



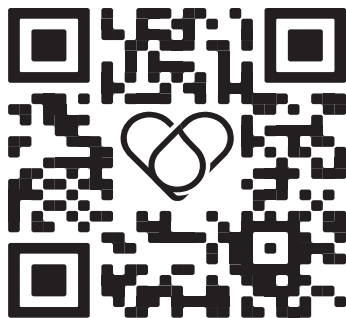
THE COMMUNITY BLOOD CENTER

Donor App FAQs

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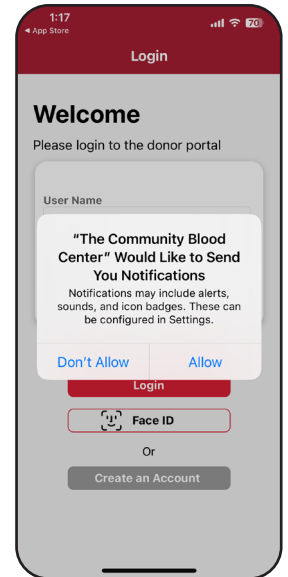
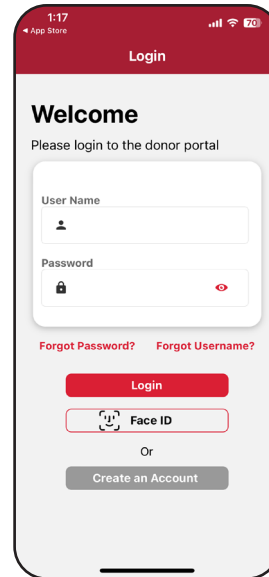
How do I download the CBC Donor App?

Scan this QR code or visit communityblood.org/donor-app/
 Click on the link for the **App Store** or **Google Play Store**.



How do I sign in?

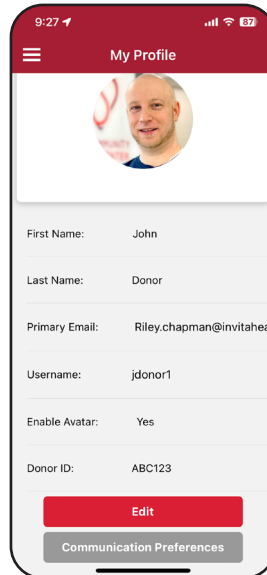
- To login, enter your donor portal username and password.
- Click the red "Login" button.
- Click "allow" to allow app notifications.



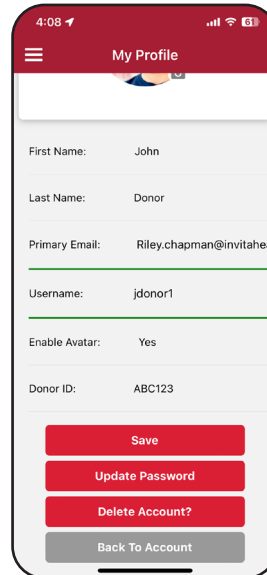
How do I view and update my personal information?

From the main menu, select "My Profile."
View your information: name, email, user name, avatar, and donor ID.

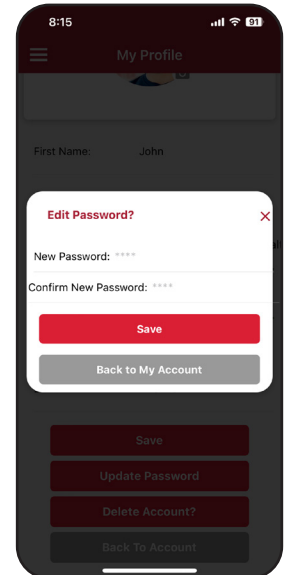
- Edit your photo or username by clicking the red "Edit" button.
- To add or update a photo, click on the camera icon.
- To edit your user name, click on the username field (highlighted in green) and type your new username.
- Update your password by clicking the red "Update Password" button at the bottom of the screen and follow the prompts in the pop-up window.



Initial View



Edit View

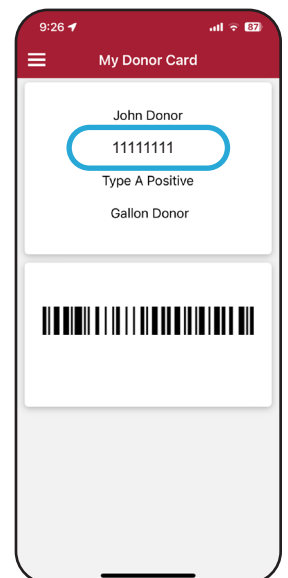


Update Password View

How do I view my donor ID, blood type, or gallon level?

