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**CUSTOMER ORDER PORTAL  
INITIAL ACCOUNT SETUP INSTRUCTIONS**

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## Getting Started with LINK — Step by Step

**Step 1 — Director/CEO Activates the Account** Your Facility Director/CEO will be responsible for managing facility information and staff access in the LINK Customer Order Portal and they will be the first person added to LINK for your facility. If the Facility Director/CEO position is vacant, other management staff can be added instead.

Please email the Facility Director/CEO name and email address to [IHSNSSCCustomerService@ihs.gov](mailto:IHSNSSCCustomerService@ihs.gov). We will send an activation email to that person from [no-reply@Oraclecloud.com](mailto:no-reply@Oraclecloud.com) and they must complete their profile setup before access is granted to others.

**Step 2 — Additional Users Are Added** Once the Director/CEO is active, they will manage user access for your facility or delegate the responsibility by adding other staff members as Department Managers. All additional users added will also receive an activation email from [no-reply@Oraclecloud.com](mailto:no-reply@Oraclecloud.com) to set up their own profiles.

**Step 3 — Begin Ordering** Once a staff member is set up, they are ready to place orders through LINK.

 *A LINK Initial Log In Guide and full LINK User Guide are included with this packet for detailed instructions.*

## What to Expect

After your user account is created, you'll receive an activation email. This guide will walk you through the complete setup process, which includes:

1. Activating your account
2. Creating your password
3. Complete your initial log in
4. Setting up your profile
5. Accessing the LINK Customer Order Portal
6. Enabling secure verification
7. Grant portal access

**Estimated Time:** 10-15 minutes

**Important:** This is a **one-time setup process**. After completing these steps, you'll use the standard login procedure for all future access.

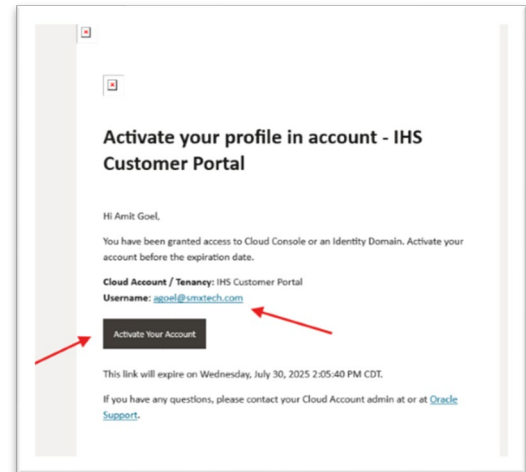
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## Step 1: Activate Your Account

You'll receive an email with the subject line:  
"Activate Your Account"

1. Open the activation email
2. Click the **"Activate Your Account"** button in the email

***Note:** The activation link may expire after a certain period. If your link has expired, contact [IHSNSSCCustomerService@ihs.gov](mailto:IHSNSSCCustomerService@ihs.gov) for a new activation email.*



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## Step 2: Create Your Password

After clicking the activation link, you'll be directed to a password reset page.

### Password Requirements

Your password must meet these criteria:

- Minimum length requirement
- Include uppercase and lowercase letters
- Include at least one number
- Include at least one special character

### Setting Your Password

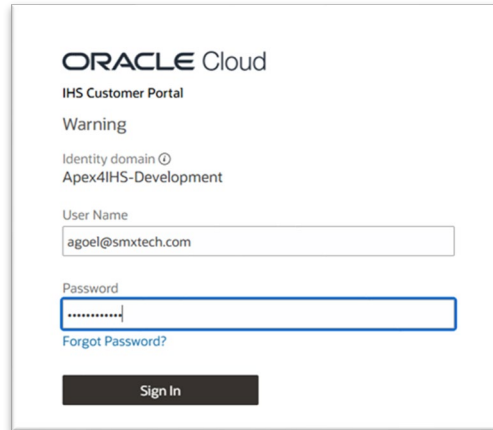
1. Enter your new password in the first field
2. Re-enter the same password in the confirmation field
3. Click the **"Reset Password"** button

***Tip:** Choose a strong, unique password and store it securely. You'll need it for every login.*

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## Step 3: Complete Your Initial Sign-In

1. After resetting your password, click **"Continue to Sign In"**
2. Enter your credentials:
  - **User Name:** Your email address
  - **Password:** The password you just created
3. Click the **"Sign In"** button



The screenshot shows the Oracle Cloud IHS Customer Portal sign-in interface. At the top, it says 'ORACLE Cloud' and 'IHS Customer Portal'. Below that is a 'Warning' section with the identity domain 'Apex4IHS-Development'. The 'User Name' field contains 'agoel@smxtech.com'. The 'Password' field is masked with dots. There is a 'Forgot Password?' link and a 'Sign In' button at the bottom.

