



American Heart Association My Cards™

Users' Guide for TCC, Instructor & Student Functionality

As of 12-15-2014

Table of Contents

All sections of this My Cards Users' Guide document are listed below. To go directly to the desired section, place your mouse over the desired section, hold down the CTRL key and left-mouse click on the section title.

Note: Instructions are also provided when the mouse hovers over the section title.

TABLE OF CONTENTS	2
MY CARDS – OVERVIEW	3
ABOUT THIS USER’S GUIDE	3
TECHNICAL REQUIREMENTS INFORMATION	3
RECOMMENDED WEB BROWSERS FOR USE:	3
WAYS TO ISSUE AHA ECARDS	3
ABOUT THE TC ADMIN ROLE/MANAGING TC ADMINS	4
ACCESSING MY CARDS.....	5
ECARD INVENTORY	6
ASSIGN ECARDS TO INSTRUCTORS	7
ASSIGN ECARDS TO STUDENTS	9
POPULATING COURSE DATE.....	11
EMAIL ECARDS TO STUDENTS – MANUAL PROCESS.....	12
EMAIL ECARDS TO STUDENTS – UPLOAD STUDENT LIST	14
RESEND ECARD EMAIL TO STUDENTS	29
SHORTCUT TO EMAIL ECARDS TO STUDENTS PAGE	18
EDIT ECARDS – SEARCH AND EDIT	20
EDIT ECARDS – VIEW & PRINT STUDENT ECARD	22
RECLAIM ECARDS FROM INSTRUCTORS	24
ECARD STATUS PAGE.....	26
AHA MY CARDS – INSTRUCTOR	31
ACCESSING MY CARDS.....	32
ECARD INVENTORY	33
ASSIGN ECARDS TO STUDENTS	34
EMAIL ECARDS TO STUDENTS – MANUAL PROCESS.....	36
EMAIL ECARDS TO STUDENTS – UPLOAD STUDENT LIST	37
RESEND ECARD EMAIL TO STUDENTS	40
SHORTCUT TO EMAIL ECARDS TO STUDENTS PAGE	42
ECARD STATUS PAGE.....	44
AHA MY CARDS – TCC, TC ADMIN OR INSTRUCTOR	47
ASSIGN ECARDS TO STUDENTS USING MY COURSES – VIA ROSTER MANAGER	47
AHA MY CARDS – STUDENT	49
CLAIMING ECARD	49
VIEWING ECARD PROFILE	52

My Cards – Overview

AHA My Cards provides AHA Instructor Network customers (Training Center Coordinators (TCCs) Training Center Admins (TC Admins) and Instructors the ability to issue electronic course completion cards (eCards) to students upon successful completion of all course components. An eCard is the electronic equivalent of a printed course completion card and can be provided to students as an alternative to a printed card. eCards are valid course completion cards and can be presented to employers as proof of successful completion of an AHA course. Like printed cards, eCards also expire two years from the issue date.

About This User's Guide

This Users' Guide provides step-by-step instructions for using the My Cards tool to issue eCards to students.

PLEASE NOTE: All information and screenshots captured in this Users' Guide are sample information and were used to illustrate the functionality of the tool.

Technical Requirements Information

Recommended Web Browsers for Use:

Internet Explorer 8 or above
Mozilla Firefox
Apple Safari
Google Chrome

While the My Cards tool is supported by lower releases of Internet Explorer, there may be slight differences in look/feel and functionality.

Additional Tech Support:

After reviewing this Users' Guide, if you need additional technical support that is NOT provided in this Users' Guide, please contact:

AHA Technology Support Team
ahainstructornetwork@heart.org
1-877-242-4277, Option 2, Tech Assistance.
AHA Customer Service is 8 a.m. – 5 p.m., Central, M-F

For business-related questions about My Cards, customers should contact their AHA Account Manager.

Ways to issue AHA eCards

There are three ways that AHA eCards may be issued to students, which are described in detail in this Users' Guide.

