

Hello and welcome to our tutorial on how to log in to your Carter BloodCare account.

The options for logging in to your account changed on August 1. Instead of logging in with a CareCard, Blood Unit number or donor ID, all users will sign in with a username and password.

If you did not set up a username and password for your account, your log in will default to two identifiers unique to you.

Your default username is your Donor ID number. Your donor ID is a ten-character identifier starting with "DN" followed by eight digits.

Every donor with a valid primary email address received an email in early July from us with this number and other information about the change. It may have also been written on your most recent post-donation card.

If you do not know your donor ID but have an email on file, select "forgot username" below the account log in to have it emailed to you. Otherwise, please contact customer service at (817) 412-5300.

Your pre-set password is a combination of your last name and date of birth that looks like this: LastnameMMDDYYYY.

For example, someone with the last name Johnson who was born on September 1, 1994 would enter: Johnson09011994

Here are some tips and things to pay attention to: The first letter of the last name is capitalized. There are no slashes or dividers or spaces in the date. Please use all four numerals in the year. Add zeroes before months and days less than 10.

You will be prompted to change your password after your first successful log in to the new system.

To personalize your username, log in and visit the "My Account" section. There you can update your username and password, and ensure all your contact information is up to date.

We're here to help. If you would like to request your Donor ID or get other assistance, please call (817) 412-5300.

And thank you for doing your part to save lives across Texas.