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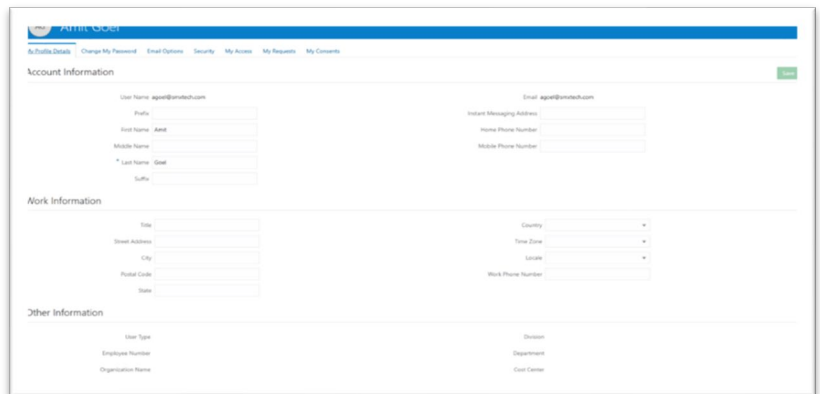
## Step 4: Set Up Your Profile (Optional)

A User Profile page will open where you can add additional details:

- Phone number
- Mailing address
- Other contact information

### Completing Your Profile

1. Fill in any information you'd like to include (optional)
2. Click the green **"Save"** button in the top right corner



The screenshot shows the Oracle Cloud IHS Customer Portal User Profile page. The page has a navigation bar at the top with links like 'Account Details', 'Change My Password', 'Email Options', 'Security', 'My Access', 'My Requests', and 'My Consents'. The main content area is divided into sections: 'Account Information' (with fields for User Name, Email, Profile, First Name, Middle Name, Last Name, Suffix, Instant Messaging Address, Home Phone Number, and Mobile Phone Number), 'Work Information' (with fields for Title, Street Address, City, Postal Code, State, Country, Time Zone, and Work Phone Number), and 'Other Information' (with fields for User Type, Employee Number, Organization Name, Division, Department, and Cost Center). A green 'Save' button is located in the top right corner.

**Note:** You can update this information later if needed.

**Important:** This is **NOT** the LINK Customer Order Portal. Please see Step 5 or the LINK Customer Order Portal User Guide for instructions on accessing the portal.

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## Step 5: Access the Customer Order Portal

Now you're ready to access the main ordering system.

You have two options to access the Customer Order Portal:

- **Option 1:** Navigate to the IHS NSSC website and **bookmark this URL:** [www.ihs.gov/nssc/electronic-ordering/](http://www.ihs.gov/nssc/electronic-ordering/). Use this page to connect to LINK.
- **Option 2:** Access the portal directly:  
<https://g2be7c8aa25f13d-ihsapexprod.adb.us-luke-1.oraclegovcloudapps.com/ords/r/apex4ihs/CUSTOMER-ORDER-PORTAL103/home>

***Important:** This URL changes dynamically in your browser. To bookmark it successfully, you'll need to manually edit your bookmark to match the URL above. Contact your IT department if you need assistance with this process.*



1. Enter your credentials:

**User Name:** Your email address

**Password:** Your password

2. Click "Sign In"

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## Step 6: Enable Secure Verification

For added security, you'll need to set up two-factor authentication on your first login.

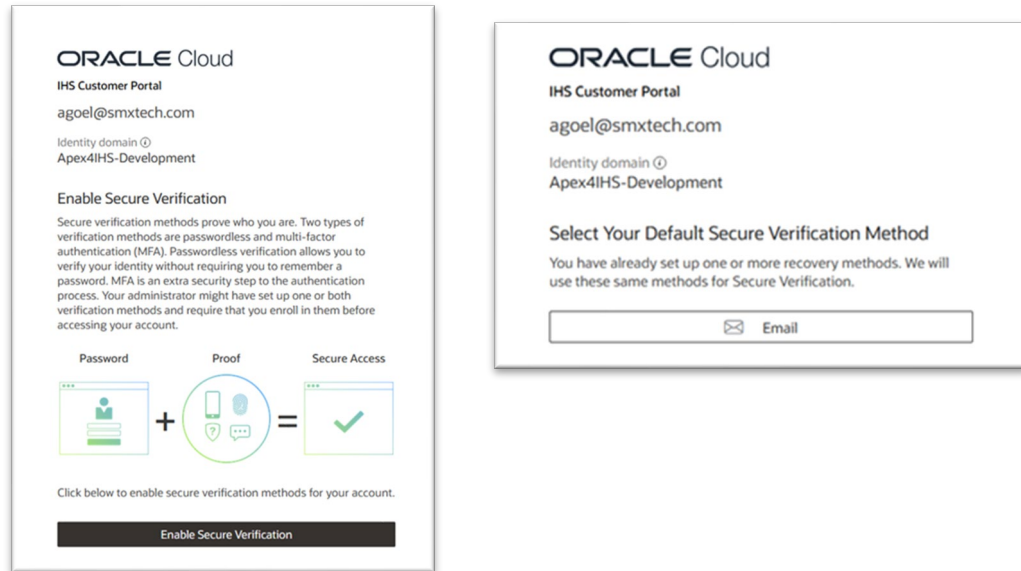
### What is Secure Verification?

