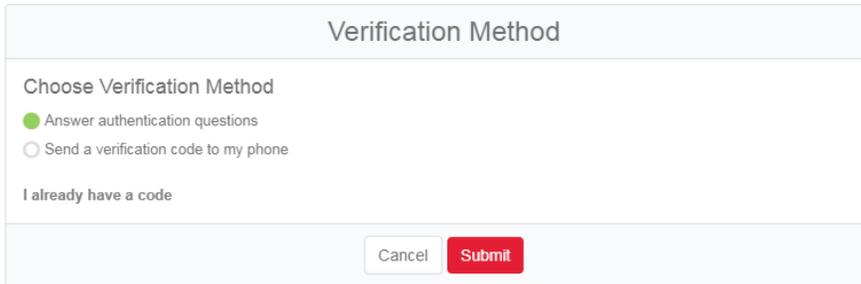
Step 4: Pull down the Select question drop down and select the question and enter you answer to   the security question. Enter the new password and SUBMIT.
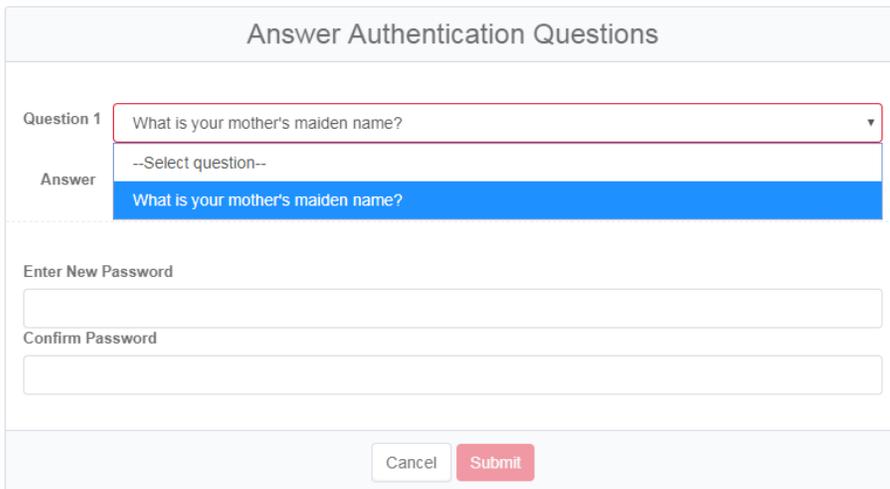
1.4   UNLOCK ACCOUNT

If the website states your account is locked or you have not used the website for more than 6 months, please click on the **Reset password /Unlock Account** link on the login page (https://orders.nurseorders.com) Provide your username, choose UNLOCK ACCOUNT, answer   your security hint and your account will be unlocked

Step 1: Click Forgot / Reset password link

Login

Are you a New User?
Please make sure to copy paste username and temporary password from our email to avoid typos. You will be prompted to set your own password and setup security hints

Login Instructions for New User
Demo Videos on How to Place Order
How to Install Our Mobile App

Username:

Password:

Log In

→ **Reset Password / Unlock Account**

Step 2: Enter your Username

Enter Username

Username

Forgot Password   **Unlock Account**

Step 3: Click on UNLOCK ACCOUNT and choose Verification method as "Answer authentication   questions" and click SUBMIT

Verification Method

Choose Verification Method
● Answer authentication questions
○ Send a verification code to my phone

I already have a code

Cancel   **Submit**

Step 4: Pull down the Select question drop down and select the question and enter you answer to   the security question and click SUBMIT. Your account will be unlocked. If you forgot your password   please choose the forgot password option.

CardinalHealth | **at-Home**
HOME CARE & HOSPICE

Answer Authentication Questions

Question 1	--Select question-- ⌄
Answer	

Cancel   Submit