

## 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 by manually selecting the date and time desired. 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. 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.

## I need to transfer to a different BioLife Plasma Center, how can I make an appointment at the new center?

Call the old center to change your easyScheduler profile to the new center. Once that's complete, your easyScheduler account will allow for you to schedule appointments at the new center.

## **I am unable to schedule an appointment; all days in the calendar are red.**

- **Do you have a deferral?** If there are any unresolved issues (medical condition etc . . .) that are cause for a deferral, you will not be able to schedule until it is resolved. Please contact your center to resolve this deferral and schedule your next appointment.
- **Have you donated twice in the last seven days?** For your safety, donors are not allowed to donate more than twice within a seven day period.
- **Was your last visit to a BioLife Plasma Center greater than 6 months?** If it's been longer than 6 months since your last donation, you will need to schedule a physical with donation appointment.
- **Is a physical required?** If your physical is past the annual due date, you will need to complete a physical prior to scheduling any more donation appointments.

## **How do I know when my physical is due?**

Currently easy Scheduler does not offer a notice when your physical was performed and when it is due. During your next visit, please ask a staff member and they will be happy to provide this information for you. We're updating easyScheduler to display donors' last physical dates and will be available by Fall 2011.

## **I see that appointments are available (white), but when I try to pick a time, all times are red.**

You are utilizing the supervised playroom and it is full. EasyScheduler will not allow an appointment to be scheduled during this time. For your children's safety, the supervised playroom is set up to assure a maximum number of children are supervised at one time. If you do not need to utilize the supervised playroom, just change the number of kids you're bringing to 0 and the time slots will automatically update.

## **How can I schedule a Donation appointment as well as a Physical with Donation appointment?**

Make sure the correct radio button is selected for either 'Physical with Donation' or 'Donation' appointments. This can be found above the one month calendar view.

## **I have an appointment scheduled for today, how can I change the date and/or time?**

Click the 'modify' link next to your scheduled appointment, select a new date and/or time and confirm.

### **Am I able to donate at two centers at the same time if I can't get an appointment at one?**

Donors are only allowed to donate at one center at a time. If the time you wish to donate fills up quickly you will need to try and schedule your appointments further in advance. Appointments can be made two weeks ahead of time.

### **When I scan out after my donation, 3 suggested appointments are displayed, how can I use this?**

Under your easyScheduler profile there is a tab for 'Schedule Preferences'. Within this tab you can add multiple preferences based on the days and times you prefer to donate. Once you have saved your preferences, the next time you scan out, the 2<sup>nd</sup> and 3<sup>rd</sup> appointment options will be in tune with your preferences. The 1<sup>st</sup> suggested appointment will always be the next available appointment you are eligible for, no matter what your preferences are.

### **How can I reset my password if my User ID is set to my email address?**

If your User ID is set to your email address you may use the 'Forgot Password' link located below the Login button. Click on this link and enter your email registered in easyScheduler. The password will be sent to your email within 15 minutes. Due to security reasons, we are unable to reset your password over the phone if you are not utilizing email as your login. You will need to stop at the center to have your password reset. If you are utilizing email, type your email into the login and click forgot password. A password reset will be sent to your email account.

### **How can I reset my password if my User ID is NOT set to my email address?**

Only a BioLife employee will be able to reset your password. Due to security reasons, we are unable to reset your password over the phone. Please contact your center to schedule your next appointment and during your next visit request that your password be reset by a BioLife employee. For your convenience, you change your User ID to your email address, which will allow you to reset your own password.

### **I reset my password by using the 'Forgot Password' feature, but I do not see an email in my inbox?**

Your email security may be filtering it to a "junk" or "spam" folder.

**My password was reset and sent to my email, but when I type it into the login page it does not work.**

Copy the password from your email and paste it into the easyScheduler password field. Make sure you entered in your User ID and try logging in.