

Donor App FAQs

How do I download the app?

- The app is available in the Apple App Store and Google Play Store. Search MEDIC Regional Blood Center. The app is free to use and download.

How do I sign into the app?

- You must have donated blood at least once at MEDIC. Create an account online or through the app with your donor ID.

When and how do I get my donor ID?

- You should have received your donor ID in an email 24 hours after your first donation. Ask MEDIC staff for assistance if you do not know your donor ID.

The app says my info is incorrect.

- If you cannot log in or create an account, it is usually due to incorrect credentials. Please reach out to MEDIC staff to make sure there are no spelling errors in your name or an incorrect birthdate in the MEDIC system.

My test results aren't correct or are missing.

- Occasionally, an issue with your donation will prevent MEDIC from receiving your cholesterol levels.
- If you did not complete a full donation then test results will not appear.

The barcode does not work.

- At this time, MEDIC's platforms cannot connect so that the barcode works.
- MEDIC will alert donors once this function is available.

Questions can be directed to contact@medicblood.org.