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## April 2021 enhancements made to your Customer Portal



In April 2021, several enhancements were made to the Customer Portal. Below please find an outline of changes (some of which you may have seen or noticed already):

- Magnifying Glass
  - Impact: When searching using the magnifying glass, the search results will not be subject to any filter. Previously, some search results would not populate (ex. Wouldn't display order or shipment if greater than 30 days ago). This has been resolved.
- Order Time
  - Impact: Submitted order time now fully shows (including previously missing minutes) on Order Report.
- Password Reset
  - Impact: After a password is reset by the security admin/hospital account admin, user will now be taken directly to the change password screen rather than having to manually navigate there.
- Password Expiration Notification
  - Impact: A popup will appear to remind users when their password will expire based on a configured number of days before expiration. Message to display will be "Your password will expire in 10 days."
- Real Time Shipping Mobile Application Updates
  - Impact: No impact for general Customer Portal users at this time. Multiple modifications and enhancements have been made to the mobile application based on feedback from pilot users. The application remains in pilot phase in Vitalant's Las Vegas market. To provide transparency on Vitalant projects and initiatives, we will continue to deliver updates on the application.

**Thank you for your ongoing partnership and collaboration.** Please direct feedback and questions regarding the Customer Portal to your [local contact](#) so we can continue to assess and make enhancements to the system and your experience.

**Please cascade this communication to any staff at your organization who use the Customer Portal.**