



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 IMPACT Coordinator portal.

2. What is my password?

Your Blood Center 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". *(Blood Center 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 blood center contact and we can assist you 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 a walk in?

From the main page once you log in, click "My Drives" and then:

- Click Schedule for the specific drive
- Click Schedule Walk In *(located under the box with drive date, time, location, and goal)*

From that point you can either:

- Look up a donor by their Donor ID,
- Search for existing donors in your donor pool, or
- Schedule a prospect *(has not given at your drive)*

7. 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

8. 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.

9. What if I can't see my schedule online?

Please contact your blood center recruiter and we will gladly assist.

10. What is the "My Resources" section?

This section includes the following:

- YouTube tutorial on how to use IMPACT
- Link to our Social Media Toolkits & Pages
- Link to email templates to advertise your blood drive
- Blood Facts Handout
- Eligibility Information
- Parental Consent Forms *(English & Spanish)*
- Graphs, Charts, and Images
- Chairperson PowerPoint with tips for hosting a successful blood drive

11. What is My Marketing Tab?

- Email
- Donor Pool
- Target Groups
- Send a post drive thank you

12. 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 IMPACT BDC 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 our Blood Center)*

See next page for how donor points are earned.



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Donor See table below for points earned for donations.

- First login to IMPACT – 100 points
- Schedule appointment online – 50 points
(points loaded post donation)
- Opt-in to texting – 200 points

Donation Type	Points
Deferral	50
Whole Blood	100
Platelet Pheresis	150
Platelet/Plasma	150
Red Cell/Platelet	150
Double Red Cells	200
Granulocyte	300

13. What can I do with the points?

Donors and Coordinators redeem points in their specific Loyalty Store or donate them back to the Blood Center.

14. Do points expire?

Yes, they expire:

- after 18 months after last donation for a donor
- for coordinators, 18 months after last blood drive hosted and/or leave coordinator role.

15. 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.

16. How soon can I see my results after blood drive?

They can be seen the next day by clicking on “My Results” and you will be able to pull a list of people who had a successful donation at your drive.

17. How do we remove/update a donor from the list?

Contact us at (800) 747-5401, IMPACT@mvrbc.org or via your Blood Center Recruiter.

BLOOD CENTER RECRUITER CONTACT INFORMATION

Name		Title	
Email	Office	Cell	

(800) 747-5401 | www.bloodcenter.org



MISSISSIPPI VALLEY REGIONAL BLOOD CENTER

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