

# Change Password



The screenshot shows the American Red Cross donor account homepage. At the top, there is a navigation bar with links for Careers, About Us, Media Center, Students, and Fun & Games. Below this is a search bar and a language selector for Spanish. The main header features the American Red Cross logo and several red buttons: Donating Blood, Learn about Blood, Hosting a Blood Drive, Volunteer, and For Hospitals. A blue button for 'MAKE A BLOOD DONATION APPOINTMENT' is also visible. The user is greeted with 'Welcome, Oren'. The left sidebar contains a navigation menu with links: Account Homepage, Schedule an Appointment, View Upcoming Appointments, View Past Donations, View Profile (highlighted with a red arrow and the number '1'), Help, Logout, and Eligibility Requirements. The main content area is titled 'My Donation History' and displays the following information:

- Total Donations: 36
- Last Donation: 3/3/2011
- Donation Location: First Presbyterian Church
- Donation Type: Blood
- Request a new donor card

Below this is a 'My Badge' section showing a 'Gallon Donor' badge with the American Red Cross logo and the text 'Blood Type: B+'. To the right of the badge is a '+'. Below the badge is a table titled 'You may be eligible to donate on:':

Donation Type	Eligibility Date
Blood:	7/10/2011
Platelets:	7/10/2011
Double Red Cell:	7/10/2011

Below the table is a note: 'This is not intended to be an eligibility check; actual eligibility is determined at the donation site.' At the bottom of the main content area is a section titled 'Your Upcoming Appointments' with a message: 'Thank you for choosing to donate with the American Red Cross. If you have any questions or require assistance, please call 1-800-RED CROSS (1-800-772-2723)'. The browser's address bar shows 'Done' and 'Trusted sites | Protected Mode: Off'.

1. Log in to the Donor web account. Select **View Profile** on the *Account Homepage*.

The screenshot shows the 'View Profile' page. The left sidebar contains the same navigation menu as the previous screenshot, with 'View Profile' selected. The main content area is titled 'Contact Information' and is marked as '\*Required Information'. It displays the following details:

- First Name\*: Oren
- Last Name\*: Helbok
- Date of Birth\*: 8/7/1965
- Email Address\*: spmcp@aol.com
- Home Phone: (570) 387-7947
- Work Phone: (212) 555-1212
- Mobile Phone:
- Preferred Contact Method: Phone
- Preferred Phone Number: Home Phone
- Donor ID: 203000000002
- Blood Type: B +
- Receive Promotional Emails? No

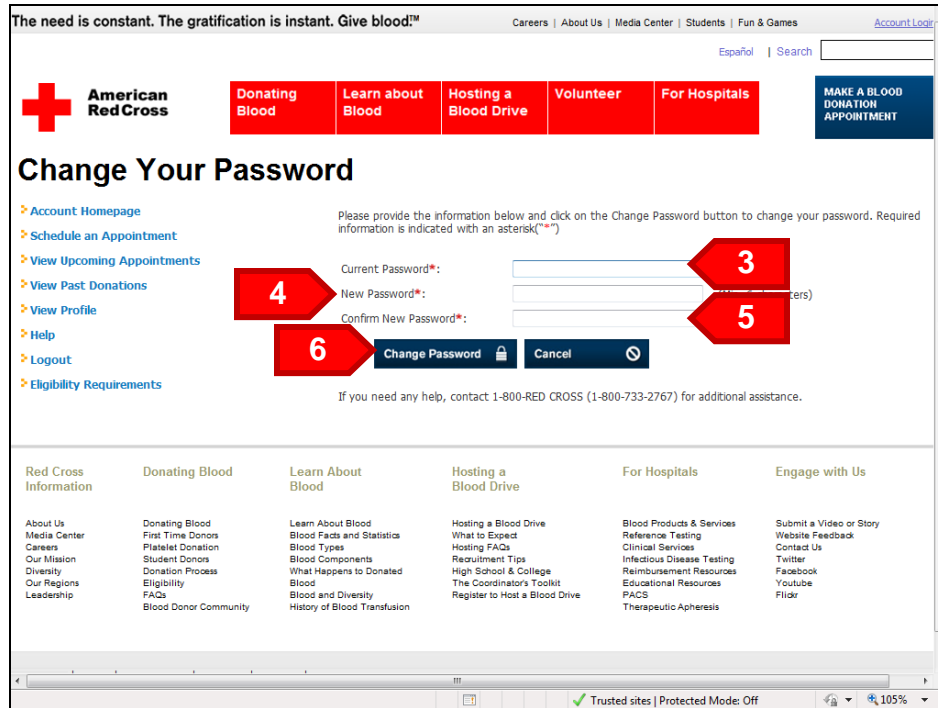
Below the contact information is the 'Address' section:

