

cardinalhealth.com/at-Home-HME

Website Login Guide



Log in



Log in to Cardinal Health at-Home

Username

Password

Account Number

[Forgot password?](#)

Sign In

Don't have a log-in?
If you are an existing Cardinal Health at-Home customer but do not have a username or password, please contact the Web Help Desk at 1-800-860-8027 x4350.

Not a customer yet?
If you are not currently a Cardinal Health at-Home customer, and wish to establish an account, click the button below.

Request An Account

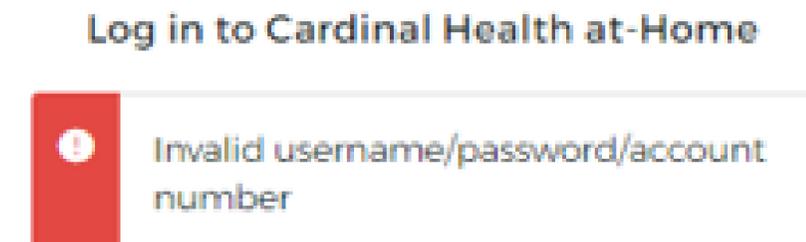
To log in to the Cardinal Health™ at-Home website, click the red "log in" link at the top right of any page. This will redirect you to the main login screen.

Enter the appropriate information in the fields in the log in area. Once you have entered the log in information, click the "Sign In" button.

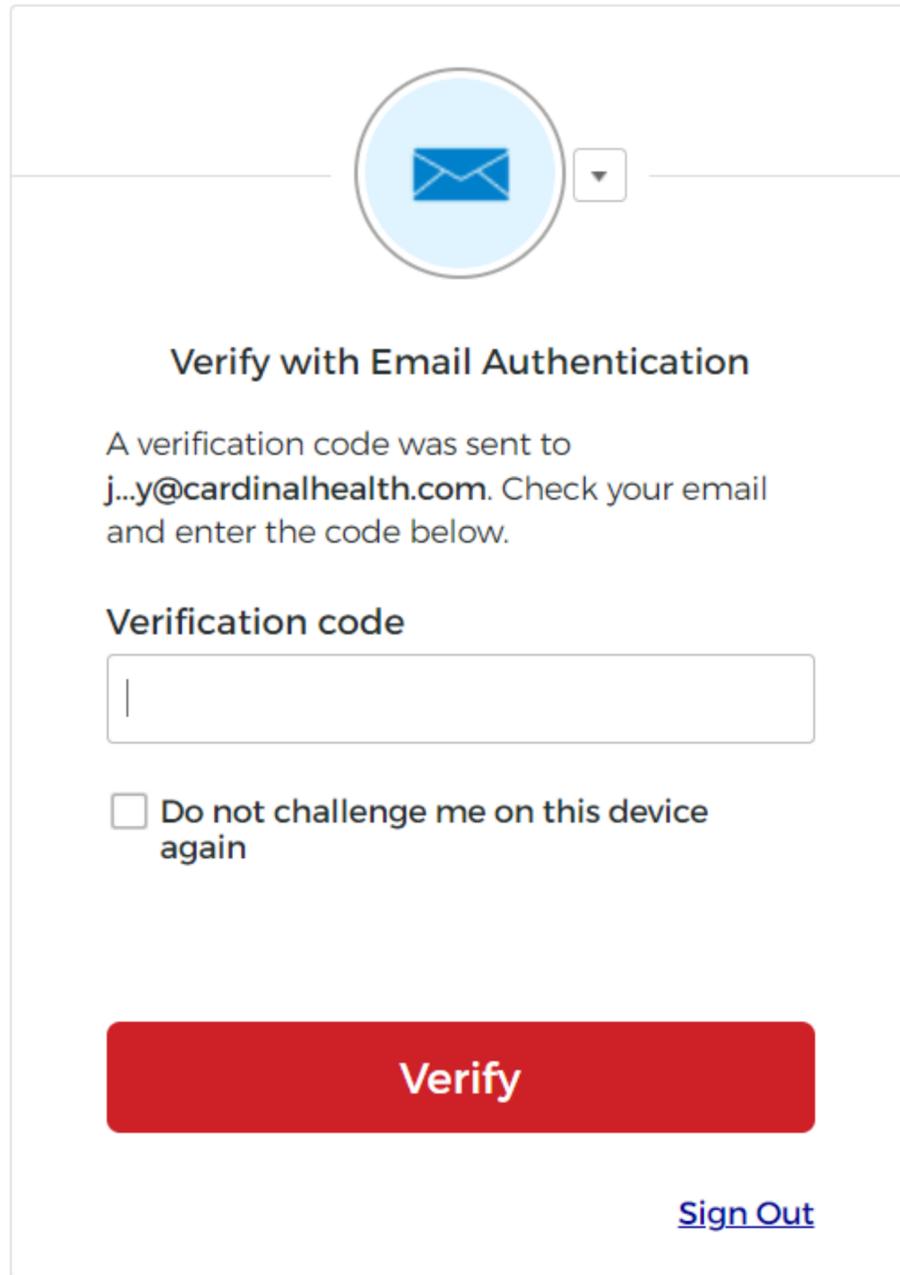
Troubleshooting

The following error message is displayed at login when one or more inputs are incorrect. Please re-type your login credentials and try again.

If you are still having difficulty logging in, please call the Web Help Desk at 1.800.860.8027 ext. 4350.



