

## Create Account / Log In

Creating a new online donor account is easy! Please follow the steps below to complete your one-time account set up:

There are two ways to create a new online donor account:

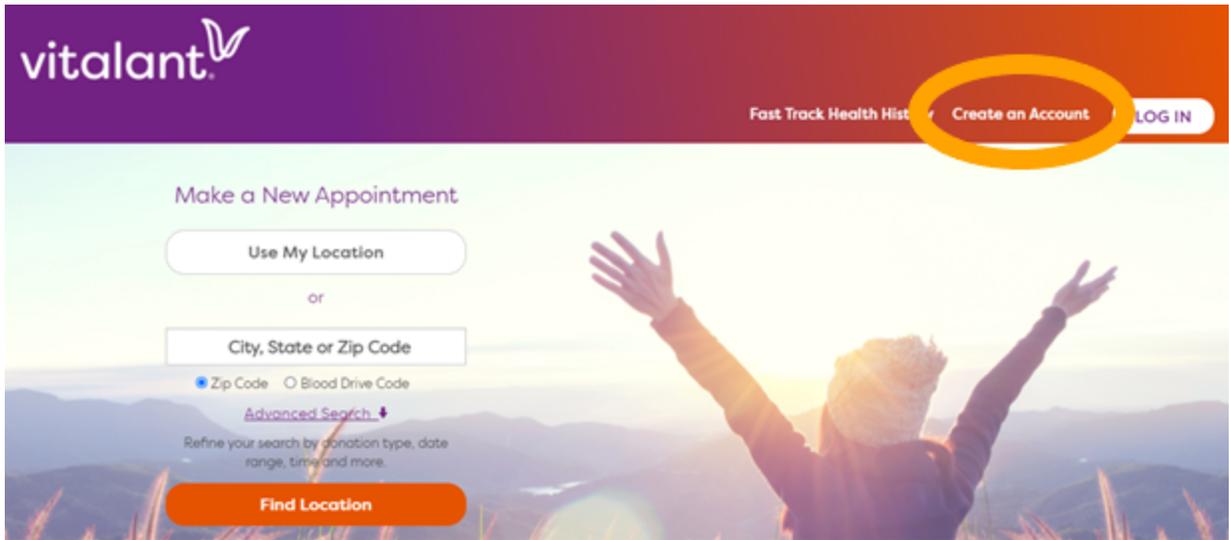
- Download the Vitalant [mobile app](#) via the App Store or Google Play. Click the “Join Now” link at the bottom of the login screen and follow the prompts to create your account.

OR

- Follow the steps outlined below to create your account online.

*Note: Be sure to use the same email address that you used with your previous donor account to ensure your new donor account can be successfully created. If you have never donated with Vitalant before, please include your email address during account creation because it serves as your username.*

1. Visit [donors.vitalant.org](https://donors.vitalant.org). Be sure to bookmark this site for future access.
2. Click "[Create an account](#)" in the top banner. Note: Even if you have donated with Vitalant previously, you need to create a new donor account on this new site (a one-time set up).
  - If you are unsure which email address is in your donor record or haven't yet provided it to us, please call 877-258-4825. Your email address cannot be used by another Vitalant donor. Each donor must have their own, unique email address in their donor record to be able to create a new donor portal account.



3. **Previous donors:** Fill in all fields. (Be sure to enter the same email address that you've already provided to Vitalant that's in your current donor record.) Click "Submit."

**Sign up**

First Name *	Last Name *
<input type="text" value="Enter Your Legal First Name"/>	<input type="text" value="Enter Your Legal Last Name"/>
Email *	Confirm Email *
<input type="text" value="Enter Email"/>	<input type="text" value="Confirm Your Email"/>
Sex Assigned at Birth *	Date of Birth (DOB) *
<input type="text" value="Select"/>	<input type="text" value="MM/DD/YYYY"/>

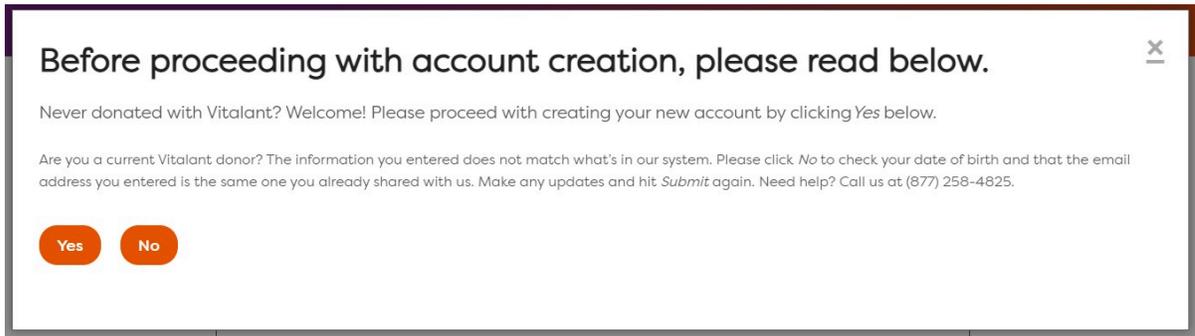
Yes, I want to receive communications about promotions, center updates, and more!

