

Chicago System Upgrade Reminder

February 2, 2024

Dear Partner,

We are just sixteen (16) days away from the Customer Portal upgrade. Thank you for your partnership during this time to prepare for this upgrade. Important reminders are below.

Learning Resources

Self-study materials for our system upgrade will be available on **February 2, 2024**. These materials are your gateway to learning the exciting new capability of our Customer Portal. Please make certain the self-study materials have been reviewed by February 18, 2024, to ensure your team is ready to utilize the new functionality in the Customer Portal on February 19, 2024. Materials will be housed on the [Customer Portal Training page](#) (also available via the link in the Customer Portal). You'll find the new materials will be available as indicated below:

Customer Portal Training

Vitalant Customer Portal Training Resources

As a nationwide network, Vitalant is focused on providing vitally needed blood products to patients coast to coast. In order to best serve you, our organization is standardizing its current computer systems and processes. We are excited to now share this online ordering portal that will include improvements on how your organization orders and manages blood products with us.

If you have any questions at all, please do not hesitate to [reach out to your account representative](#).

Available Training Materials

[Customer Portal User Guide](#)
[Customer Portal FAQs](#)
[Customer Portal Course](#)

Recent Customer Portal Enhancements

[November 2022 Enhancements](#)
[September 2021 Enhancements](#)
[June 2021 Enhancements](#)
[April 2021 Enhancements](#)
[December 2020 Enhancements](#)
[August 2020 Enhancements](#)
[April 2020 Enhancements](#)



[Link to Customer Portal online ordering](#)

Patient Test Order Software Development Assessment – Chicago Market Only

Vitalant is continually improving our applications. At this time, Chicago is the only area that will have this functionality. In the near future, this new functionality will be available in all markets. Thank you all for your patience. Please watch this page for exciting updates.

Test Orders in the Customer Portal

Customer Portal User Guide: Test Request Supplement

Preparing for Upgrade

- Work with your team to complete the self-study materials.
- Contact your Regional Account Director with questions or if additional training is required.
- Vitalant is available to assist in your education.
 - Hospital Services 847-260-2710
 - Reference Laboratory 847-260-2505
- Look for an Office Hours meeting invite on February 19, 2024, from Vitalant to help clarify any questions you may have around this exciting update.

If you have any questions at all, please do not hesitate to reach out.

Thank you,

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**Because of you, life doesn't stop.
Donate blood.**