

Online Donor Account Instructions

Schedule and Manage Appointments

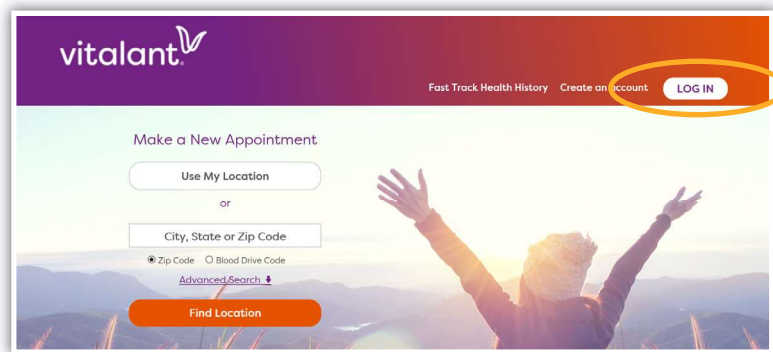
INSTRUCTIONS FOR DESKTOP OR LAPTOP COMPUTER

Schedule Appointment

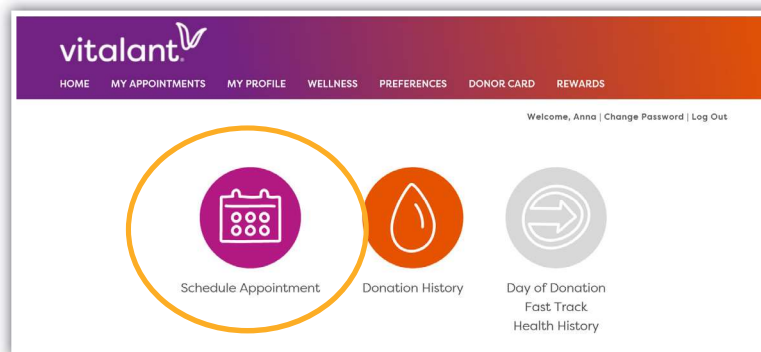
1. Visit donors.vitalant.org. If you already created a new account on our new site, click the “**LOG IN**” button.



Quick tip: You can search from the Home Page without logging in first (see Step 3), however, you will still need to log into your online donor account or “**Create an account**” before you can confirm your appointment.



2. Once logged in, select the “**Schedule Appointment**” button.



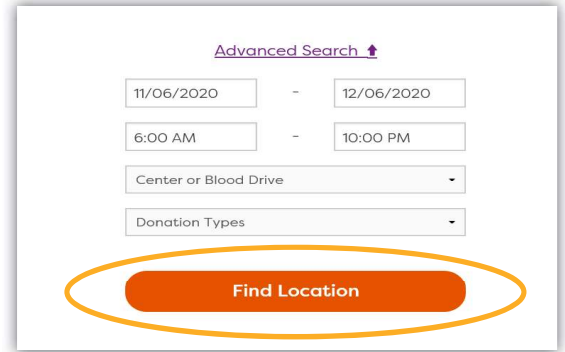
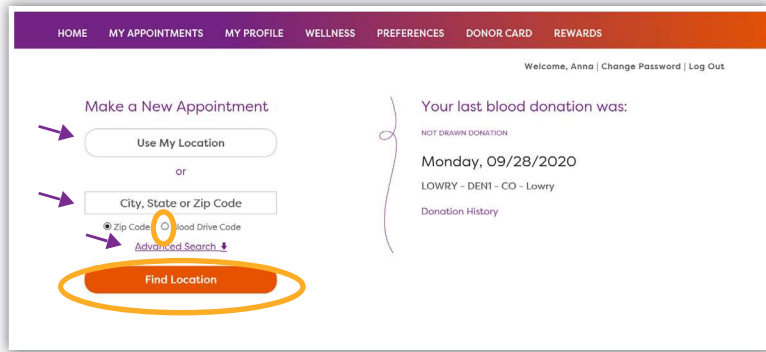


3. If you have your device location services turned on, select the **“Use My Location”** button or type in your City, State, or Zip Code. Click the **“Find Location”** button.