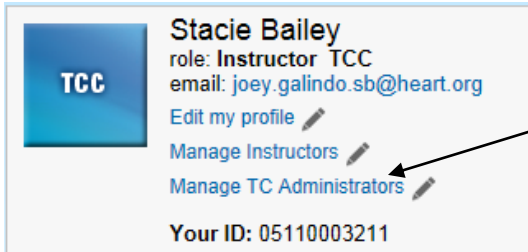
1. Through the My Cards system, TCCs or TC Admins may issue eCards to their Instructors using the Assign eCards to Instructors link. The Instructors may then handle distribution of eCards to students.
2. Through the My Cards system, TCCs or TC Admins may issue eCards directly to Students using the Assign eCards to Students link.
3. Through the My Courses system, TCCs, TC Admins or Instructors may issue eCards through the Roster Manager screen simply by checking a box next to the students' names and clicking the Assign eCards button.




About the TC Admin role/Managing TC Admins

The AHA has added the role of TC Admin in the AHA Instructor Network. This role, which can only be assigned by an AHA TCC of record, was created to assist the TCC with daily training management. A TCC can assign up to three TC Admins for the Training Center.

The TC Admin is able to perform the same functions as the TCC in the My Cards tool.

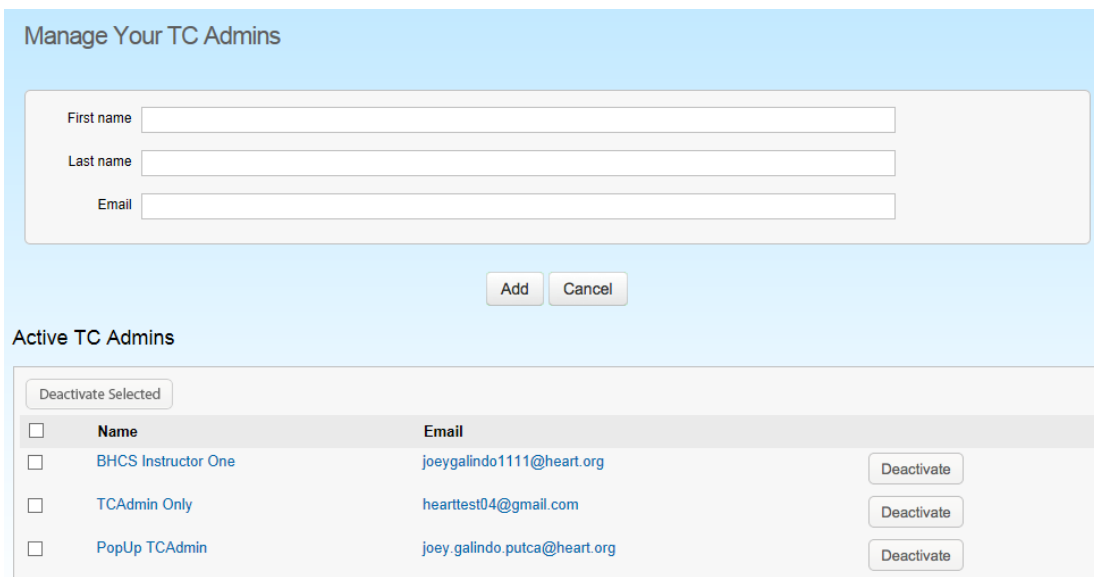
To add TC Admins, the TCC, once logged into the AHA Instructor Network, clicks the “Manage TC Administrators” link from the My Dashboard page.



TCC
Stacie Bailey
role: Instructor TCC
email: joey.galindo.sb@heart.org
Edit my profile 
Manage Instructors 
Manage TC Administrators 
Your ID: 05110003211

An arrow points from the "Manage TC Administrators" link to the "Manage Your TC Admins" page shown below.

The system shows the Manage Your TC Admins page.



