

### FREQUENTLY ASKED QUESTIONS: BLOOD DRIVE COORDINATOR

#### 1. How do I login?

Visit [www.bloodcenter.org](http://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

- Earn 1,000 points per mobile or center blood drive event
- Earn 50 points for every first-time donor

##### Donor

- 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    |
| <b>Remember: automatic 50 point bonus every time a donor schedules ahead &amp; keeps their appointment</b> |        |



## Donor Loyalty & Online Scheduling Program

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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](mailto:hello@impactlife.org), call 800-747-5401 or via your ImpactLife Recruiter.

### BLOOD CENTER RECRUITER CONTACT INFORMATION

|       |        |       |  |
|-------|--------|-------|--|
| Name  |        | Title |  |
| Email | Office | Cell  |  |