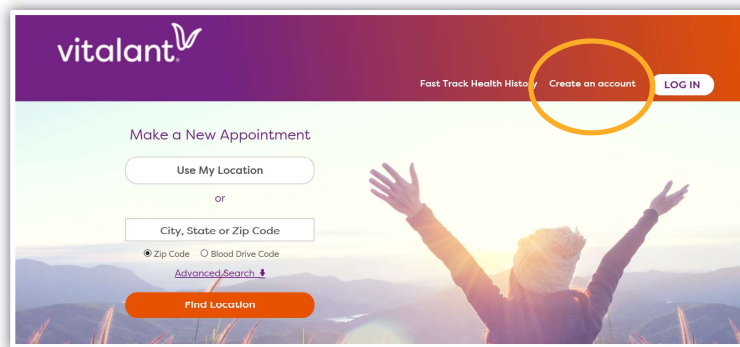


# Online Donor Account Instructions

## Create Donor Account and Log In

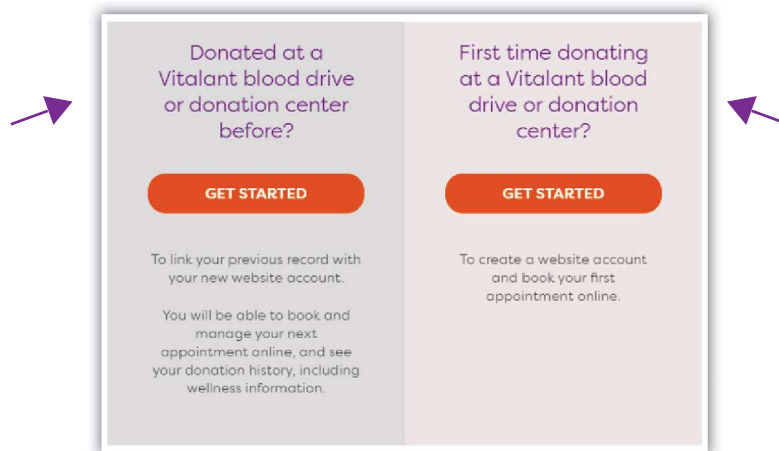
### Create Donor Account

1. Visit [donors.vitalant.org](https://donors.vitalant.org). Be sure to bookmark this page for future access.
2. In the top banner, select “**Create an account.**” 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:** click “**Get Started**” in the box with *Donated at a Vitalant blood drive or donation center before?*

**First-time donors:** click “**Get Started**” in the box with *First time donating at a Vitalant blood drive or donation center?*



4. **Previous donors:** Enter your date of birth and email address (one that you've already provided to Vitalant that's in your current donor record) and click "**Create Account.**"

Complete the form below if you have donated with Vitalant before. This will link your website account with your donation record. After linking your account you will be able to view your past donations and wellness information. If this is your first time donating with us, [create a new account.](#)


Your birth date\*

Your email address (be sure to use the same email address you provided when you last donated).

☐ I Agree and Accept the [Terms and Conditions.](#)

☐ I'm not a robot 

[Create Account](#)


**First-time donors:** Complete all fields and click "**Submit.**" Please use your legal name.

**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"/>
Gender Assigned at Birth *	Birth Date *
<input type="text" value="Select Gender"/>	<input type="text" value="MM/DD/YYYY"/>

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

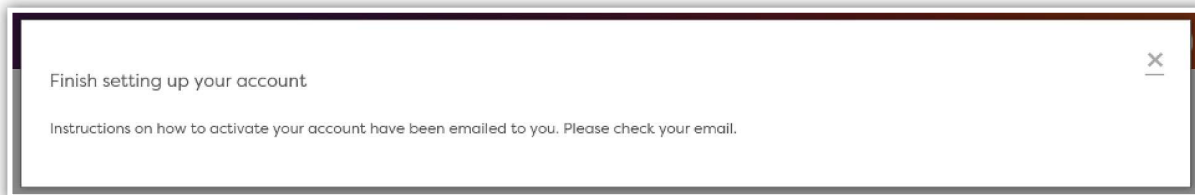
☐ I Agree and Accept the [Terms and Conditions.](#)