I Agree and Accept the Terms and Conditions.

I'm not a robot  reCAPTCHA Privacy - Terms

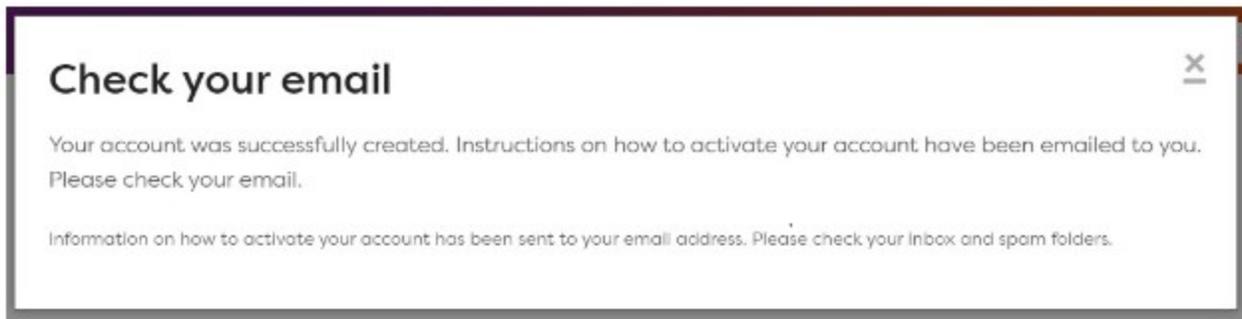
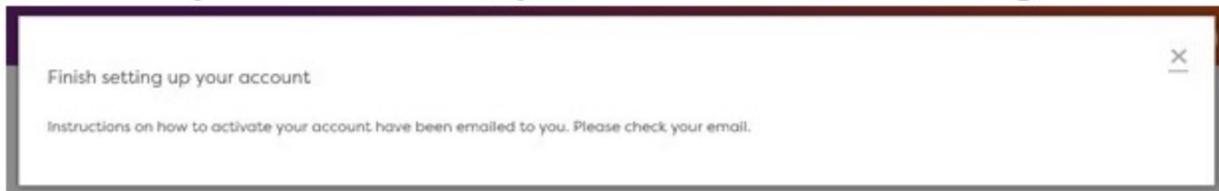
Required fields are indicated with \*

- If you receive this pop-up message, please click “No” and check your date of birth and that the email address you entered is the same one you already shared with us. After reentering the correct information, click “Submit” again.



- **First-time donors:** Complete all fields in the form and click "**Submit.**" You will see the same pop-up message above; click "Yes" and proceed with creating your account. Please use your legal name. Do not use nicknames, suffixes, punctuation marks or special characters. Hyphenated names are acceptable as long as they match your legal ID.

4. Once you click "**Submit**", you will see one of these messages:



- You'll automatically receive an email from **givingblood@vitalant.org** (Subject line: Activate your donor account). This email includes a link you'll need to click to activate your new account. If you don't get this email, check your junk/spam email folder. Be sure to add both **getinvolved@vitalant.org** and **givingblood@vitalant.org** to your email client's "safe senders" list so you will get the email.

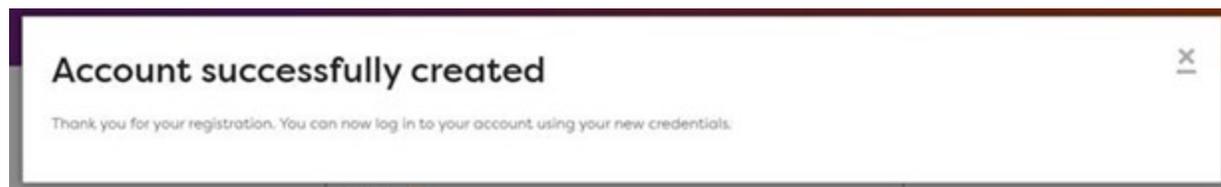
5. After you click the link in the "Activate account" email, you'll be prompted to set up a password. Enter and re-enter your password and click "**Submit.**"

- Quick tip: Passwords must be at least 8 characters in length and include upper and lowercase letters, and at least one number and special character. Passwords are case sensitive.



The image shows a form titled "Enter password" with two input fields. The first field is labeled "Password" with a red question mark icon and an asterisk, containing the text "enter password". The second field is labeled "Repeat password" with an asterisk, containing the text "reenter password". A red "Submit" button is located at the bottom right of the form, circled in orange.

