

To: Transfusion Services Managers
From: Hospital Relations Department
Date: February 10, 2023
Re: Self-User Management Updates to iWeBB®

Background

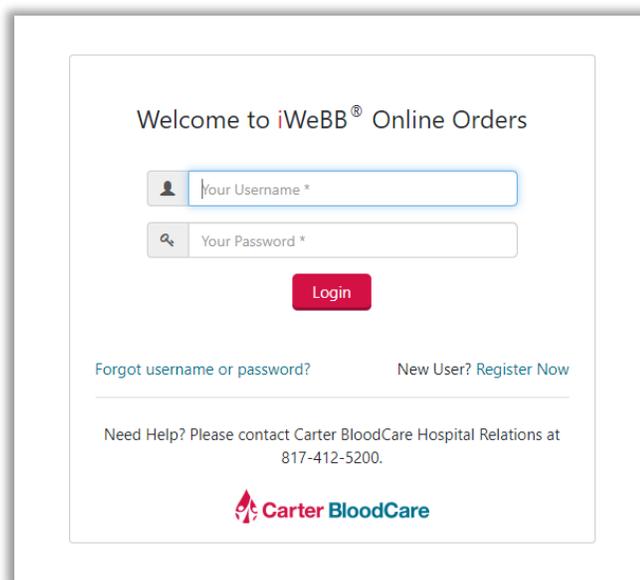
Carter BloodCare offers the ability to submit blood product and laboratory service orders online via iWeBB. Historically, the Hospital Relations department manually created user access upon request by the hospital facility during regular business hours.

We are excited to announce that as of Wednesday, February 15, users will be able to self-register with a valid hospital assigned email address. Additionally, users will also be able to recover their forgotten user ID and password, change their password, or update their contact information, online at their convenience.

Impact to Clients

- iWeBB will be unavailable for approximately 30 minutes on February 15, 2023 from 1000 to 1030 while the upgrade is being deployed
- Ability to register a user account with a valid hospital assigned email address
- Ability to recover a user ID or password if forgotten
- Ability for user to update first name, last name, or contact phone number
- Ability to update password once logged in
- Step by step instructions and screenshots for your review

The user can register a user account with the iWeBB hospital order by clicking the “Register Now” link on the login page.



The screenshot shows the login page for iWeBB Online Orders. At the top, it says "Welcome to iWeBB® Online Orders". Below this are two input fields: "Your Username *" and "Your Password *". A red "Login" button is positioned below the password field. Underneath the login fields, there are two links: "Forgot username or password?" and "New User? Register Now". At the bottom of the page, there is a message: "Need Help? Please contact Carter BloodCare Hospital Relations at 817-412-5200." and the Carter BloodCare logo.

Complete the registration form and click “Submit”.

User Registration for iWeBB[®] Online Orders

Email *
Hint: the email should be a email assigned to you by the hospital

Hospital *
*Hint: you have to enter your email first to find the hospital.
If you do not see your facility in the dropdown menu, please contact Carter BloodCare Hospital Relations at phone: 817-412-5200 or email: HospitalRelations@carterbloodcare.org for account setup.*

Username *
The username should start with a letter, only consist of letters or numbers (no special characters), and have a length between 4 to 8 characters

Password *
The password MUST include an uppercase character, a number, and be at least 6 characters long. It cannot have any special characters in it.

Confirm password *

Last Name *

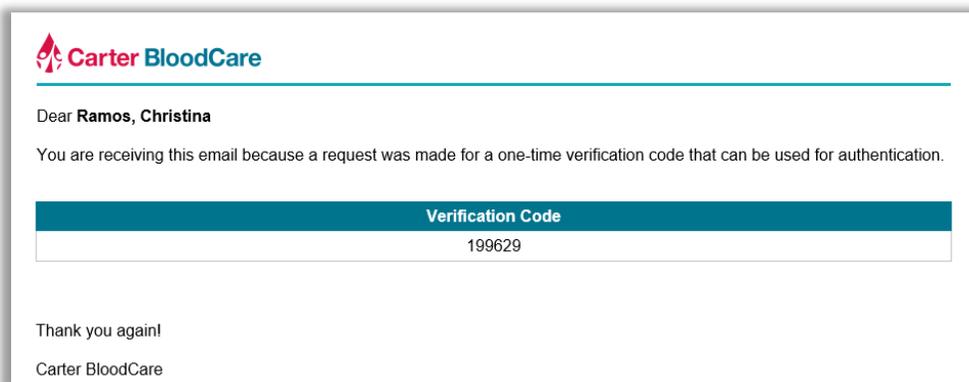
First Name *

Contact Phone Number

[Forgot username or password?](#) [Already Registered? Login Now](#)

Need Help? Please contact Carter BloodCare Hospital Relations at 817-412-5200.

After submitting the registration form, a verification code will be sent to the registered hospital email address.



The user must input the verification code they received in their email and click “Verify” to complete the registration process.

The screenshot shows a web page titled "Verify an account for iWeBB® Online Orders". Below the title, it states "A verification code has been sent to your email address: **cramos@carterbloodcare.org**". There is a text input field labeled "Verification Code*" and a red "Verify" button. Below the button is a blue link that says "Resend Verification Code".

Users can manage their first name, last name, and phone number by clicking “Profile” from the drop-down menu at the top right hand corner of the homepage.

The screenshot shows a "User Profile" page with a "Back To Home" button in the top right corner. The profile information is as follows:

- Hospital:** CARTER BLOODCARE, 2205 Highway 121, BEDFORD, TX 76021 (Customer ID: HS76104001)
- Username:** CR8045
- Email:** cramos@carterbloodcare.org
- Name:** Ramos, Christina [Update](#)
- Phone Number:** (817) 412-5720 [Update](#)

To change a password, the user must hover over their user profile and select “Change Password” from the dropdown menu. The user must enter in their old password, new password, confirmation of the new password, and then select “Change”. Note: Passwords must include an uppercase, a number, and be at least 6 characters long with no special characters.

The screenshot shows a "Change Password" page with a "Back To Home" button in the top right corner. The page prompts the user to "Enter User ID and Password". The form contains the following fields:

- User ID*:** TEST2023
- Old Password*:** Old Password
- New Password*:** New Password
- Confirm New Password*:** Confirm New Password

Below the "New Password*" field, there is a note: "Password must be at least 6 characters long, include an uppercase character, and a number. Special characters not allowed." At the bottom of the form is a red "Change" button.

If a password expires, the user will be prompted to change their password at the top of the homepage. Alternatively, users may update their passwords with the steps listed above.

