A close-up of a logo

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**BloodPortal User Manual**

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# BLOODportal

Blood Sector Systemsis accessed through BLOODportal – the central gateway to the National Blood Authority (NBA) systems. It allows users of the National Blood Authority (NBA) systems to:

* Have one single username and password to access all the Blood Sector Systems (BSS).
* Subscribe to mailing lists relating to transfusion in Australia.

A screenshot of a login page

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**Figure 1: BloodPortal Sign in Page**

# Multi Factor Authentication (MFA)

Multi Factor Authentication has been introduced to login to the Blood Sector Systems. All users are required to enter their username and password and then provide authentication by:

* Email (receive a code)
* Okta Verify App (receive a code)
* Okta Verify App (push notification)
* Phone (receive a code)

The mobile number and email used for authentication is the same as the one used for your account.

The Okta Verify Authentication App can be downloaded from the [Google Play Store](https://play.google.com/store/apps/details?id=com.okta.android.auth&hl=en_AU) or [Apple Store](https://apps.apple.com/us/app/okta-verify/id490179405). The app must be linked to your account using the QR code**.**

# First Login with MFA

Perform the following procedure If you are an existing user:

| Steps | Actions |
| --- | --- |
|  | Navigate to <https://portal.blood.gov.au> if not already there. Enter your **Username** and **Password** andselect **Sign in.**  **Result**: Verify with your email pop-up window appears. |
|  | Enter the 6-digit verification code you have received on your registered **email** and select **Verify**.    **Result**: A **Set up security methods** pop-up window will appear. |
|  | To set up security methods via phone (if already not set up), select the **Set up** button.    **Result**: Set up Phone authentication pop-up window will appear. |
|  | Enter your phone number and click on **Receive a code via SMS** to receive a 6-digit verification code.     |  |  | | --- | --- | | A red pencil in a square  Description automatically generated | If you haven’t received an SMS within 10 minutes, click **Send again.** | |
|  | Enter the code you have received on your phone and click **Verify.** |
|  | If you would like to set up Okta Verify as an alternative security method, please proceed to Heading [5: Setting up Okta Verify on mobile app](#_Setting_up_Okta) otherwise, click Continue.     |  |  | | --- | --- | | A red pencil in a square  Description automatically generated | * Enabling Push Notifications is recommended to reduce time taken to login using the Okta app. * Using push notification is the quickest way to get into theaccount and user does not require to add a verification code. | |
|  | Security methods set up is now complete. User can now select one of the **following Multi Factor Authentication** options to login into their BloodPortal account.    **Result**: User can now access **Blood Sector System** (BSS) Homepage and navigate to the system required. |

## On-going Login Process

Perform the following procedure if you are an **existing user**:

| Steps | Actions |
| --- | --- |
|  | Navigate to <https://portal.blood.gov.au> if not already there. Enter your **Username** and **Password** andselect **Sign in.**  **Result**: Verification security methods pop-up window appears. |
|  | After the first login and selection of a verification method, future logins will remember and use the chosen method until the user changes to **Verify with something else**. |
|  | User will receive a **Time Sensitive** notification on their mobile.     |  |  | | --- | --- | | A red pencil in a square  Description automatically generated | * Using push notification is the quickest way to get into theaccount and user does not require to add a verification code. * User will only be prompted to receive a 6-digit verification code if user have chosen different security method. A one-time verification code will be sent to your chosen method. | |
|  | Click **Yes, it’s me**.  A screenshot of a computer  Description automatically generatedA screenshot of a black screen  Description automatically generated  **Result**: You can now access **Blood Sector System** (BSS) Homepage and navigate to the system you require. |
|  | You will receive an alert notification sent automatically to your email to confirm you are attempting to sign on. If this is not you, click on **Report Suspicious Activity**. |

# Forgotten Password

Perform the following procedure if you have forgotten your **password**:

| Steps | Actions |
| --- | --- |
|  | Select the **Forgot password?** link on the BloodPortal page.  **Result**: A **Reset your password** pop-up window appears. |
|  | Enter your **Email** or **Username** and select **Next**.    **Result**: **Verify security methods** pop-up window will appear. |
|  | Select one of the following options.    **Result**: A **Verification Code** will be sent based on the option user chooses. Enter the 6-digit Verification Code and select Verify. A window will appear with the option to create a new password.   |  |  | | --- | --- | | A red pencil in a square  Description automatically generated | This code expires in 10 minutes. | |
|  | Enter new password and select **Reset Password.**    **Result**: This message will appear in pop up window. |