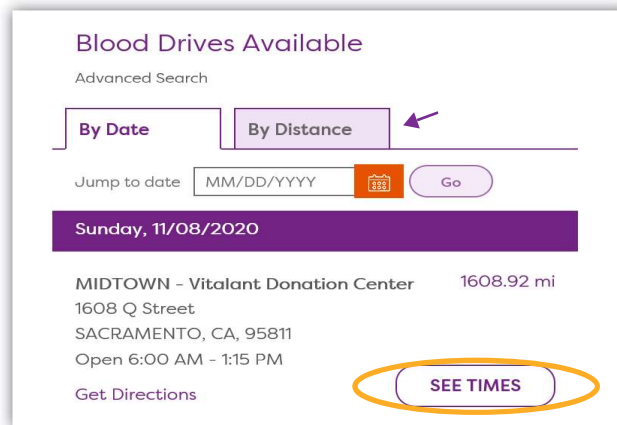
Quick tip: It is best to search only by Zip Code to populate the most donation opportunities in your area.

- a. If you have the Blood Drive Code, select that option and type in the Blood Drive Code.
- b. To refine your search, select the **“Advanced Search”** link to select dates, timeframes, location type and donation type.

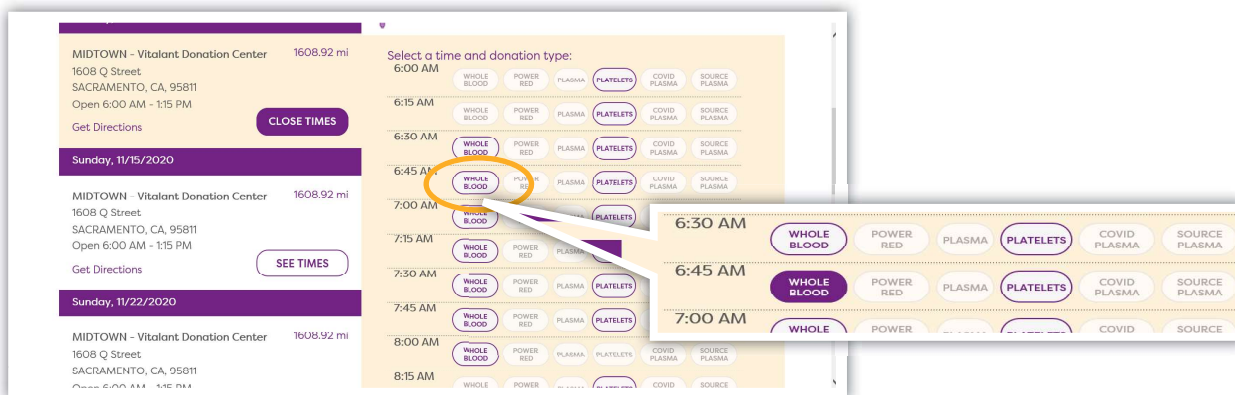


4. The list of blood donation opportunities available will be sorted by date. Or, you can select the **“By Distance”** tab to sort those nearest to you.

- a. Click on the **“SEE TIMES”** button to view the available appointment times for that specific location.



5. Once the “**SEE TIMES**” button is clicked, a box will appear with the various time slots and the corresponding donation type appointments.
 - a. Donation types that are available will be in purple. If they are grayed out, that appointment time is already taken.
 - b. When you hover your mouse over the preferred donation type for a particular time slot, the button will turn purple. Click the button and follow the next step to confirm your appointment.
 - c. If all appointments for a location and day are full, a message will indicate this when you click “**SEE TIMES**”. Please check a different date and/or location to search for available appointments.



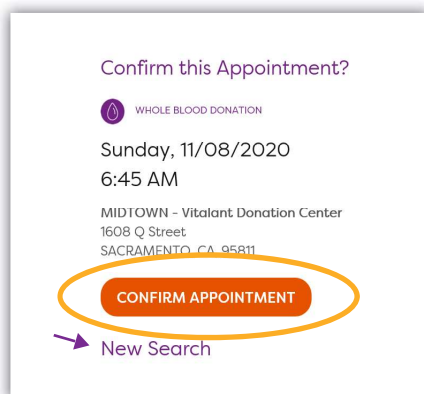
6. A confirmation box will appear. If you are logged in and satisfied with your appointment selection, click the “**CONFIRM APPOINTMENT**” button. If you haven’t yet logged in (or created an account), select either option to confirm your appointment selection.



