

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

## GENERAL INFORMATION

When a URL is entered that begins with: "app-bloodservice." you will be directed to the Blood Service ADFS login screen.

- Access to OrganMatch will only be available from whitelisted IP addresses.  
i.e., the location (IP address) that the user logs on from, is known and is authorised to connect to OrganMatch.
- If a user logs on from a location that is not whitelisted, they will not be able to access OrganMatch.

There are no restrictions on authorised devices, just network IP addresses.

**Important Note: There differences for OrganMatch users attempting to login to OrganMatch.**

**This depends on whether:**

- **You are a Lifeblood Service User**
- **You are a Non-Lifeblood Service User**

## LIFEBLOOD SERVICE USERS

After creating a user account for a Lifeblood user, the OrganMatch Application Support team notifies the requesting manager that the user account is ready for use and credentials are sent to the new user. Lifeblood users use a single sign on to get onto OrganMatch. As long as they on the network, either in the office or on the VPN at home, all that is required is they access OrganMatch via the URL:

<https://app-bloodservice.organmatch.org.au>

- When logging on to "app-bloodservice.", the user's name should be in the format of a Blood Service email address (e.g. "jsmith@redcrossblood.org.au")
- When logging in to "app-bloodservice." from a Blood Service machine, the user will be automatically authenticated (i.e. Single Sign-On).

## NON-LIFEBLOOD SERVICE USERS OR LOGGING IN FROM OUTSIDE THE BLOOD SERVICE NETWORK

Non-Lifeblood users connect to OrganMatch with the user account details as advised by the OrganMatch Application Support team.

OrganMatch access to the Laboratory portal is via Multifactor Authentication (MFA) for non-Lifeblood users. A user mobile number is required for this.

After creating a user account for a Non-Lifeblood user, the OrganMatch Release and Build Lead notifies the requesting user, via email, that their account is ready for use.

### 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.**

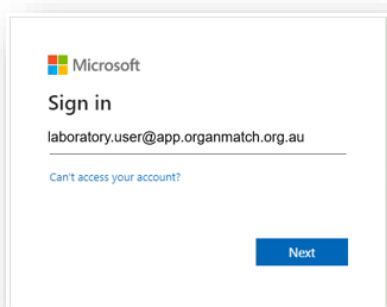
## 1. LOGGING ONTO ORGANMATCH LABORATORY PORTAL THE FIRST TIME

1. Log onto OrganMatch.

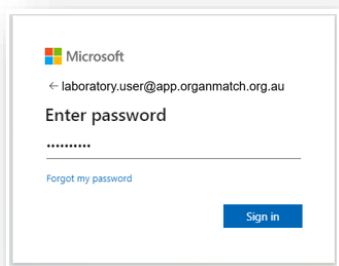
The URL for the OrganMatch Laboratory Portal is <https://app-bloodservice.organmatch.org.au> or <https://app.organmatch.org.au>

You will be taken through screens similar to those below.

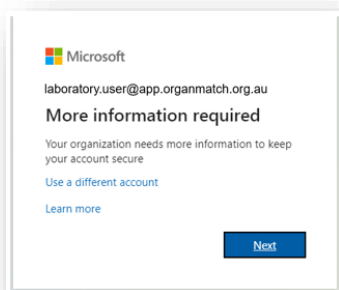
2. Enter your user ID on the first screen.



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

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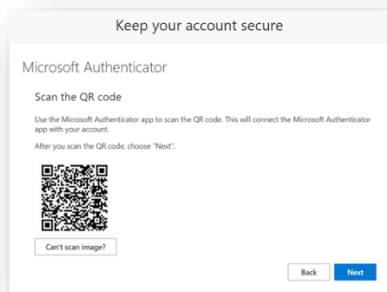
## SET UP MICROSOFT AUTHENTICATOR ACCOUNT – FOR THE FIRST TIME

If you do not have Microsoft Authenticator app on your phone, after following instructions in [1. Logging onto OrganMatch Laboratory Portal the First Time](#), the following screen will appear.



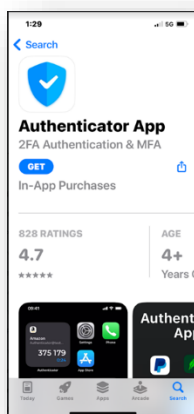
1. Click **Next**.

2. The following screen will appear.

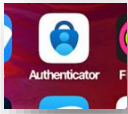


At this point, you will need to download the Microsoft Authenticator onto your mobile phone from the iPhone / Android app store.

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



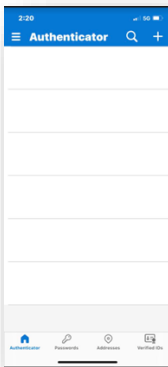
- Once installed, open the Microsoft Authenticator application on your mobile phone.