☐ I'm not a robot 

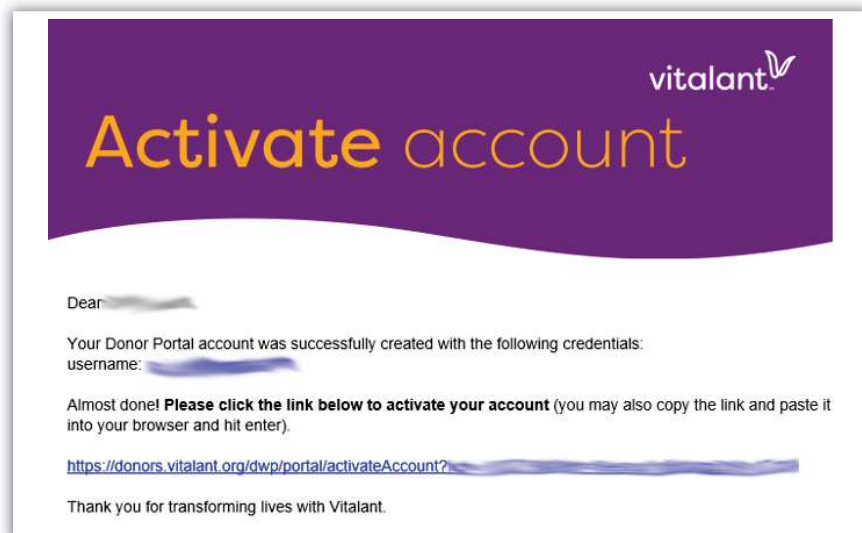
[Submit](#)

Required fields are indicated with \*

5. Once you click “**Create Account**” (or “**Submit**” for first-time Vitalant donors), you will see this message:



6. 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.



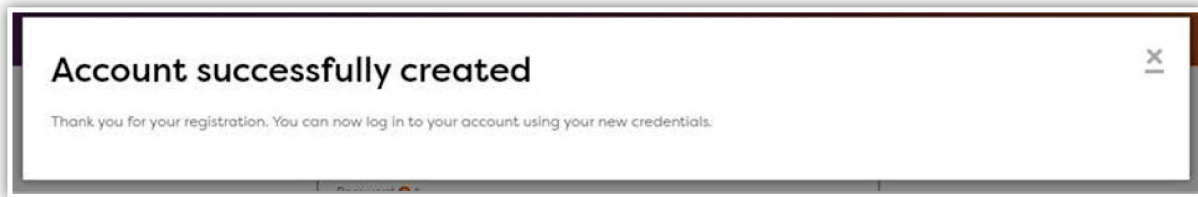
7. After you click the link in the “**Activate account**” email, you'll be prompted to set up a password. Enter and re-enter your password and click “Submit.”



**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.

A web form titled "Enter password" with two input fields: "Password" (with a red asterisk and a small eye icon) and "Repeat password" (with a red asterisk). Below the fields is an orange "Submit" button, which is circled in orange.

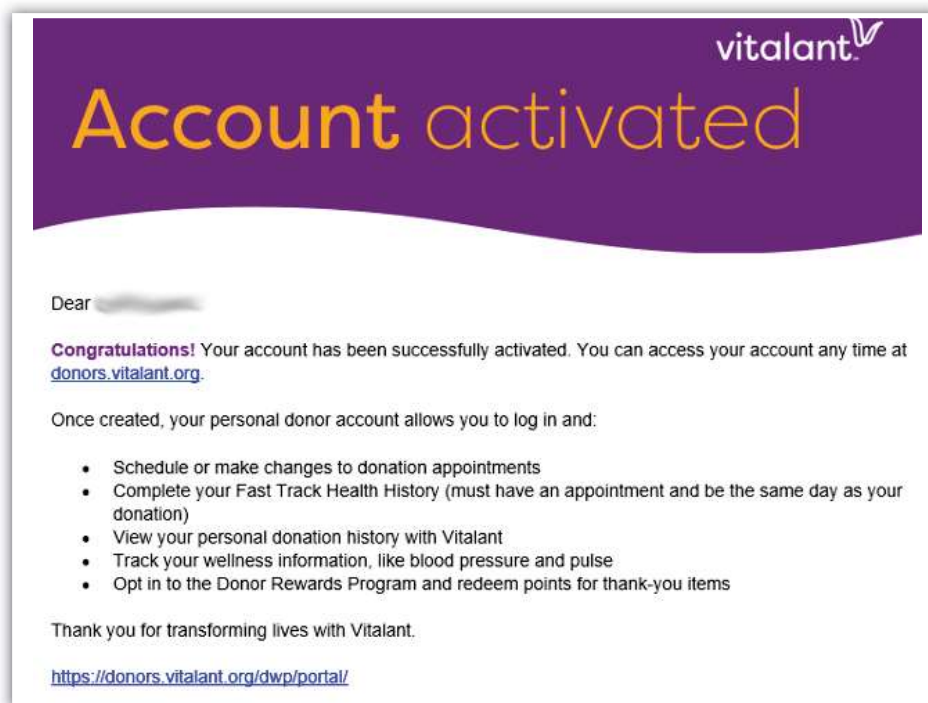
8. After you click “**Submit**,” you’ll see this message.



