

Customer Center One Click Access for McKesson Specialty Health and McKesson Medical-Surgical customers

FAQs

1. What is One Click access?

By clicking a link in the McKesson Specialty Health Customer Center, you can now easily access your McKesson Medical-Surgical Supply ManagerSM account without having to remember a second username and password. Once you've established your credentials, all future visits from the Customer Center to the Supply Manager will no longer require a second login with your Supply Manager username or password.

2. Where is the One Click link?

Once you're logged in, the **Medical Surgical Supplies** link appears in your left hand Order Center navigation.

The screenshot shows the McKesson Customer Center interface. At the top, the McKesson logo is on the left, and the user is logged in as 'Marketing team user'. The main navigation menu on the left includes 'ORDER CENTER', 'Home', 'Favorites & Requests', 'Order History', 'Product Catalog', 'Medical Surgical Supplies' (highlighted with an orange box), 'Flu Vaccine Pre-book', 'REPORTS', and 'SUPPORT'. The main content area shows 'Order Center > Home' with a 'Working on Account' field containing '0000000'. A yellow notification banner states: 'For your convenience, your shopping cart already contains the items you added during your last visit. You have open orders.' Below this is a 'MESSAGE CENTER' section with 'Messages & Announcements' and 'News'. The 'Messages & Announcements' section includes a 'Now Available: November Enhancements' notice with bullet points: 'Online reset password!', 'One-click access to the McKesson Medical-Surgical Supply ManagerSM from the Customer Center. [Learn more](#)', and 'Share feedback and suggestions directly with the McKesson team. [Learn more](#)'. The 'News' section includes 'Methotrexate for Injection Added to Fair Share Program', 'Now Available: Leucovorin 350mg from West Ward', and 'Fludarabine for Injection Added to Fair Share Program'. A vertical 'Feedback' button is on the right side of the page.

3. Will all McKesson Specialty Health Customer Center users have access?

Yes, all Customer Center users will be able to click the link, which will take you to a series of screens to verify your McKesson Medical Surgical Supply Manager username and password. If you forgot your credentials, the Supply Manager service desk will update your access.

4. I don't have a McKesson Medical-Surgical account. Can I still access Supply Manager?

If you don't have a McKesson Medical Surgical Supply Manager account or don't know if you do, click the Medical Surgical Supplies link and follow the steps to request an account. A McKesson Medical-Surgical representative will follow up with you within 24 hours.

5. Will my McKesson Specialty Health Customer Center drug orders be combined with the McKesson Medical-Surgical supply orders?

No, all orders, invoices, and shipping are still separate transactions. We won't be combining any delivery or invoice processes.