

# Donor

# FAQs



»»» Your most frequently asked questions, answered.

## What's my Donor ID?

After you donate, be on the lookout for a thank you email from LifeStream. It will always include your Donor ID Number (DID), along with instructions to create your donor profile. *Please be sure that you have a current and valid, non-shared email on file with us. If your Donor ID Number has a zero in the front, don't enter the zero when adding your Donor ID to your account. Please note, if you're trying to inquire about another donor's Donor ID, you will need their consent to do so. LifeStream staff can't give you another donor's ID number.*

## I'm a first-time donor, how do I get my Donor ID?

Your unique Donor ID Number will be system generated 24 hours after your donation. Once your Donor ID has been created, it will be sent to you via email. It will not be available on the day of your donation. You can still create a donor profile and add in your Donor ID later.

## I haven't donated in a while, do I need a new Donor ID?

No, your Donor ID is unique to you and will not change. If you're a returning donor and you don't know your Donor ID, you will receive an email after your donation that includes your Donor ID Number. If you're at a LifeStream donor center or mobile blood drive, you can simply ask a LifeStream staff member for assistance and they can look it up for you.

## How do I make a donor profile?

Visit [LStream.org/profile/](https://LStream.org/profile/) or **download the LifeStream Blood Bank app**. When you fill out your personal information, include your full first and last name. Please be sure to use your Legal Name and not a nickname. No middle name or middle initial is needed. If your name has any hyphens, include them as well. Enter a current and valid, non-shared email, a current phone number, your date of birth and your Donor ID, if you already have it. Create a username and password, then click Register.

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## **My name is wrong on my profile, how can I fix it?**

The information you enter to register your account must match what's in our system. If you registered using a nickname or if an error was made, you'll need to create a new account with the correct information in order for your profile to be successfully linked. *If you've changed your name, but haven't been in to donate, you'll need to register using the name from your last donation.*

## **What can I do in my donor profile?**

A donor profile gives you a snapshot of your donation history and includes your blood type, Donor ID Number and donation eligibility dates. You can schedule and cancel your own appointments, as well as see where you've donated in the past. You'll be able to view and access our online store. You can also see your test results and take surveys about your most recent donations.

## **How do I make/cancel an appointment?**

Log in to your donor profile online or through the LifeStream Blood Bank app and click on the Donate Now button to search for a donor center or mobile blood drive near you. You can cancel your appointment by clicking on the My Appointments button and selecting the future appointment you'd like to cancel. *If you don't have an account and would like to make or cancel an appointment, email us at [blooddonors@LStream.org](mailto:blooddonors@LStream.org) or call us at 800.879.4484.*

## **Where can I find the ExpressPass questionnaire?**

Go to [LStream.org/ExpressPass/](https://LStream.org/ExpressPass/) on the day of your donation to access and complete your ExpressPass. Or, if you're using the LifeStream blood bank app, simply click on the ExpressPass button on the day of your donation.

## **Will my donation be tested for COVID-19 antibodies?**

All successful whole blood, platelet, double red cell or plasma donations are tested for COVID-19 antibodies. Your antibody testing results reveal your potential to donate convalescent plasma, a powerful way to help those fighting COVID-19. We'll let you know your results and how your plasma could help. The antibody test does not determine whether you have a current COVID-19 infection. Do not donate blood if you are not feeling well. LifeStream does not charge donors for this test, but we have suspended distribution of reward points for the time being.

## **Can I donate convalescent plasma?**

COVID-19 convalescent plasma donations can ONLY come from donors who have fully recovered from a confirmed COVID-19 infection AND have successfully completed an eligibility process in cooperation with their physician and LifeStream Blood Bank's Medical Services team. This process must be completed prior to making an appointment. If you believe you are eligible to donate convalescent plasma, please visit [LStream.org/covidplasma/](https://LStream.org/covidplasma/) and click the button that says: Person Who Has Recovered From A COVID-19 Infection and Wants to Donate.

## **How can I see my test results?**

After creating your donor profile, click on the My Test Results button. You'll see options for temperature, pulse, blood pressure, cholesterol and COVID-19 antibody testing. The results are sorted by your most recent donation. *Antibody test results can take up to 2 weeks to post, but may be available to view sooner.*