9. Exit this message and click “**Log In**” to use your newly created credentials to log in to your donor account.

The Vitalant website header is at the top. In the top right corner, there are links for "Fast Track Health History", "Create an account", and a "LOG IN" button. The "LOG IN" button is circled in orange. Below the header is a registration form titled "Enter password". It has two input fields: "Password" and "Repeat password", each with a red eye icon. A "Submit" button is at the bottom right of the form.A "Log In" form with a rounded rectangle border. It has two input fields: "Email" and "Password". Below the "Password" field is a "LOG IN" button. At the bottom of the form, there is a checkbox labeled "Keep me logged in", a link "Forgot password or need to activate your account?", and a link "Create an Account".

10. You'll automatically receive another email from [givingblood@vitalant.org](mailto:givingblood@vitalant.org), (shown below, with subject line: Congrats! Your Account Was Successfully Activated) confirming that your new account was successfully activated.

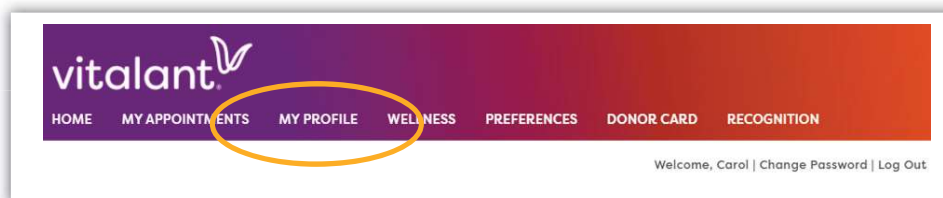


### Having Trouble?

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 Recognition 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**

Update Your Account.

Prospect Number	
Last Name	
First Name	
Birth Date	
Gender Assigned at Birth	

Submit Changes

**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 donation, 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.

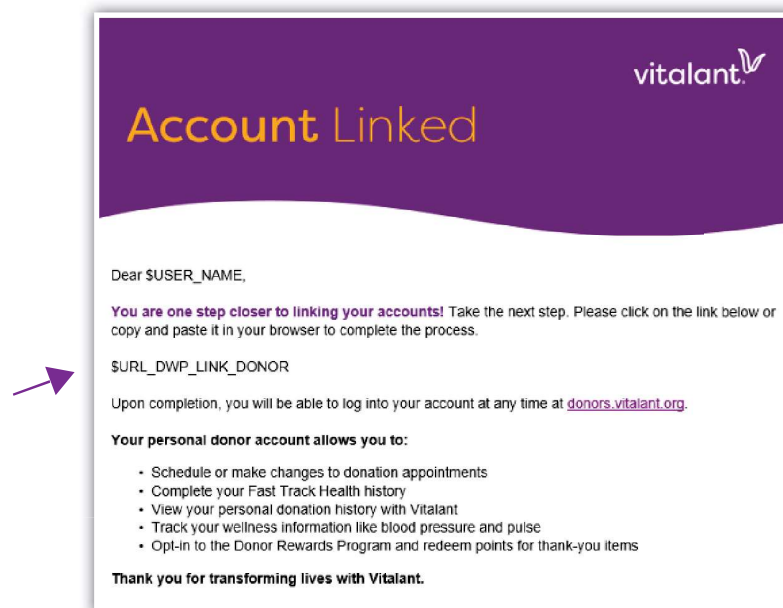
Enter Your Donor ID

**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.



GIVE BLOOD TODAY | [vitalant.org](https://vitalant.org)

**vitalant.**