



**American Red Cross**

## Job Aid *Accessing “The Exchange”... Red Cross’ Intranet*

The American Red Cross’ *The Exchange* is our internal document and information storage location. It is available to all volunteers and employees. There are two different ways to login:

- If you do not have a @redcross.org email address, then login using your Volunteer Connection credentials.
- Using a @redcross.org email address and password.

### Using Your Volunteer Connection Credentials

1. Click the link provided to you for document or visit *The Exchange* directly by going to <http://intranet.redcross.org>.
2. If presented with *The Exchange* login box, click on **Log in with my Volunteer Connection account.**

3. Enter your Volunteer Connection **email address** and **password**.



### **Welcome Back!**

Log in to get started.

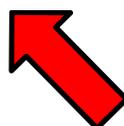
Email

Password

SIGN IN

[Forgot password](#)

[Need help logging in?](#)





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4. If you are presented with an error message or a "404 Not Authorized" message, reload the page or go to <http://intranet.redcross.org> first and then go back and click your link.
5. You should be able to access the page you referenced now. If you are searching for something, use the search bar at the top of *The Exchange*.

### **Using Your @redcross.org Email Address Credentials**

1. Click the link provided to you for document or visit *The Exchange* directly by going to <http://intranet.redcross.org>.
2. Login using your @redcross.org email address and password. The password should be the same password that you use for your Red Cross email account.

### **Questions?**

Can't access *The Exchange*, please contact the American Red Cross IT Service Desk at 1-888-778-7762, and press option 7.