# Unlock Account

Perform the following procedure if your account has been locked:

| Steps | Actions |
| --- | --- |
|  | If you enter the incorrect information 3 times your account will be locked for 5 minutes, you will be taken to the unlock your account page.  **Result: Verify security methods** pop-up window will appear. |
|  | Enter your **Username** and follow the prompts to **Verify the security method**.    **Result**: A **Verification Code** will be sent based on the option user chooses. Enter the 6-digit **Verification Code** and select **Verify**. A window will appear with the following message.   |  |  | | --- | --- | | A red pencil in a square  Description automatically generated | This code expires in 10 minutes. | |
|  | Select **Back to sign in** to log in to your **BloodPortal** account. |

# New User/Create New account

Perform the following procedure to create a new BloodPortal Account:

| Steps | Actions |
| --- | --- |
|  | If you are a new user, go to <https://portal.blood.gov.au/> and click the Click the [New user? Create an account](https://auth.blood.gov.au/adfs/ls?wa=wsignin1.0&wtrealm=https%3a%2f%2fwww.bloodstar.blood.gov.au%2f&wctx=rm%3d0%26id%3dpassive%26ru%3d%252f&wct=2024-01-11T05%3a33%3a57Z) hyperlink, located directly below the **Sign in** button.   |  |  | | --- | --- | | A red pencil in a square  Description automatically generated | You can add this link to your Favourites bar for ease of access for the next time you log in. |   **Result**: The BloodPortal log in page appears.     |  |  | | --- | --- | | A red pencil in a square  Description automatically generated | * Fields marked with a red Asterix (\*) are mandatory to create a BloodPortal account and for the NBA to confirm your identity before granting access to the Blood Sector Systems. * The Email Address and Mobile Phone number you provide will be used if you forget your Username or Password. * Keep your personal information such as email or phone number, up to date. Log into BloodPortal and change your Account details if/as required. * Two (2) additional verification questions have been implemented to enhance the security of your account. These will be prompted in case of a locked account, forgotten username or password reset is required. * If you have any concerns regarding privacy of your personal information, refer to <http://www.blood.gov.au/privacy> or email [privacy@blood.gov.au](mailto:privacy@blood.gov.au)**.** * The [privacy@blood.gov.au](mailto:privacy@blood.gov.au) email is sent to a Group “Freedom of Information’ mailbox that includes a member of the Legal Counsel and the Executive team. * All users are required to create their own account to access Blood Sector Systems. * A temporary password for your new account will be sent to your nominated email address and mobile phone number. * These mandatory contact details and your username must be unique to this account and must not be shared with other users. | |
|  | Completethe form, click on thecheckbox **I agree to the BloodPortal Terms and Conditions** **of Use** and click **Create Account** to continue.   |  |  | | --- | --- | | A red pencil in a square  Description automatically generated | * It is highly recommended to read the **Terms and Conditions of Use** to understand your roles and responsibilities when using the Blood Sector System. | |
|  | If **Step 2** succeeds, you will be taken to the **Account Registered** screen, indicating your account has been registered.   |  |  | | --- | --- | | A red pencil in a square  Description automatically generated | * A Temporary Password will be sent to your nominated email address and mobile phone number within 30 seconds. * The first time you login with your **Username** and **Temporary Password**, you will be prompted to **Set up password**. | |
|  | Once you set up a password as per password requirements, Click **Next**.    **Result**: **Set up security methods** popup screen appears. |
|  | To Set up security methods, please refer to [Heading 1 Login Process for Existing Users](#_Login_Process_for) and follow the steps. |

# Setting up Okta Verify on mobile app

| Steps | Actions |
| --- | --- |
|  | To set up **Okta Verify**, select **Set up**.    **Result:** A **QR code** will generate on the screen and prompt you to download **Okta Verify app.** |
|  | Download the Okta application and open on your device.  For Android Devices, please download the app from the [**Google Play Store**.](https://play.google.com/store/apps/details?id=com.okta.android.auth&hl=en_AU)  For Apple Devices, please download the app from the[**Apple Store**](https://apps.apple.com/us/app/okta-verify/id490179405) |
|  | Tap the **+** sign on the top right-hand corner or alternatively, tap **Add Account.** |
|  | Tap **Organisation.** |
|  | Tap **Skip,** unless you are adding account from another device. |
|  | Okta will prompt you to scan the QR code found in **step 1** to link your account. |
|  | Once scanned, tap **Allow** Push Notifications.     |  |  | | --- | --- | | A red pencil in a square  Description automatically generated | Enabling Push Notifications is recommended to reduce time taken to login using the Okta app. | |
|  | Account has now been added. You can securely sign into your organisation via push notification or a unique 6-digit code |

# BLOODportal Homepage

The BLOODportal homepage displays tiles to access the Blood Sector System and has 4 four main tabs.