Secure Verification adds an extra layer of security by requiring a one-time code sent to your email each time you log into LINK.

## Setting Up Secure Verification

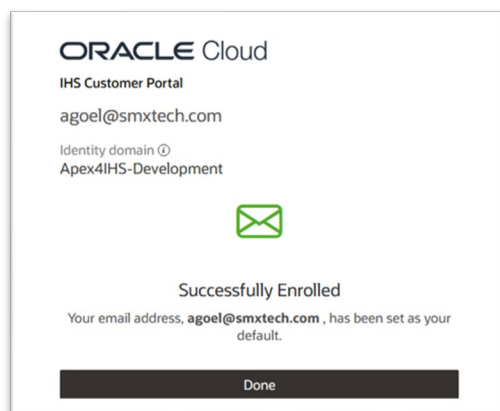
1. When prompted, click the **"Enable Secure Verification"** button
2. On the verification method screen, select **"Email"**

❖ *Email is the default and recommended method*



### Check your email for a verification code.

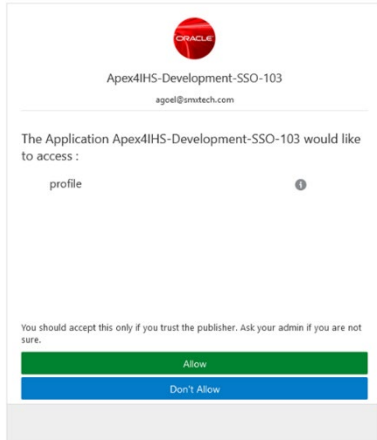
3. Enter the code on the Secure Verification screen
4. You'll see a "Successfully Enrolled" message



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## Step 7: Grant Portal Access

1. Click the **"Done"** button after successful enrollment
2. On the next screen, click the green **"Allow"** button to grant necessary permissions



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## You're All Set!

After completing the secure verification setup, the Customer Order Portal landing page will appear. You can now:

- Create orders
- View order history
- Browse the product catalog
- Access all portal features

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## Quick Reference: Future Logins

For all future logins, you'll follow this simplified process:

1. Navigate to the Customer Order Portal URL
2. Enter your email and password
3. Check your email for a one-time password (OTP)
4. Enter the OTP to access the portal

***The OTP is valid for 10 minutes and ensures your account remains secure.***

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## Troubleshooting Common Issues

### **I didn't receive the activation email.**

- Check your spam or junk folder
- Verify the email address on file is correct
- Contact [IHSNSSCCustomerService@ihs.gov](mailto:IHSNSSCCustomerService@ihs.gov) to resend the activation email

### **My activation link expired.**

- Contact [IHSNSSCCustomerService@ihs.gov](mailto:IHSNSSCCustomerService@ihs.gov) to request a new activation email

### **I forgot my password.**

- Use the "Forgot Password" link on the login page
- Follow the password reset process

### **I didn't receive the verification code.**

- Check your spam or junk folder
- Wait a few minutes (codes can be delayed)
- Use the "Resend Code" option if available

### **The portal isn't working properly.**

- Clear your browser cache and cookies
  - Try a different browser (Chrome, Firefox, Edge, Safari)
  - Ensure JavaScript is enabled
  - Contact [IHSNSSCCustomerService@ihs.gov](mailto:IHSNSSCCustomerService@ihs.gov) for technical support. Do not contact Oracle directly.
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## Need More Help?

Contact us at: [IHSNSSCCustomerService@ihs.gov](mailto:IHSNSSCCustomerService@ihs.gov)

Our team is here to help with:

- Account activation issues
  - Password problems
  - Technical difficulties
  - Questions about the portal
  - Questions about NSSC, our products, ordering, etc.
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## What's Next?

Once you've completed this initial setup, refer to the **Customer Order Portal User Guide** for detailed instructions on:

- Creating warehouse orders
  - Creating VA (vaccine) orders
  - Managing draft orders
  - Viewing order history
  - Browsing the product catalog
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## Welcome to the IHS National Supply Service Center Customer Order Portal!

We're excited to partner with you and are committed to supporting your facility's healthcare supply needs. Whether you have questions, need assistance with LINK, or want to place an order, we're always just an email away!

*Your NSSC Customer Service Team*

[IHSNSSCCustomerService@ihs.gov](mailto:IHSNSSCCustomerService@ihs.gov)