

Lifeblood Teams Champion Guide

Website self-serve

Quick start guide

STEP 1 – Register

If you don't already have one, register an individual account or log in at lifeblood.com.au. Your account will need to be upgraded to Champion status, so you can make online group bookings; once your account is active contact your Relationship Manager or call the Lifeblood support crew on 1300 886 524 to have it set up.

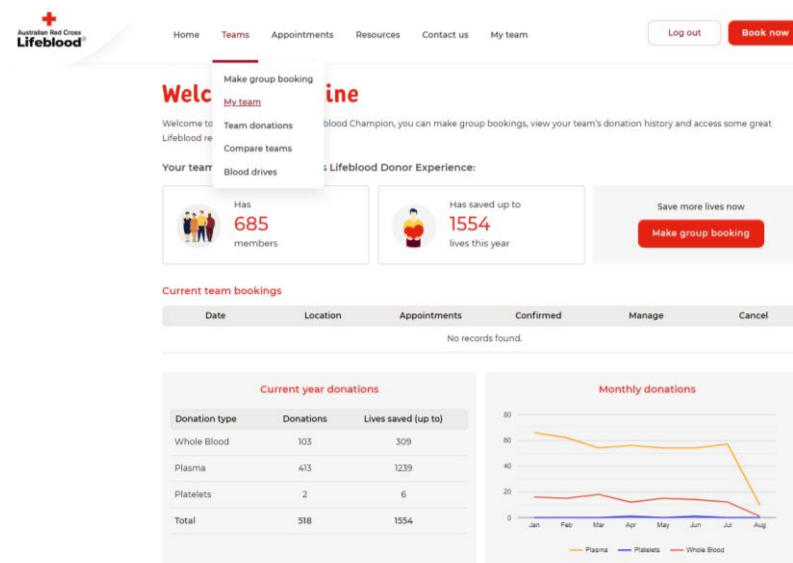
You don't need to be a blood donor to do this.

STEP 2 – Go to your Lifeblood Team

Once logged in, you'll see your personal details and any individual appointments. To access your team's details and bookings, go to the **Teams** menu and click on **My team**.

While you're on this page, the menu above changes to give you options for your team. Use the **Teams** menu to check results, the **Appointments** menu to view team booking history, and the **Resources** menu to download the member guide.

If you can't see your team's tally on your **My team** page, please call **1300 886 524**.



HOW TO MANAGE A GROUP BOOKING

STEP 1: Make a group booking → STEP 2: Invite others to claim an appointment → STEP 3: Check on status

STEP 1: Make a group booking

When making a group booking for your team, you can select up to seven individual appointments from a list of available times at your chosen blood donor centre.

1

From your **My team** screen, click on the button that says **Make group booking**.

2

Select your donation type and click **CONTINUE**.

Group bookings may contain more than one donation type (for example, 4 blood and 3 plasma), however, you need to first select one type and choose the times needed, then continue the booking and repeat the process with the other type/s in a separate step.

The screenshot shows the 'My team' page on the Australian Red Cross Lifeblood website. The header includes the Lifeblood logo and navigation links: Home, Teams, Appointments, Resources, Contact us, My team, Log out, and Book now. The main content area welcomes 'Madeline' and provides statistics: 'Has 685 members' and 'Has saved up to 1557 lives this year'. A red arrow points to the 'Make group booking' button. Below this is a table for 'Current team bookings' with columns: Date, Location, Appointments, Confirmed, Manage, and Cancel.

The screenshot shows the 'Group booking' page. It features a progress bar with four steps: 'Select donation type' (active), 'Select donor centre', 'Select date and time', and 'Confirm appointment'. Below the progress bar are three buttons for donation types: 'Blood' (red), 'Plasma' (yellow), and 'Platelets' (orange). At the bottom are 'BACK' and 'CONTINUE' buttons.

3

Select the donor centre where you would like to make the group booking and click **Yes**.

If it does not come up, click **No** and search for it by city, state or postcode.

4

You then choose up to seven individual appointments to be included in your group booking.

Click the drop-down box on any day to see available times, click on your preferred timeslot and assign the required number of available appointments to each timeslot.

Click **Done**.

5

Review the appointment details and click **Confirm**.

6

Once all appointments show as 'Success!' click **Finish**.

Do you want to book at your preferred donor centre?



Brisbane Donor Centre
288 Edward St
Brisbane QLD 4000

NO

YES

Month < August 2024 >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				01	02	03
04	05	06	07	08	09	10
				16 Available ▾	14 Available ▾	24 Available ▾
11	12	13				17
23 Available ▾	23 Available ▾	19 Available ▾				22 Available ▾
18	19	20				24
22 Available ▾	21 Available ▾	29 Available ▾				22 Available ▾
25	26	27				31
18 Available ▾	18 Available ▾	24 Available ▾				18 Available ▾

BACK

CONTINUE

0

08:00 AM (1 available)

0

08:15 AM (2 available)

0

08:30 AM (1 available)

0

03:00 PM (1 available)

0

03:15 PM (1 available)

0

04:45 PM (1 available)

Done

Ready to confirm these 4 appointments?



