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Enhancements to the Customer Portal September 2021

September 23, 2021

Dear [Salutation],

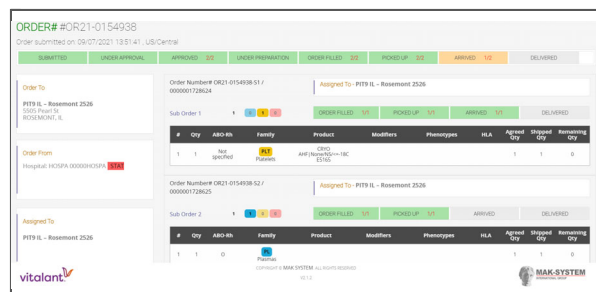
On September 18 and 19, 2021, the customer portal was unavailable for an extended period due to enhancements Vitalant made to the system. These enhancements included various improvements to the system's overall functionality and usability. Two key enhancements include heightened login security and improved visual display for customer ordering.

Login Security

To increase security for the Vitalant customer portal, the maximum number of login password attempts allowed before user lockout was decreased from five to three. Your hospital account admins and local Vitalant contacts are still able to assist if you're are locked out.

Customer Order View

The customer order view in the customer portal will now display both parent and child orders when an order is split by Vitalant. This improved view allows you to gain visibility to where each part of your order is within the shipping and delivery process.



Click on the illustration to see an example of the customer portal Order view with more detail.

[Click the image to enlarge](#)

Please cascade this communication to any staff at your organization who use the customer portal. If you have questions about these enhancements, please reach out to your [local Vitalant contacts](#).

Thank you for your continued partnership with Vitalant.



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