

# Troubleshooting the online donor account



## How do I create an online donor account?

- Visit [scotblood.co.uk](http://scotblood.co.uk) and click 'Register' in the top right corner
- Click create an account.
- Insert your details as requested.
- You will be prompted to confirm your email address.
- Account created message flags up and you are prompted to go to your emails and activate your account by clicking the hyperlink within the email. **You have 60 minutes to do this.**
- You will then be prompted to create a password.
- Account activated message flags up and you are asked to log in with your email address and the password you have created.
- You will now have access to your account.

## I'm having problems creating my account - help!

- Please check the details you are entering are correct and amend any errors or typos (for example, typing @btint**re**net.com instead of @btint**er**net.com).
- Be aware autocorrect on our devices can alter words or numbers without us realising
- If you find there is an incorrect spelling of name, gender or date of birth email us at [nss.snbtsequiry@nhs.scot](mailto:nss.snbtsequiry@nhs.scot) or call us on **0345 90 90 999** and we can arrange for this information to be amended.
- If you are an existing donor, please use the name you have already registered with the Scottish National Blood Transfusion Service, as both accounts will link to allow you to view your previous donations and help when booking appointments and cancellations. For example, 'Cath' instead of 'Catherine' will cause a delay in your accounts linking as the system will not recognise the details as being the same donor.

- If you have already registered for a online donor account but are unsure which address you have used, please email or call us and we can help with your enquiry.
- If you have accidentally created a second account, please email or call us and we can arrange for your accounts to be merged.
- Three failed password attempts will lock your account. If this happens to you, get in touch and we will email you a link to reset your password. Click the link and you will be asked to create a password of your choice, and then asked to confirm this password. You will then be asked to log in with your email address and new password.
- For data protection purposes it is suggested to create a password which includes a capital letter, number and symbol if possible (for example, Blooddonor\*21)
- If your account is locked or you have any other issues, please let us know and we can help.

### You can get in touch:

- using the contact us form on our website [scotblood.co.uk/contact-us](https://scotblood.co.uk/contact-us)
- emailing [nss.snbtSENquiry@nhs.scot](mailto:nss.snbtSENquiry@nhs.scot)
- or phoning **0345 90 90 999** Monday to Friday, 9am-5pm.

### How do I search for a session?

- Once you have accessed your account, you will be prompted to answer the FAIR questionnaire, which asks a number of eligibility questions about your recent history. Once completed save this and follow the next step. If you answer 'yes' to any of the questions, you can arrange a call back by following the 'Book a telephone assessment' steps for a date and time suitable for you. Alternatively, call us on 0345 90 90 999 and we can help.
- You will see at the top of the page the session your donor record is linked to and you can check for appointments by selecting 'Find available appointments' marked in red box.
- If you would like to search for other sessions please select the city, town or postcode of the area you would like to search in the search bar under the header 'Other searches,' about mid-way down the page.

- Once you have chosen the area, click the second red box marked 'Find available appointments' further down the page.
- Select the session marked within the box and you will be shown all available appointments.
- Select the time that is most suitable. If you would like a reminder message, you can select the drop down arrow beside 'Reminder.' You will then be asked to confirm the appointment.
- To cancel the appointment, just select cancel and confirm.

### **I'm having difficulties making an appointment - help!**

If you are receiving a message saying 'You are unable to donate at this time' when you log onto your online donor account, the issue could be:

- that it has been a long period of time since last donation and your account may have been placed off service.
- there may be an active deferral on your record. This could be historical.
- If you have any of these issues please use the contact us form on our website [scotblood.co.uk/contact-us](https://scotblood.co.uk/contact-us); email [nss.snbtSENquiry@nhs.scot](mailto:nss.snbtSENquiry@nhs.scot); or call **0345 90 90 999** Monday to Friday, 9am-5pm, and we can help with your enquiry.

### **When can I make an appointment?**

- When using the online donor account, you can book an appointment for the next day to attend a community session up to 14 hours beforehand.
- For example, if the session starts at 11am the next day, you can book an appointment up until 9pm the night before. You can also book appointments four weeks before the session you want to attend.

If you are contacting the Clinical Support Team by email [nss.snbtSENquiry@nhs.scot](mailto:nss.snbtSENquiry@nhs.scot), please let us know your full name you are registered with, your date of birth, home address and telephone number. This will help us to locate your record correctly and prevent any delays with your enquiry. We are open Monday to Friday, 9am-5pm.

**Thank you.**

