

BioLife Plasma Services EasyScheduler FAQ

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How do I register to donate plasma at BioLife?

New donors who have never donated at BioLife before, will follow a step-by-step process to create their user account from the main page of the EasyScheduler web site. Clicking on the **Register Now** button on the EasyScheduler home page will start the process.

A valid email address will be required to create a profile. Once confirmed, the personal email address will be the User ID to log onto the system.

Once logged in for the first time, the Donor Profile Wizard will help set up the profile. Information is collected using a secure connection and remains confidential.

The first appointment to be scheduled will be a Physical appointment. BioLife requires each potential donor to go through a physical exam to determine if they are eligible to donate plasma.

How do I schedule an appointment?

Donors will schedule their own appointments one of two ways: using the Quick Donation Schedule option or manually selecting a date and time. If one of the offered Quick Donation Schedule options is the desired time, simply clicking on the **Schedule Now** button will confirm and make that appointment.

To manually choose a date and time for an appointment:

1. On the Select a Date Calendar, choose the type of appointment, donation or physical. The Select a Date Calendar is a smart calendar that shows the last two donation dates (if applicable) and the dates the donor is eligible to donate looking forward for two weeks. The donor will be able to select all dates but will not be allowed to schedule an appointment for days which s/he is not eligible.
2. Click on the date desired for the appointment and the screen moves to a list of available appointment times for that date (Figure 14). If utilizing the playroom, the number of

children should be entered in the applicable field above. Based on playroom capacity, there may not be any appointment times available.

3. Click on the **Make an Appointment** button for the time desired.

Select **Confirm** on the confirmation message to make the appointment

[My Profile settings](#)

The My Profile area of EasyScheduler offers settings for your personal information and scheduling preferences. From here you can set your Scheduling Preferences, Notification Preferences and reset your password. Some information will not be editable. If you need to update information that is not editable, please see a BioLife employee at the plasma center.

[My schedule preferences](#)

Schedule preferences allow you to tell the system when you prefer to donate. Based on your preferences, the system will offer appointments that you are more likely to take because they are in your preferred time frame. These preferences do not guarantee an appointment during that time.

[Appointment reminders](#)

Email reminders may be set up to remind you of your upcoming appointments. Multiple reminders may be set up at varying intervals.

[Changing my password](#)

EasyScheduler users may change or reset their own passwords in this area. If you forget your password, click on the **Forgot Password** link in the User Login box at the EasyScheduler home page.