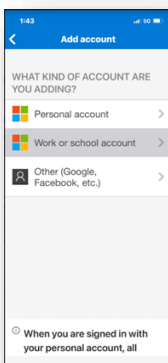
- Go to Configure Microsoft Authenticator app

### CONFIGURE MICROSOFT AUTHENTICATOR APP

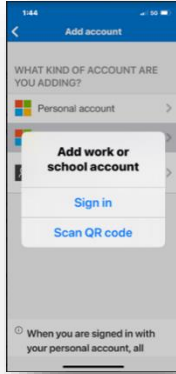
- In the Microsoft Authenticator app, select the + button.



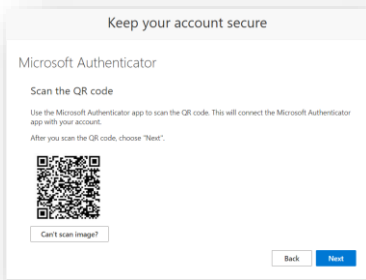
- Select the **Work or School** account to add.



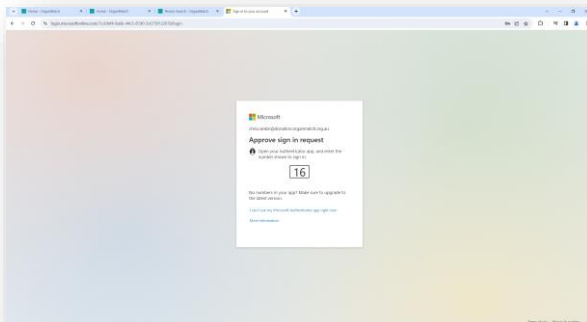
3. Select the **Scan QR code** option.

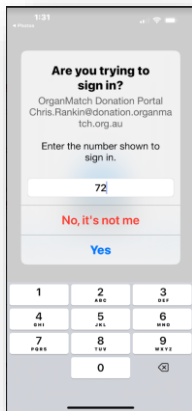


4. Aim the camera on your mobile phone at the barcode on your computer screen.



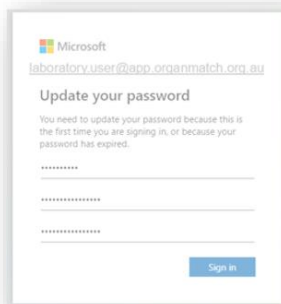
5. You will then be prompted to enter the number from your computer screen into the Microsoft Authenticator app on your phone.





OrganMatch should now start on your computer.

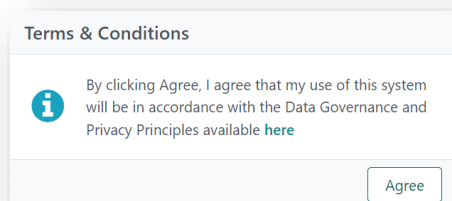
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- You will be prompted to update your password.



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- Select **Sign In** option.

This will take you to the OrganMatch home screen.

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

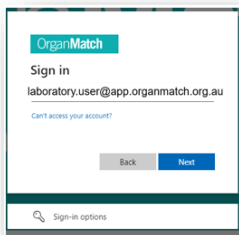


### 3. ACCESSING ORGANMATCH LABORATORY PORTAL AFTER INITIAL LOGIN

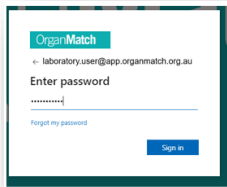
Subsequent logins to OrganMatch will require your OrganMatch user account username and your OrganMatch password you have set in the step above.

Please note that your OrganMatch user account will end in [@app.organmatch.org.au](mailto:labuser@app.organmatch.org.au) for example the account used to prepare these notes is: [LaboratoryUser@app.organmatch.org.au](mailto:LaboratoryUser@app.organmatch.org.au)

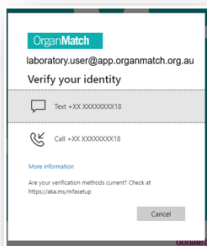
1. Sign in with your user account username.



2. Enter your password. Click **Sign in**.

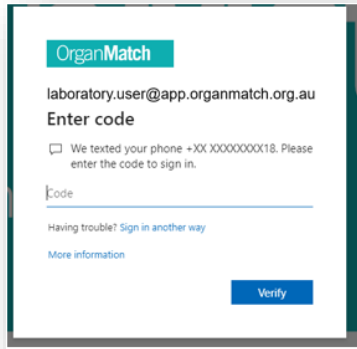


3. Select text and click.





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



## CHANGE HISTORY

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

## ELECTRONIC SIGNATURE

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