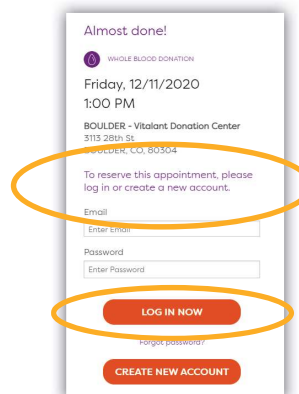
Quick tip: You must click the **CONFIRM APPOINTMENT** button to complete the scheduling process.

- a. To change your appointment or start over, click the “**New Search**” link.

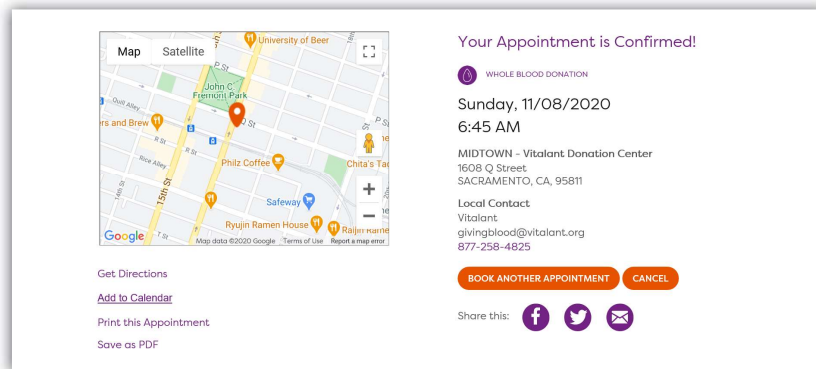
Logged in to account



Need to Log in (or create) account

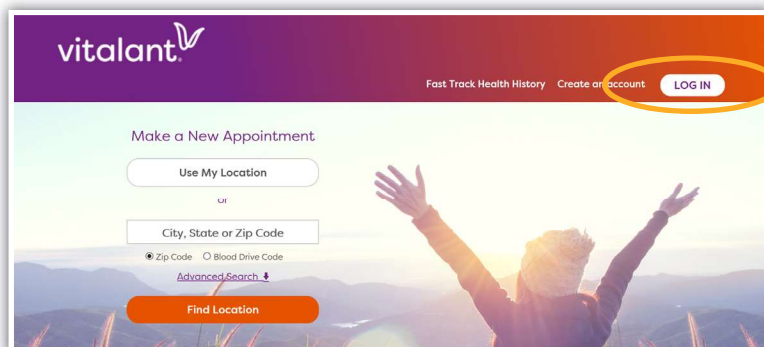


7. Congratulations, your appointment is confirmed! Your appointment details will be presented along with a map for a reference to your donation location.
 - a. Helpful options are listed below the map:
 - i. **Get Directions:** Click link to view directions within Google Maps.
 - ii. **Add to Calendar:** Add your appointment to your device calendar.
 - iii. **Print this Appointment:** Print this page for your records.
 - iv. **Save as PDF:** Save this page to your device.
 - b. If you're ready to book another future appointment, select the **"BOOK ANOTHER APPOINTMENT"** button.
 - i. **Note:** If you are booking multiple future appointments, please be sure to book when you are next eligible. For whole blood donations you can give every 56 days; Power Red donations every 112 days; platelets every 7 days; and plasma every 28 days.
 - c. If you need to cancel this appointment or reschedule, select the **"CANCEL"** button.

