Important Note: The OrganMatch application only works with the Chrome browser.

NOTE:

OrganMatch uses the Microsoft Azure AD cloud service to authenticate users when logging onto the application. Users are required to set up and configure Microsoft Authenticator.
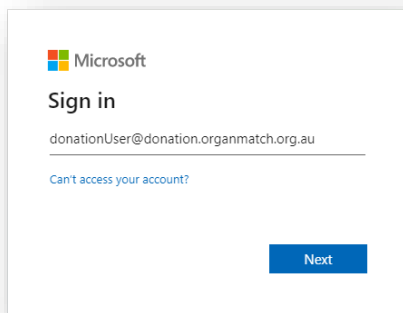
1. LOGGING ONTO ORGANMATCH DONATION PORTAL THE FIRST TIME

1. Log onto OrganMatch.
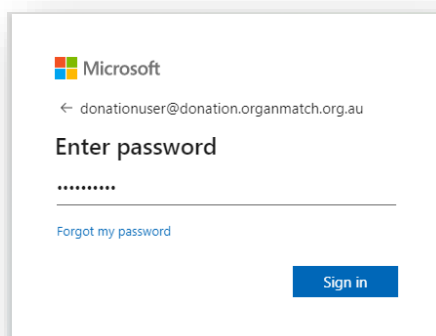   The URL for the OrganMatch Donation Portal is https://donation.prod.organmatch.org.au/Home
    You will be taken through screens similar to those below.

2. Enter your user ID on the first screen.

3. Enter your temporary password at the second screen and click **Sign in**.

4. Click **Next**.
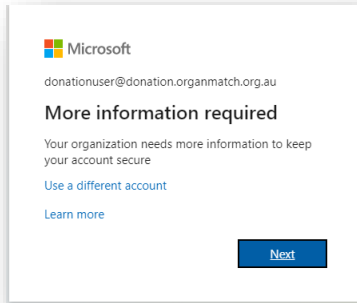
5. If you do not have Microsoft Authenticator app on your phone, proceed to

   Set Up Microsoft Authenticator Account – For the first time

   OR

   If you DO have Microsoft Authenticator app on your phone, proceed to
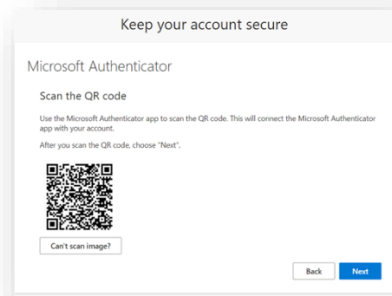   Configure Microsoft Authenticator app

SET UP MICROSOFT AUTHENTICATOR ACCOUNT – FOR THE FIRST TIME

If you do not have Microsoft Authenticator app on your phone, after following instructions in 1. Logging onto OrganMatch Donation Portal the First Time, the following screen will appear.
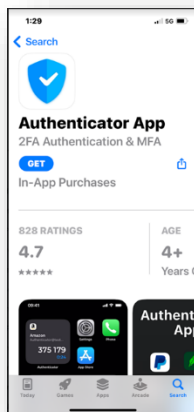
1. Click **Next**.

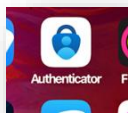2. The following screen will appear.

    At this point, you will need to download the Microsoft Authenticator onto your mobile phone from the iPhone / Android app store.

    There are multiple authenticator apps on the store, please ensure you install the **Microsoft Authenticator** one.
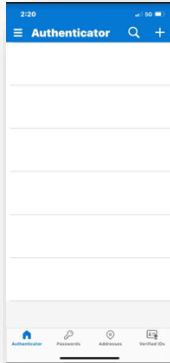

3. Once installed, open the Microsoft Authenticator application on your mobile phone.
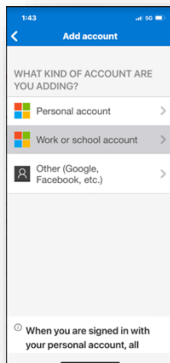
4. Go to Configure Microsoft Authenticator app
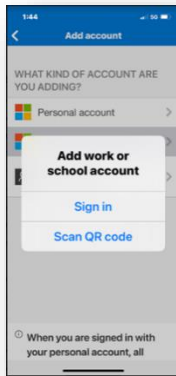
CONFIGURE MICROSOFT AUTHENTICATOR APP

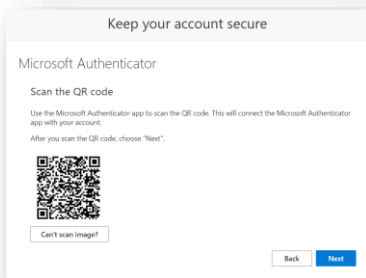1. In the Microsoft Authenticator app, select the + button.

