



# Login changes: Frequently asked questions (FAQ)

Last updated: November 3, 2022

We recommend you delete any current bookmarks you may have and create new bookmarks after you have used the links below to open the respective pages.

## 1. What is changing?

The login experience is being updated for the following locations:

- **GPO Membership Login:** [Specialtysolutions.cardinalhealth.com](https://specialtysolutions.cardinalhealth.com)
- **Report Center:** [Reporting.cardinalhealth.com](https://reporting.cardinalhealth.com)

## 2. Why is this change occurring?

We are updating our login process to adhere to more stringent security protocols and to allow for self-service password reset.

## 3. When will the change take place?

You can expect to see the change occur the weekend of November 12, 2022.

## 4. Will there be any functionality changes to the site?

No.

## 5. Will I still be able to use my existing username and password?

Yes, although you will be asked to enter your email address to receive a one-time passcode as well as set a security question like below:

**Instructions:**

- Enter your email address below and click 'Send one time passcode'
- After receiving your passcode, type it into the box below and click 'Verify'

Email Address

Send one time passcode

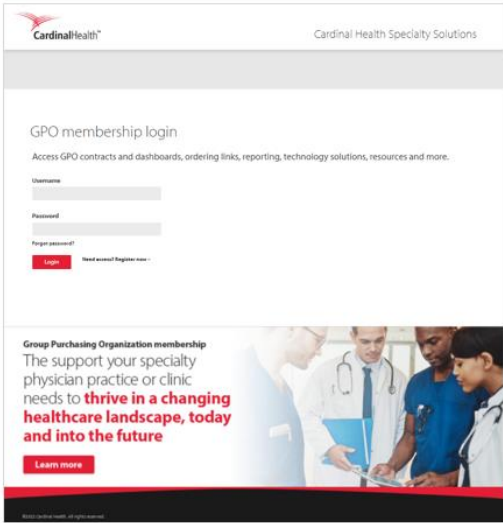
Verify

Choose a forgot password question


Answer

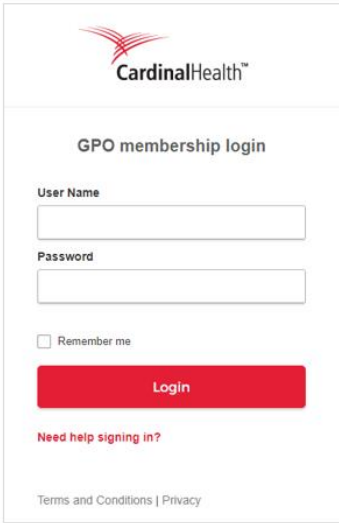
Create My Account

## 6. What will the change look like?

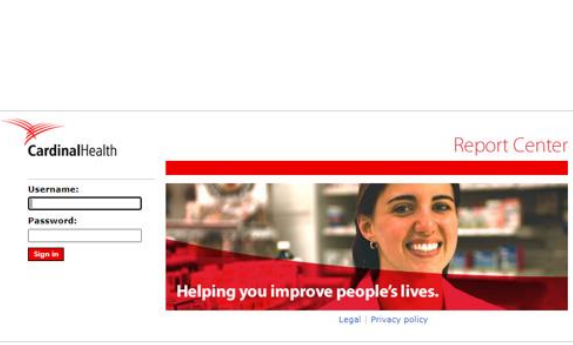


**Current login**




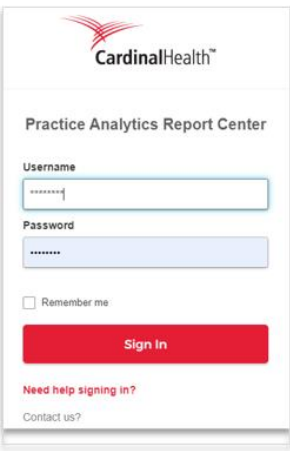


**New login**



**Current login**





**New login**

## 7. Who do I contact if I have any questions?

For questions or feedback, please contact [specialtysupport@cardinalhealth.com](mailto:specialtysupport@cardinalhealth.com) or 614.757.1389.