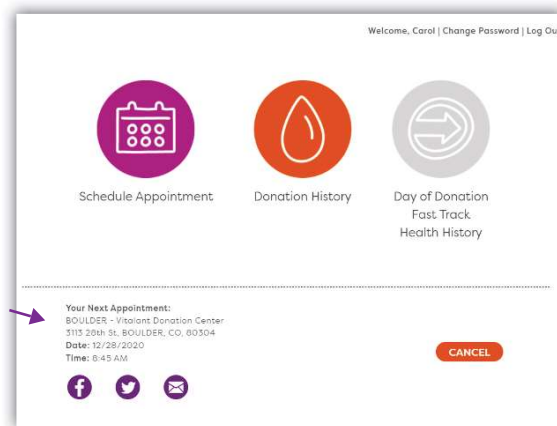


Manage Appointments

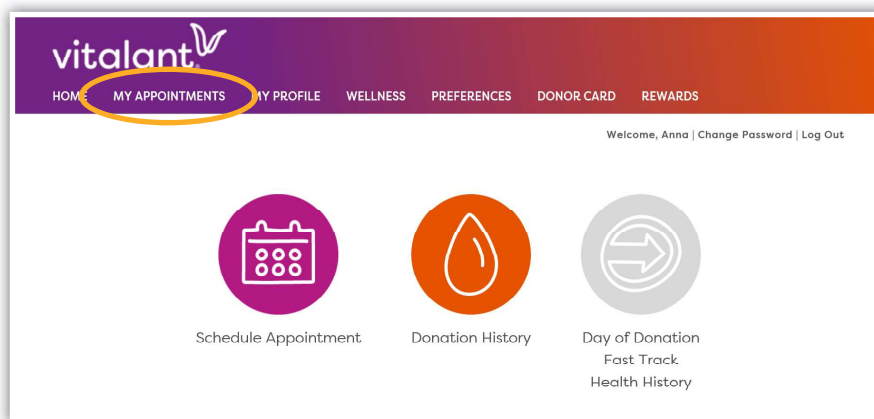
1. Visit donors.vitalant.org and **"LOG IN"** to your account.



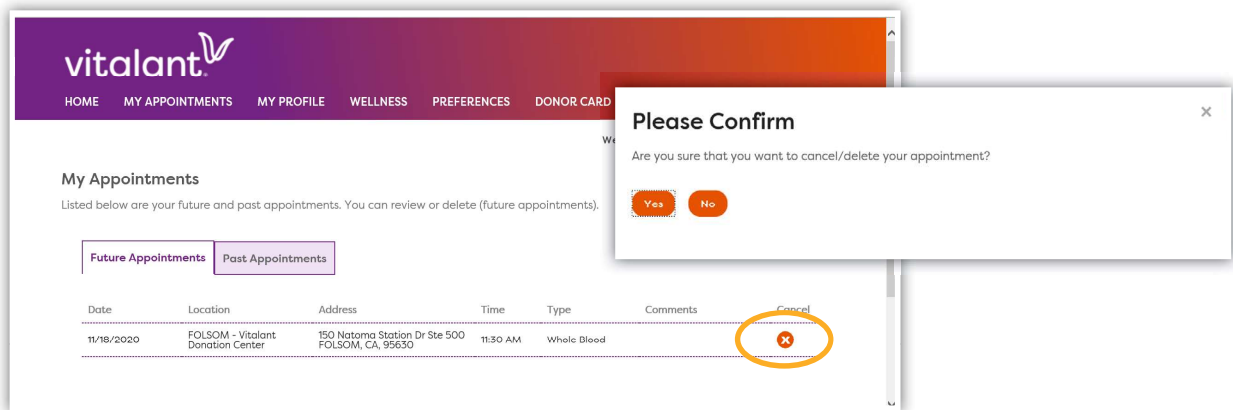
2. If you currently have a scheduled appointment, your appointment details will display on the homepage. If you wish to cancel that appointment or reschedule, select the orange **“CANCEL”** button.



3. Another way to manage your future appointments is to select the **“MY APPOINTMENTS”** link in the top banner.



4. This page will provide a view of your future and past appointments.
- a. If you need to cancel your future appointment, click the orange circle with the white X under Cancel.
 - b. A pop up screen will appear asking you to confirm to cancel/delete your appointment. Select Yes, if you wish to cancel. Select No, if you'd prefer to keep that scheduled appointment.



- c. If you've canceled your appointment, you'll automatically receive a cancellation notification to your email address on file. To reschedule, start the process again to book an appointment.