From the main menu, select "My Donor Card." You can view your:

- Name
- Donor ID #
- Blood type
- Gallon level



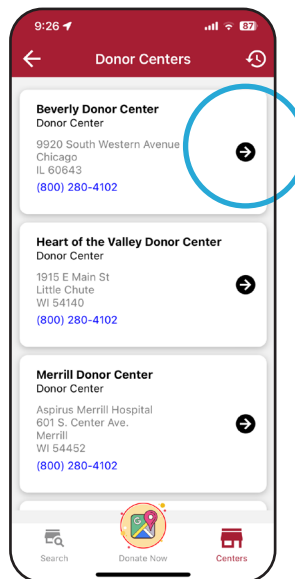
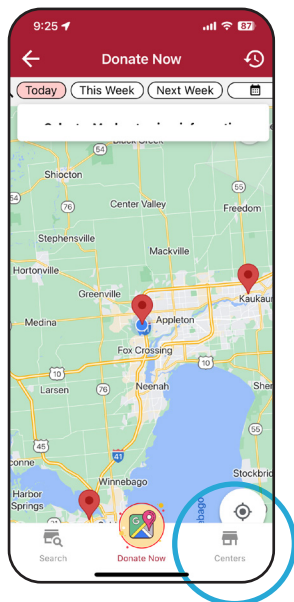
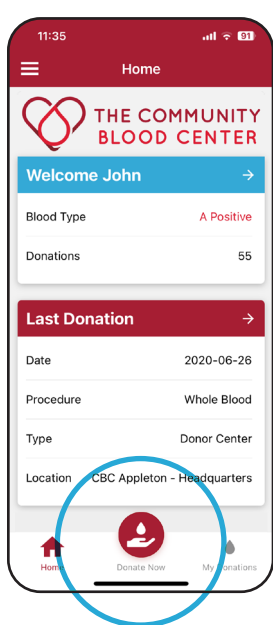
How do I find a local mobile drive or donor center?

Click on the round red "Donate Now" button from the bottom menu.

- The default view is the map view. Donor centers appear as red pins and mobile drives are represented as blue pins on the map. Scroll the map to find the desired donation location.

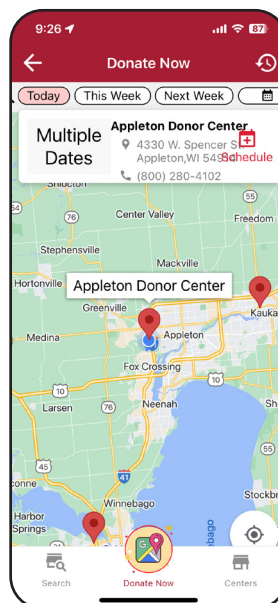
Donor Center List View

- To view a list of **donor centers**, click on the "centers" button in the lower right corner of the bottom menu.
- Click the black arrow icon at the desired donor center.
- *To schedule an appointment, proceed to "how do I schedule a donation appointment?"*

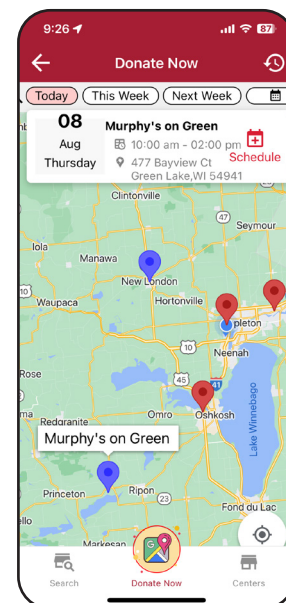


Map View (for mobiles and donor centers)

- Donor centers appear as red pins and mobile drives appear as blue pins on the map.
- Scroll around on the map to view the location you are looking for.
- The default time frame is "Today." If you are looking for a donation farther out, select "This Week" or "Next Week" or a specific date range (calendar icon) using the menu at the top.
- Once a pin is clicked to select a location, the donor center or drive information will populate in the white bar at the top of the screen, including date and time specifics.
- Click on the red "Schedule" icon.
- *To continue, proceed to "how do I schedule a donation appointment?"*



