ImpactLife

Donor Loyalty & Online Scheduling Program

FREQUENTLY ASKED QUESTIONS: BLOOD DRIVE COORDINATOR

1. How do I login?
Visit www.bloodcenter.org and hold your mouse over the Host a Drive menu at the top of the page, then click on Coordinator Portal.

2. What is my password?
Your ImpactLife recruiter will provide your initial password for you to login and then you can update.

3. Can I update my information?
Once you have logged in, you can update your information by clicking "My Account". *(ImpactLife can see your username but does not have access to your password).*

4. What if forget my username and/or password?
Please reach out to your ImpactLife recruiter and they can assist with resetting your account.

5. What is needed to schedule appointments to online?
- Donor Name
- Phone number and/or email

6. How do I schedule an appointment?
From the main page once you log in:
- Click My Drives
- Click Schedule for the specific drive
- Click the appropriate timeslot

From that point you can either:
- Search for existing donors in your donor pool
- Schedule a prospect

7. What if I have automation (Double Red or Platelets) also assigned to my drive?
There will be a separate schedule for these machines. You can view by clicking that tab.

8. What if I can't see my schedule online?
Please contact your blood center recruiter and we will gladly assist.

9. What is the "My Resources" section?
This section includes the following:
- Video tutorial on how to use online portal
- Links to our Social Media Toolkits & Pages

- Email templates to advertise your drive
- Blood Facts Handout
- Eligibility Information
- Parental Consent Forms *(English & Spanish)*
- Graphs, Charts, and Images
- PowerPoint with tips for hosting a successful blood drive

10. What is My Marketing Tab?
- Email
- Donor Pool
- Target Groups
- Send a post drive thank you

11. How are points earned?
Each username (Coordinator and Donor) earns points separately. *If you are a donor, any points earned during personal donation are applied to donor account (separate from your coordinator).*

Coordinator
- First login to coordinator portal: 100 points
- Hosting a blood drive: 200 points
- Meeting or exceeding projection: 150 points
- Points for first time donors (FTD) donating at a drive: 20 points/FTD *(with ImpactLife)*

Donor
- First login to portal – 100 points
- Schedule appointment online – 50 points *(points loaded post donation)*
- Opt-in to texting – 200 points
- See table below for points earned for donations

Donation Type	Points
Deferral	50
Whole Blood/QNS0	100
All Plasma/platelet procedures	150
Double Reds	200
Granulocytes	300

Remember: automatic 50 point bonus every time a donor schedules ahead & keeps their appointment

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12. What can I do with the points?
Donors and coordinators redeem points in their specific Rewards Store or donate them back to ImpactLife.

13. Do points expire?
Yes, they expire:
- after 18 months after last donation
- for coordinators, 18 months after last blood drive hosted and/or leave coordinator role.

14. How soon after I donate can I view and redeem my reward points? Please wait at least 2-3 days for reward points to appear in your account.

15. How soon can I see my blood drive results?
They can be seen the next day by clicking on "My Results" and you can pull a list of people who had a successful donation at your drive.

16. How to remove/update a donor from list?
Email hello@impactlife.org, call 800-747-5401 or via your ImpactLife Recruiter.

BLOOD CENTER RECRUITER CONTACT INFORMATION

Name		Title	
Email		Office	Cell

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