Manage Your TC Admins

First name
Last name
Email

Active TC Admins

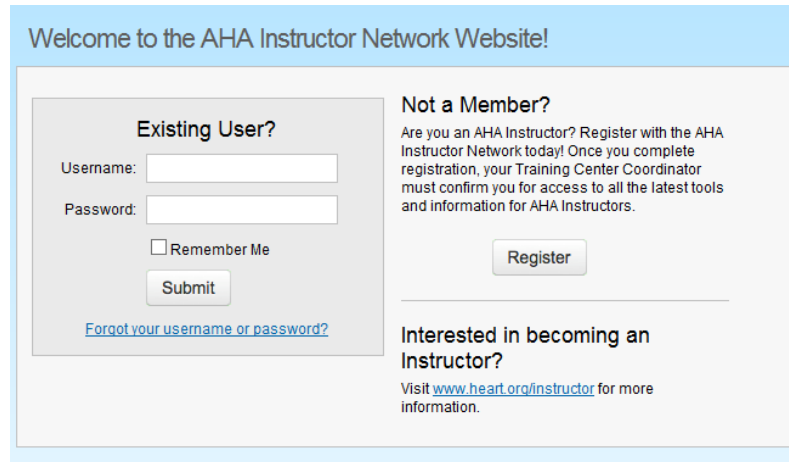
<input type="checkbox"/>	Name	Email	
<input type="checkbox"/>	BHCS Instructor One	joeygalindo1111@heart.org	<input type="button" value="Deactivate"/>
<input type="checkbox"/>	TCAdmin Only	hearttest04@gmail.com	<input type="button" value="Deactivate"/>
<input type="checkbox"/>	PopUp TCAdmin	joey.galindo.putca@heart.org	<input type="button" value="Deactivate"/>

From this page, the TCC can add and deactivate TC Admins.

Accessing My Cards

To access the My Cards tool, please follow the steps below:

1. Go to the AHA Instructor Network - www.ahainstructornetwork.org.



Welcome to the AHA Instructor Network Website!

Existing User?

Username:

Password:

Remember Me

[Forgot your username or password?](#)

Not a Member?

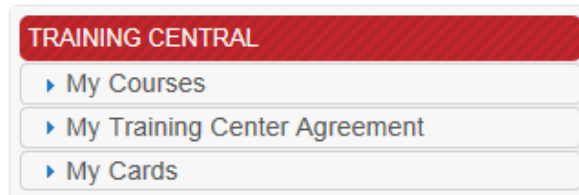
Are you an AHA Instructor? Register with the AHA Instructor Network today! Once you complete registration, your Training Center Coordinator must confirm you for access to all the latest tools and information for AHA Instructors.

Interested in becoming an Instructor?

Visit www.heart.org/instructor for more information.

2. Enter your username/password and click the Submit button (the AHA Instructor Network My Dashboard will display).
3. In the lower right side of your dashboard page, you will see the Training Central widget (shown below).

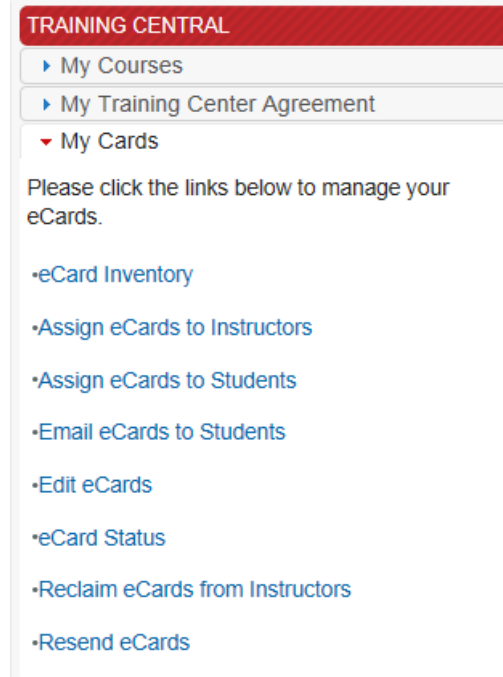
NOTE: TC Admins will NOT be able to view/access the My Training Center Agreement section of the table below; this section is only accessible by the TCC of record.



