

Frequently Asked Questions

NSSC has sent customer communication announcing our plans to change our inventory ordering system. This new system will be used to order products from our Oklahoma City and Gallup Distribution Center locations.

About LINK

❖ **What is LINK?**

LINK is the new online system for ordering medical supplies from NSSC (National Supply Service Center). It replaces the old Morris Systems.

❖ **Who can use LINK?**

All IHS, Tribal, and Urban healthcare facilities that are NSSC customers.

❖ **What are the benefits?**

You can quickly order healthcare products from our Oklahoma City and Gallup warehouses, and track your current and past orders online.

Getting Started

❖ **My facility isn't an NSSC customer yet. What do I do?**

Email IHSNSSCCustomerService@ihs.gov to request a NSSC Customer Agreement.

❖ **We need to order right away but don't have LINK access yet. How do we order?**

For urgent needs, contact us at IHSNSSCCustomerService@ihs.gov until you're registered in LINK.

❖ **How do I register for LINK?**

Complete the User Registration Form here: [LINK Ordering Platform IHS National Supply Service Center - User Registration Form -](#)

❖ **What if I need access to multiple facilities?**

Submit the User Registration Form once for each facility.

❖ **My facility isn't listed on the registration form. What now?**

After selecting your IHS Area, choose "I do not see my Facility (other)" and type in your facility name.

Account Activation

❖ Can I start ordering right after I register?

Not immediately. Here's the timeline:

- After you submit your registration, we'll verify your information (up to 5 business days)
- You'll receive an email from Oracle to activate your profile - **don't delete this email!**
- The activation link expires in 7 days, so activate promptly

❖ I registered 5+ business days ago but haven't received an Oracle email. Help?

Check your spam email box. If you still don't find it, email IHSNSSCCustomerService@ihs.gov and we'll resend the activation email.

❖ I activated my account but still can't access LINK or the ordering page. What's wrong?

Your facility's firewall might be blocking the site. Ask your IT department to whitelist oraclegovcloud.com. OR make sure you are utilizing the Customer Order Portal web address.

Using LINK

❖ How do I access LINK?

Go to <https://www.IHS.gov/NSSC/Orders/>. You'll need to:

1. Enter your login credentials
2. Check your email for a one-time passcode (valid for 10 minutes)
3. Enter the passcode to log in

Note: You'll get a new passcode each time you log in.

❖ What can I do in LINK?

From the homepage, you can:

- Create New orders and review Draft orders
- View Product Catalog
- View order history and tracking information
- Tribal and Urban facilities will have access to Pay.gov for payments

❖ Can multiple people from my facility have LINK accounts?

Yes! In addition, each person needs their own unique email address. Generic emails (like pharmacy@... or facilityname@...) are a security risk and not allowed.

Ordering

- ❖ **Do we still need to use the 413 ordering form?**
Only temporarily - we're phasing out the 413 form for standard orders. Once at least one person from your facility is registered in LINK, you should place orders through the LINK system.
- ❖ **What products are available?**
Healthcare products and supplies. A complete list of products is available in LINK. We can also special-order items not in our catalog.
- ❖ **How do I order something not listed in LINK?**
Email IHSNSSCCustomerService@ihs.gov with the product details, and we'll help you find it.
- ❖ **Does LINK affect McKesson or Medline orders?**
No. If you have access to these NSSC programs, continue using your current process.

Troubleshooting

- ❖ **I'm having problems placing an order. What should I do?**
Email IHSNSSCCustomerService@ihs.gov with details about the issue. Don't contact Oracle Support directly.
- ❖ **Someone else at my facility needs access but didn't get the email announcement. Can I help?**
Yes, forward them the information or have them email IHSNSSCCustomerService@ihs.gov to request access.

Training & Support

- ❖ **Is there training available?**
Yes! We have a step-by-step User Guide, and our staff is always available to help.
- ❖ **Who do I contact for help?**
For any questions about products, ordering, or LINK support:
- ❖ **Email:** IHSNSSCCustomerService@ihs.gov
- ❖ **Phone:** 405-951-6000