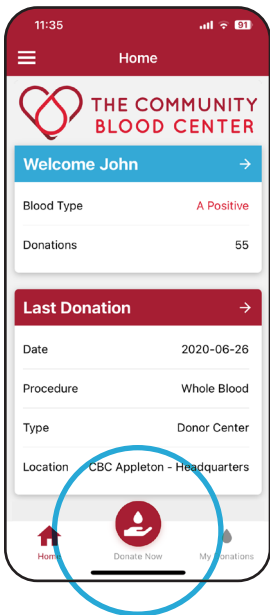
Donor Center



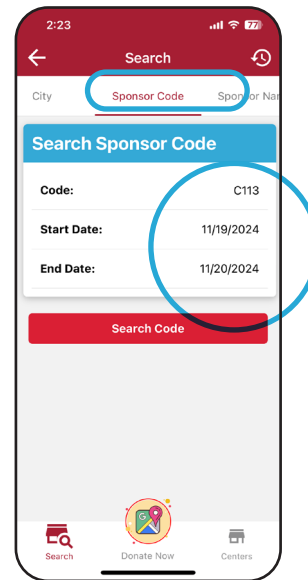
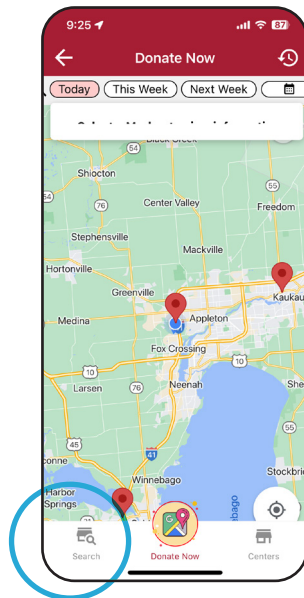
Mobile

How do I find a mobile drive by sponsor code?

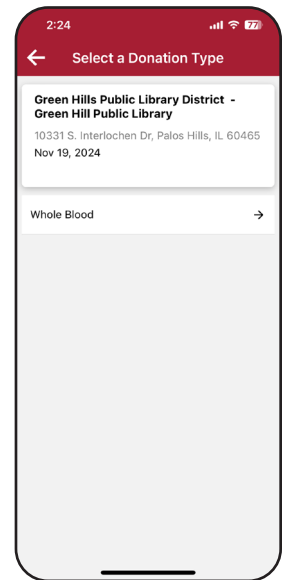
- From the home screen, select the round red **"Donate Now"** button from the bottom menu.
- Click on the **"search"** button in the lower left-hand corner of the bottom navigation bar to leave the map view and go to the search view.
- The search options in the app are similar to those available online at donate.communityblood.org. Appointments can be found by searching by zip code, city, sponsor code, or sponsor name. Scroll across the top menu and click on "Sponsor Code."
- Ensure that the drive you are looking for is within the date range (Start Date and End Date fields); if it is not, adjust accordingly.
- Enter the sponsor code into the "enter code" field.
- Click the red "Search Code" button.
- **To continue, proceed to "how do I schedule a donation appointment?"**



Default View (map)



Search View
(Sponsor Code)



Search Result

How do I schedule a donation appointment?

There are 3 steps to scheduling a donation:

1. Finding a location
2. Selecting a donation type
3. Finding an appointment time
4. Scheduling and confirming the appointment

1. To find a donation location, see "How do I find a local mobile drive or donor center?"

2. Select a donation type

- Click on the arrow next to the desired donation type.

3. Finding an appointment time

- Select a time from the list.

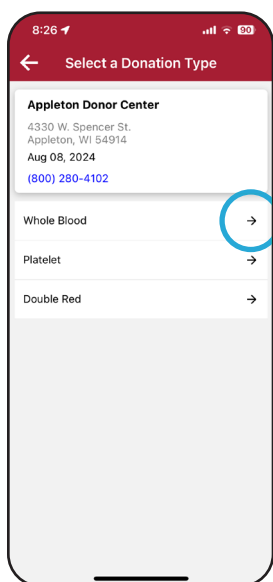
NOTE: Available time slots will have a white background. Unavailable time slots will have a light gray background.

If you cannot find an available time that works for you, click the white arrow in the top left corner of the red bar to return to the donation type screen, then again to the location list.

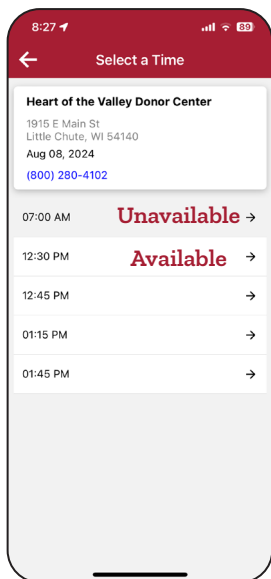
Select a location, then a different day, and proceed to step 2.