10:00 AM AEST (2 bookings)
10:15 AM AEST (2 bookings)

Whole Blood

Brisbane Donor Centre
288 Edward St
Brisbane
QLD 4000

BACK

CONFIRM

Booking appointments now

10:00 AM

Booking 1 of 2

Success!

Booking 2 of 2

Success!

10:15 AM

Booking 1 of 2

Success!

Booking 2 of 2

Success!

FINISH

7

To add more appointments, including those of a different donation type, click on **Continue booking**. You can make up to 7 individual appointments in a team booking online. If you have a larger group or need assistance with online booking call the Lifeblood support team on **1300 886 524**.

STEP 2: Invite others to claim an appointment

1

Once you have chosen all the appointments required, click **Invite now** to share the appointments with your team

2

Choose **Send an email** to generate an email to your Lifeblood login email address. You can forward this email to your team members so they register an account and can claim an appointment.

You may also choose **Copy link** to generate a link to share on other platforms such as WhatsApp, Teams, Facebook, or your intranet.

IMPORTANT: To secure a time within your booking your team members need an online account regardless of whether they've already donated.

If they click **set up an account**, they'll need to return to the email and click the link to **pick a time**.



Continue booking

Add another appointment to this booking

Continue booking



Invite people to donate

Send yourself an email to forward on to people to assign timeslots.

Invite now

Invite people to donate

Send an email, or copy a link - or do both!

Send an email

Send an email to yourself to forward on to your team.

Copy link

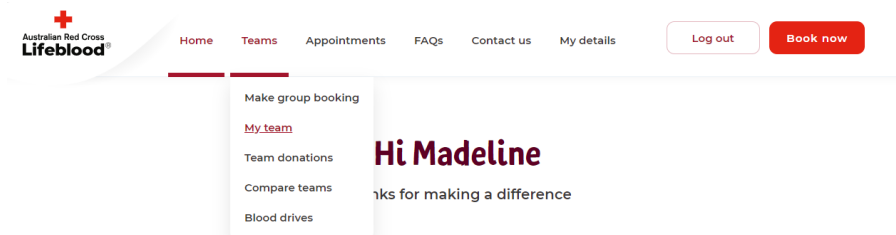
Copy a link to share wherever you like (e.g. Slack, Teams, Whatsapp, etc.)

New to donation?

First **set up an account** then **pick a time**.

Already a donor?

Go ahead and **pick a time**.



Welcome to Lifeblood online! As a Lifeblood Champion, you can make group bookings, view your team's donation history and access some great Lifeblood resources all in one place.

Your team, Australian Red Cross Lifeblood Donor Experience:

Has **685** members

Has saved up to **1557** lives this year

Save more lives now

[Make group booking](#)

Current team bookings

Date	Location	Appointments	Confirmed	Manage	Cancel
31/10/2024	Brisbane Donor Centre	4	0	Manage	Cancel All

Time	Type	Assigned	Donor	Cancel
31/10/2024 10:00 AM	Whole Blood	Yes	Madeline K	
31/10/2024 10:00 AM	Whole Blood	No	Unassigned	Cancel Appointment
31/10/2024 10:15 AM	Whole Blood	No	Unassigned	Cancel Appointment
31/10/2024 10:15 AM	Whole Blood	No	Unassigned	Cancel Appointment

Already a donor?

Go ahead and **pick a time**.

STEP 3: Check on status

Once you've shared the email or booking link with your team and they start choosing their appointment times, you'll see who has booked a spot.

1

To check the status of your group booking, login and click on **Teams** and select **My team**.

2

Your group booking will be listed under **Current team bookings**

Click **Manage** to view which members have claimed an appointment.

3

As appointments are claimed, the **Assigned** column will change to Yes and the **Donor** column will display the donor's name. (Donors give consent for you to see their name; due to privacy laws you won't see their personal information.)

If a donor cancels their booking, it will be released back to your group booking and show as unassigned

4

Don't forget, if you're donating with the group, you'll need to click on the **pick a time** button on the email/link to reserve your own spot too!

If you're unable to fill all appointments, that's okay. Please click **Cancel Appointment** on unassigned spots so they become available for other donors to book.

Thanks for giving life

Your work as a Lifeblood Champion helps ensure there's always enough blood to help people like Mapalo, who needed regular transfusions for sickle cell anaemia.

