



## Accessing Cardinal Health's Website – Troubleshooting Tips

Cardinal online physician supply orders are done via the Cardinal Health website;

[www.cardinalhealth.ca](http://www.cardinalhealth.ca)

If you are unable to reach this website, below are some guidelines which may assist you.

1. Confirm that you have a compatible browser. The Cardinal system is compatible with numerous versions of all major internet browsers. The details and links to download updates are available below:
  - a. Apple Safari version 5 and higher: <http://support.apple.com/downloads/#safari>
  - b. Google Chrome version 13 or higher: [www.google.com/chrome](http://www.google.com/chrome)
  - c. Mozilla Firefox version 3.6 or higher: <http://www.mozilla.org/en-US/>
  - d. Microsoft Internet Explorer version 7 or higher:  
<http://www.microsoft.com/enca/download/internet-explorer.aspx>
2. Confirm that internet filtering software is not blocking access to the site. If this occurring, you may receive a message telling you that the website you are attempting to access is restricted or forbidden. Contact your system administrator to have [www.cardinalhealth.ca](http://www.cardinalhealth.ca) added to the list of allowed websites.
3. If you are still unable to access the site, Cardinal customer care may be able to assist. They can be reached at 1-877-878-7778.