4. Scheduling and confirming the appointment

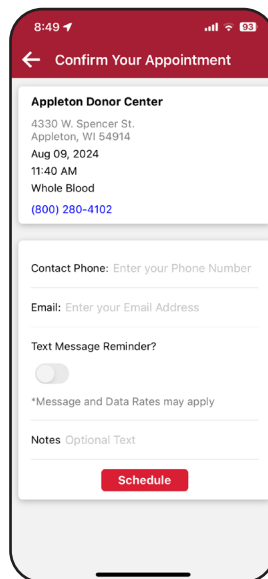
- Once the location, donation type and time are selected, you will be on the sign up page.
- Fill out your phone number and email.
- **NOTE: If you do not fill these out, the default communication method will be used.**
- You have the option to choose to get a text message reminder.
- Click on the red "schedule" button.
- You will get a pop-up confirmation for your appointment.



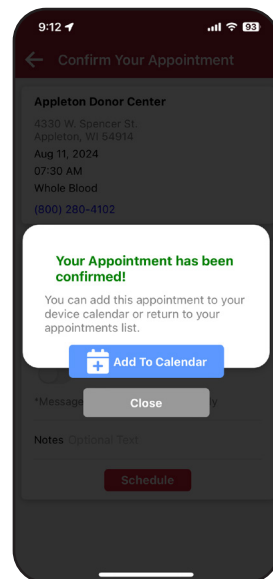
Select Donation Type



Select Appointment Time



Schedule

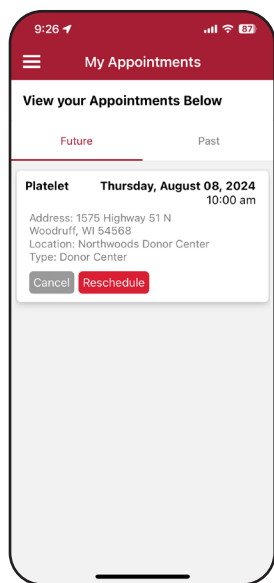


Confirmation

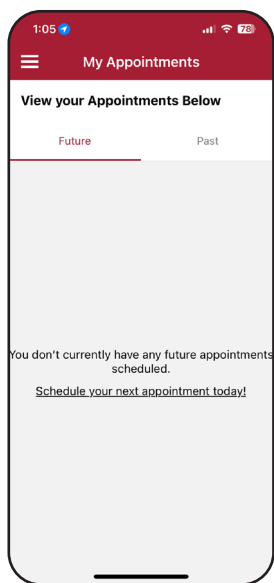
How do I view, cancel, or reschedule appointments?

From the main menu, select "My Appointments"

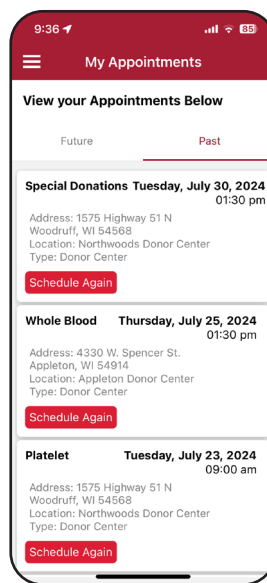
- The default is Future, which shows appointment details and gives the option to cancel or reschedule.
- To cancel an appointment, click the gray cancel button. Confirm "yes" on the pop up message.
- To reschedule an appointment, click on the red "reschedule" button.
- Click on "Past" to view past donations, which shows appointment details and gives the option to schedule again at the same location.



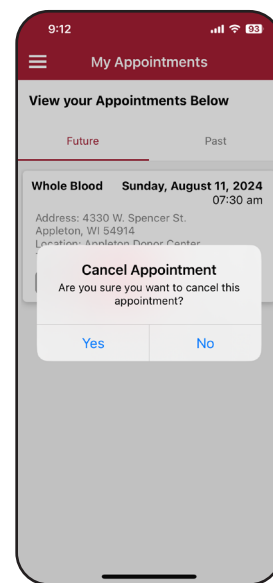
Future Appointment



No Appointment Scheduled



Past Appointments



Past Appointments

How do I find the ReadyDonor Questionnaire?

- This will open in a browser app, and if you have donated before, it will be familiar as it has not changed. This is the same questionnaire that is accessed at communityblood.org/readydonor.
- Follow the instructions to fill out and submit the questionnaire.
- Return to the app by clicking the small "< The Community ..." in the top left corner of the screen.