- Address Line 1: 705 EAST 5TH ST
- Address Line 2:
- City: BLOOMSBURG
- State: PA
- Zip Code\*: 17815

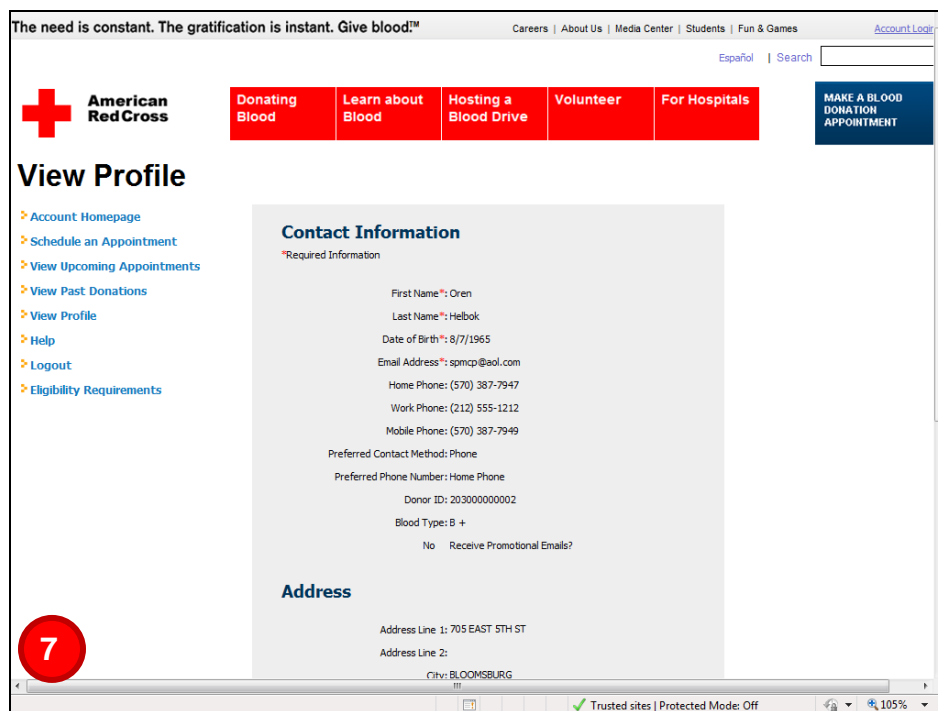
At the bottom of the contact information section are two buttons: 'Edit' and 'Change Password' (highlighted with a red arrow and the number '2'). Below these buttons is a 'CHANGE PASSWORD' link. The footer of the page contains links for Red Cross Information, Donating Blood, Learn About Blood, Hosting a Blood Drive, For Hospitals, and Engage with Us. The browser's address bar shows 'Done' and 'Trusted sites | Protected Mode: Off'.

2. The *View Profile* page is displayed. Click **[Change Password]**.

# Change Password



3. The *Change Your Password* page is displayed. Type the existing password in the *Current Password* field, then click in the *New Password* field.
4. Type the desired new password, in the *New Password* field, then click in the *Confirm New Password* field.
5. Type the desired new password, in the *Confirm New Password* field.
6. Click **[Change Password]**.



7. The *View Profile* page is displayed. The Donor will receive an email once the profile has been updated.