A screenshot of a website

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Figure:

## BloodNet

BloodNet is the national online ordering and inventory management system, enabling staff in pathology laboratories and pharmacies to place orders online for blood and blood products, record

inventory levels and to record the final fate of each unit (e.g. discarded, transferred, transfused).

The BloodNet directly engages with BloodSTAR, overseeing the daily functions that relates to interactions within BloodNet and BloodSTAR. Below are the specific BloodNet functions related to daily interaction submitted on BloodSTAR.

## Australian Bleeding Disorders Registry (ABDR)

The Australian Bleeding Disorders Registry (ABDR) is a registry for patients in Australia with bleeding disorders. It is used on a daily basis by clinicians in all Australian haemophilia treatment centres (HTCs) to assist in managing the treatment of people with bleeding disorders and to gain a better understanding of the incidence and prevalence of bleeding disorders. This information will also be used to understand demand for, and to facilitate ordering of, clotting factor product.

## BloodSTAR

BloodSTAR (Blood System for Tracking Authorisations and Reviews) is Australia’s online immunoglobulin management system that facilitates authorisation, dispensing and review of immunoglobulin (Ig) products such as IVIg and SCIg. The system operates in tandem with [the Criteria for the clinical use of Immunoglobulin in Australia](https://www.criteria.blood.gov.au/) (the Criteria) and supports clinicians to access the supply of Ig products for the treatment of conditions identified in the Criteria, funded by all governments through the National Blood Arrangements.

## Jurisdictional Reporting

Jurisdictional Reports enables Jurisdictional Blood Committee (JBC) members and their nominees to access a range of online reports by directly querying National Blood Authority (NBA) systems in real-time. To access Jurisdictional Reports contact the NBA’s Blood Systems Support team by email at [support@blood.gov.au](mailto:support@blood.gov.au) (link sends e-mail) and request access to the Jurisdictional Reports application, including approval by either your JBC member or proxy.

Once you are notified by Blood Systems Support that your access request has been processed, login to BloodPortal and click on the Jurisdictional Reports icon. Once you click on the Jurisdictional Reports link you will then have access to a range of reports based on your access level.

## Training Environment

The **Training environment** provides a ‘safe’ location for training. Data from the Production environment is migrated to the Training environment fortnightly, and the data is altered for privacy reasons. The Training environment has been used in the creation of this User Manual. The icon for the Training environment is blue. The Training environment is accessed by selecting the Training icon on the BloodPortal page.

# My account

Perform the following procedure to Update your account details:

| Steps | Actions |
| --- | --- |
|  | Login in to your **BLOODportal** account and the **BLOODportal** **Homepage** page will appear. |
|  | To update user details, Click on **My Account** dropdown list and select **User Details.**    **Result**: The **Update User Details** page appears. |
|  | Update the details required and select **Save**. |
|  | To **Change Password**, Click on **My Account** dropdown list and select **Change Password.**    **Result**: The **Change Password** page appears. |
|  | Change **Password** and select **Submit**.   |  |  | | --- | --- | | Icon  Description automatically generated | The **Username** cannot be altered once it has been created. | |
|  | If you no longer require your BloodPortal account, you can send a request to the BloodPortal Support Team. To deactivate your account, Click on **My Account** dropdown list and select **Deactivate My Account.**    **Result**: A message will pop up. Select **OK** to send a request to Blood Portal Support Team to deactivate your account. |
|  | To Update **Security Questions,** Click on **My Account** dropdown list and select **Secutiry Questions.**    **Result:** The **Security Questions** page appears. |
|  | Click on  dropdown list and selectthe **Security Questions, update the Security Answers** and select **Save.** |

# My Subscription

| Steps | Actions |
| --- | --- |
|  | To receive e-newsletter for health professionals involved with the Australian blood sector, related to BloodNet and Patient Blood Management Guidelines, Click on **My Subscription** and select **Subscribe.**  A screenshot of a computer  Description automatically generated  **Result**: The **Update User Details** page appears. |

# Help

| Steps | Actions |
| --- | --- |
|  | For assisstance related to BloodPortal and Blood Sector System, Click on **Help** to access **Blood Operation Centre** contact details. |