6. After you click "**Submit**," you'll see this message.



7. Exit this message and click "**Log In**" to use your newly created credentials to log in to your donor account.

The screenshot displays the Vitalant website interface for creating a donor account. At the top, the Vitalant logo is on the left, and navigation links for 'Fast Track Health History', 'Create an account', and a 'LOG IN' button are on the right. The 'LOG IN' button is highlighted with a yellow circle. Below the navigation bar, there are two main form sections. The first section, titled 'Enter password', contains two input fields: 'Password \*' with a red eye icon and 'Repeat password \*'. Below these fields is an orange 'Submit' button. The second section, titled 'Log In', contains two input fields: 'Email' and 'Password'. Below these fields is an orange 'LOG IN' button. At the bottom of the 'Log In' section, there is a checkbox for 'Keep me logged in', a link for 'Forgot password or need to activate your account?', and a link for 'Create an Account'.

8. You'll automatically receive another email from [givingblood@vitalant.org](mailto:givingblood@vitalant.org), (subject line: Congrats! Your Account Was Successfully Activated).

## Having Trouble?

If you are a previous donor and do not use the same email address to create your account that you provided to Vitalant when you donated, your account will NOT be linked to your donor record. As a result, you may not be able to view certain things in your online account, like donation eligibility, past donations, points earned (if you opted in to the Donor Rewards program) and wellness information.

You can fix this by linking your newly-created account to your permanent account.

1. Once you are logged in, click “My Profile.”



2. Enter your donor ID number and click “Link Account.”

**Quick tip:** Do not use any number that begins with a P. This is not a donor ID number. If you do not know your donor ID number, call us at 877-258-4825.

**My Profile**

Prospect Number	PO079103
Last Name	Gray
First Name	Jessie
Birth Date	03/25/1985
Sex Assigned at Birth	Male

Update Your Account

Submit Changes

**Save Even More Lives**

Thank you for donating blood! Expand your impact: invite new donors to join you in saving lives. Share your personal referral code below with friends and family. Email your code using the link underneath or share it in other ways.

AllTypes-8298-E

Email to a friend

Appointments n/a	Donations n/a	Last 7 days n/a This Month n/a This Year n/a
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Donation type

Whole Blood	n/a
Power Red	n/a
Platelet	n/a
Plasma	n/a

New Donors

n/a

**Multiply Your Impact!**  
Help more hospital patients by inviting others to donate.  
Refer friends and family to Vitalant and spread the smiles.

Learn more about our refer-a-friend program. When you share the personalized link, you are considered the actual sender. You should only share the link with people you know. Bulk distribution of personalized links or distribution to strangers is expressly prohibited.

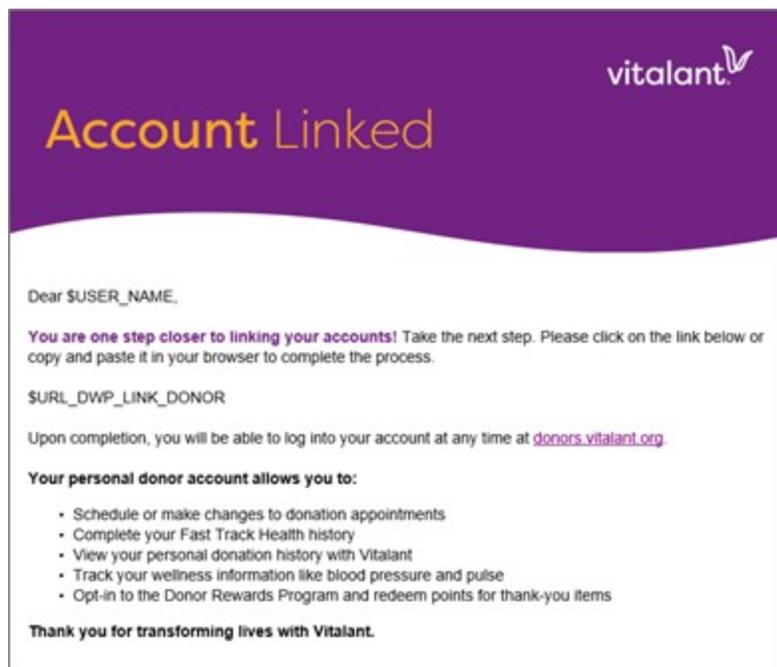
**Already a Donor?**

If you have already donated with us, you can link your donor portal account to your donor record. When you do this, you will be able to view your eligibility, past donations and wellness information.  
NOTE: do not use your prospect number as your donor ID. If you don't know your donor ID, call us at 877-258-4825.

Enter Your Donor ID  **Link Account**

3. You'll receive an email from givingblood@vitalant.org (Subject line: Finish Linking Donor Account).

**Quick tip:** Be sure to click the link within the email to complete the process.



Still need help? We're just a phone call away: 877-258-4825. Or email [dpsupport@vitalant.org](mailto:dpsupport@vitalant.org).

Answers to other common questions about your online donor account can be found [here](#).

## ABOUT US

Purpose & network

What we offer

History

DEI

Careers

Leadership

## NEWS & EVENTS

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Blog

## RESOURCES

FAQs

Donor forms

Health history questionnaire

Rewards Program

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877-25-VITAL

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