2. Select the **Work or School** account to add.
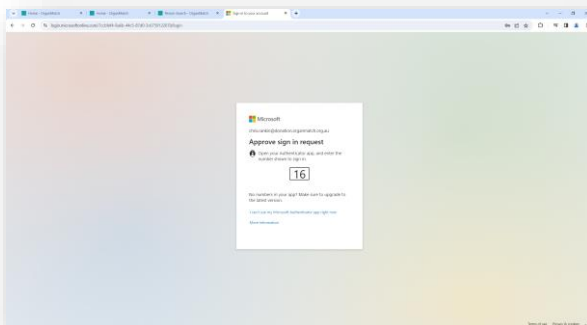
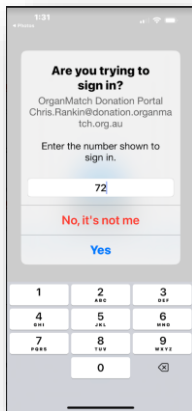3. Select the **Scan QR code** option.

4. Aim the camera on your mobile phone at the barcode on your computer screen.
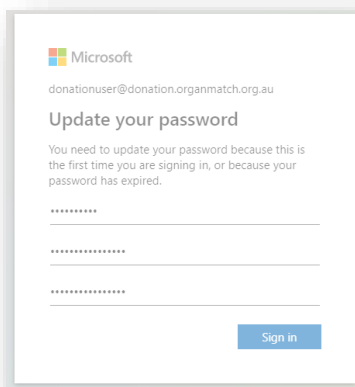

5. You will then be prompted to enter the number form your computer screen into the Microsoft Authenticator app on your phone.
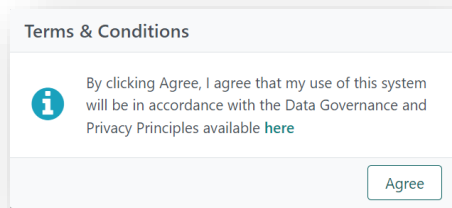
OrganMatch should now start on your computer.

6.   You will be prompted to update your password.

7.   Select **Sign In** option.

This will take you to the OrganMatch home screen.

The message box contains a link to the Terms and Conditions.

3. ACCESSING ORGANMATCH DONATION PORTAL AFTER INITIAL LOGIN

Subsequent logins to OrganMatch will require your OrganMatch user account username and your OrganMatch password you have set in the step above.

Please note that your OrganMatch user account will end in **@donation.organmatch.org.au** for example the account used to prepare these notes is: **donationUser@donation.organmatch.org.au**
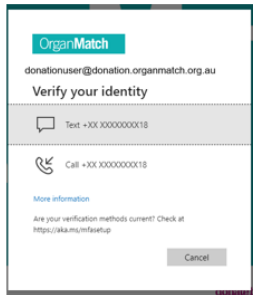
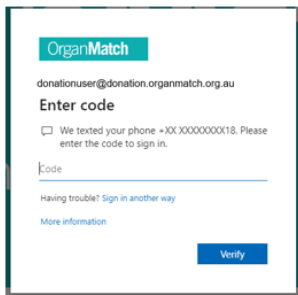1.   Sign in with your user account username.
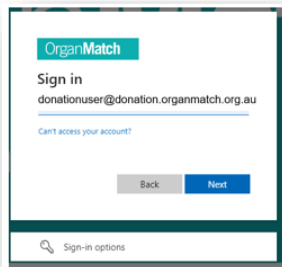
2.   Enter your password. Click **Sign in**.
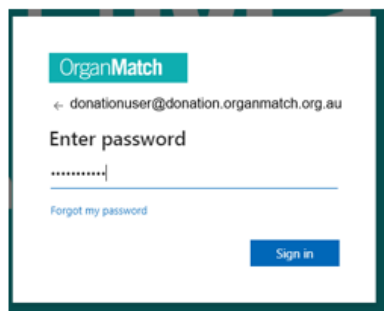
3. Select text and click.

4. You will receive a text message from Microsoft.
    Enter the verification code. Click **Verify**.

ISSUES WITH ACCESS OR LOGGING ONTO ORGANMATCH

- First contact your hospital IT support desk to make sure there are no issues with internet connectivity.
- Then contact OrganMatchApplicationSupport@redcrossblood.org.au

INFORMATION ON USING ORGANMATCH

- Please visit the OrganMatch website
  www.donatelife.gov.au/for-healthcare-workers/organmatch

FURTHER QUESTIONS ON ORGANMATCH

- Please refer further questions or requests to the National OrganMatch Office
  nationalorganmatchoffice@redcrossblood.org.au

CHANGE HISTORY

Version number	Effective date	Summary of change
1	Refer to footer	First version of document

ELECTRONIC SIGNATURE

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