Setting up "Do Not Challenge" MFA on this device



Verify with Email Authentication

A verification code was sent to j...y@cardinalhealth.com. Check your email and enter the code below.

Verification code

Do not challenge me on this device again

Verify

[Sign Out](#)

With each login, you will be prompted to select a Multi-factor authentication (MFA) option to further authenticate your identity.

You can bypass MFA for future logins by checking the checkbox labeled "Do not challenge me on this device again."

Requirements for bypassing MFA

1. Site user needs to have cookies enabled on their browser.
2. The browser setting "Always clear cookies when windows are closed" should not be added.
3. Cookie settings for browsers:
 - Google Chrome:** Settings -> Security and Privacy -> Cookies and other site data.
 - Microsoft edge:** Settings > Site permissions > Cookies and site data. Turn on "Allow sites to save and read cookie data (recommended)" to unblock cookies.
 - Firefox:** Click Tools > Options. Click Privacy in the top panel. Click the Cookies tab. Select the checkbox labeled 'Allow sites to set cookie'
4. If you are browsing the web site with different browsers, you will need to complete this setup for each browser.

Forgot password



Reset Password

Username

Account Number

SMS or Voice Call can only be used if a mobile phone number has been configured.

[Reset via Text message](#)

[Reset via Voice Call](#)

[Reset via Email](#)

[Back to Sign In](#)

If you forgot your password, click on the “Forgot Password” link in the log in area. Enter your username or email address and account number. You have the option to recover your password through SMS (text message), voice call or email.

Once you have selected an option, enter the supplied code into the form below and complete the process of updating your password.

Enter verification code sent via SMS

Enter Code
 [Sent](#)

[Verify](#)

[Back to Sign In](#)

Email Sent Details

From Email: donotreply@cardinalhealth.com

Subject: Cardinal Health at-Home Reset Password Link
(Account Number : XXXX)

Troubleshooting

1. Verify the spelling of your email address on record.
2. Check your spam/junk mail folder.
3. Check with your internal IT team to validate emails from donotreply@cardinalhealth.com are whitelisted and permitted to be received.

If you are still having difficulty logging in, please call the Web Help Desk at 1.800.860.8027 ext. 4350.

Locked account

The screenshot shows the top navigation bar of the Cardinal Health at-Home website. The header includes the logo, the phone number 1-800-860-8027, and a 'log in' link. Below the header is a search bar and a navigation menu with links for Products, Place Order, Manage Account, Help, Company, and eConnect. The main content area features a white box titled 'Unlock account'. Inside this box, there are two input fields: 'Email or username' and 'Account Number'. Below these fields is a note: 'SMS or Voice Call can only be used if a mobile phone number has been configured.' There are two red buttons: 'Send SMS' and 'Voice Call'. At the bottom of the box is a link that says 'Back to Sign In'.

If you enter an invalid password more than 5 times, your account will be locked. Your account will be locked for 60 minutes.

To expediate account unlocking, you can unlock your account through the website's self-service unlock account form. Enter your email or username and account number. Select an option for unlocking and follow the forwarded instructions for resetting your password.

If you are still experiencing issues, please call the Web Help Desk at 1.800.860.8027 ext. 4350.

Required password change

The screenshot shows the top navigation bar of the CardinalHealth at-Home website. The header includes the logo, the phone number 1-800-860-8027, and a log in link. Below the header is a navigation menu with links for Products, Place Order, Manage Account, Help, Company, and eConnect. A red-bordered message box states: "Sorry for the inconvenience, your session is no longer active. Please log in to continue shopping." The main content area features a white box with the heading "Your password has expired" and the following text: "Password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, no parts of your username. Your password cannot be any of your last 4 passwords." Below this text are three input fields labeled "Old password", "New password", and "Repeat password". A red "Change Password" button is positioned below the input fields, and a "Sign Out" link is located at the bottom right of the form.

Password are required to be updated every 60 days.

Enter your old password and new password to complete the password change.

Password Requirements

Passwords must be at least 8 characters long, contain a lowercase and uppercase letter, a number, cannot be no part of your username, and cannot be the previous four passwords.

Email Sent Details

From Email: donotreply@cardinalhealth.com

Subject: Cardinal Health at-Home Reset Password Link
(Account Number : XXXX)

Troubleshooting

1. Verify the spelling of your email address on record.
2. Check your spam/junk mail folder.
3. Check with your internal IT team to validate emails from donotreply@cardinalhealth.com are whitelisted and permitted to be received.

If you are still having difficulty logging in, please call the Web Help Desk at 1.800.860.8027 ext. 4350.

Account Disabled



Account Disabled

Your account has been disabled due to non-activity. Please verify the information below and click the "Activate" button to begin the account activation process. If further assistance is needed, please call our Web Help Desk at 1-800 -860-8027, option 5.

Username

Account Number

Email Address

Activate

Accounts will get disabled after 90 days of inactivity.

Enter your username, account number and email address and click the "Activate" button.

Email Sent Details

From Email: donotreply@cardinalhealth.com

Subject: Cardinal Health at-Home Account Activation Link (Account Number : XXXX)

Troubleshooting

1. Verify the spelling of your email address on record.
2. Check your spam/junk mail folder.
3. Check with your internal IT team to validate emails from donotreply@cardinalhealth.com are whitelisted and permitted to be received.

If you are still experiencing issues, please call the Web Help Desk at 1.800.860.8027 ext. 4350..

After 365 days of inactivity, your account will be purged from the system and you will be required to setup a fresh site user account for website access.

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