TRAINING CENTRAL

- ▶ My Courses
- ▶ My Training Center Agreement
- ▶ My Cards

4. Click on the My Cards tab to expand the window and access the functionality (indicated by the blue links).



TRAINING CENTRAL

- ▶ My Courses
- ▶ My Training Center Agreement
- ▼ My Cards

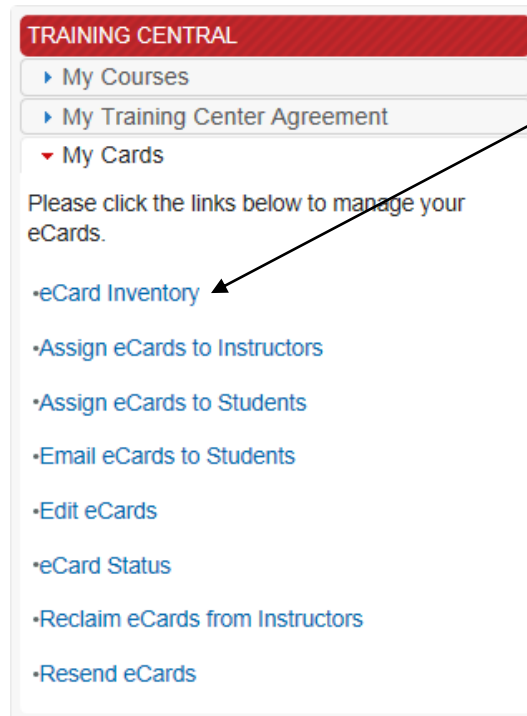
Please click the links below to manage your eCards.

- eCard Inventory
- Assign eCards to Instructors
- Assign eCards to Students
- Email eCards to Students
- Edit eCards
- eCard Status
- Reclaim eCards from Instructors
- Resend eCards

AHA My Cards – TCC or TC Admin

eCard Inventory

From the My Cards menu, the TCC or TC Admin can view the TC's inventory of eCards by clicking the eCard Inventory link.



Below is the eCard Inventory page. This page displays the available quantity of eCards by Product Number and Course for the TCC or TC Admin to assign to Instructors and/or students.

Note: There is no functionality on the inventory view.

To return to the AHA Instructor Network My Dashboard page from your eCard Inventory, click the Return To My Dashboard button at the bottom of this page.



eCard Inventory

This page shows your available eCard inventory. There are no actions from this page.

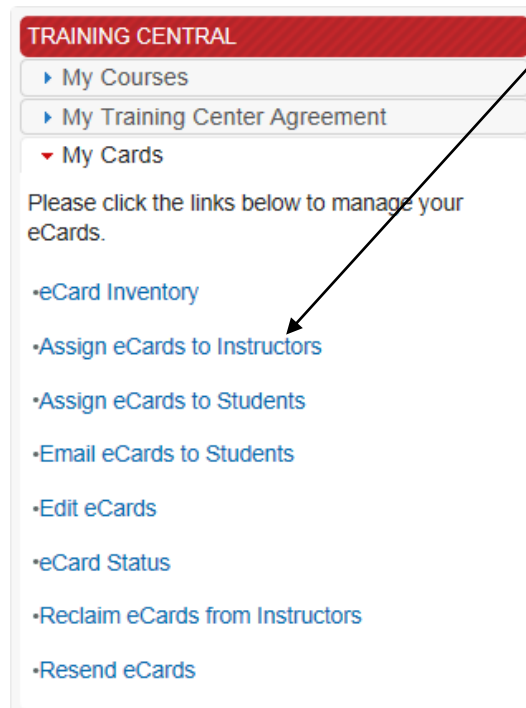
Product Number	Course	Available Quantity
90-3000	ACLS	621
90-3001	BLS for Healthcare Providers	808
90-3005	Heartsaver CPR AED	480
90-3004	Heartsaver First Aid	391
90-3006	Heartsaver First Aid CPR AED	51
90-3007	Heartsaver Pediatric First Aid CPR AED	52
90-3002	PALS	0
90-3003	PEARS	1

[Return to My Dashboard](#)

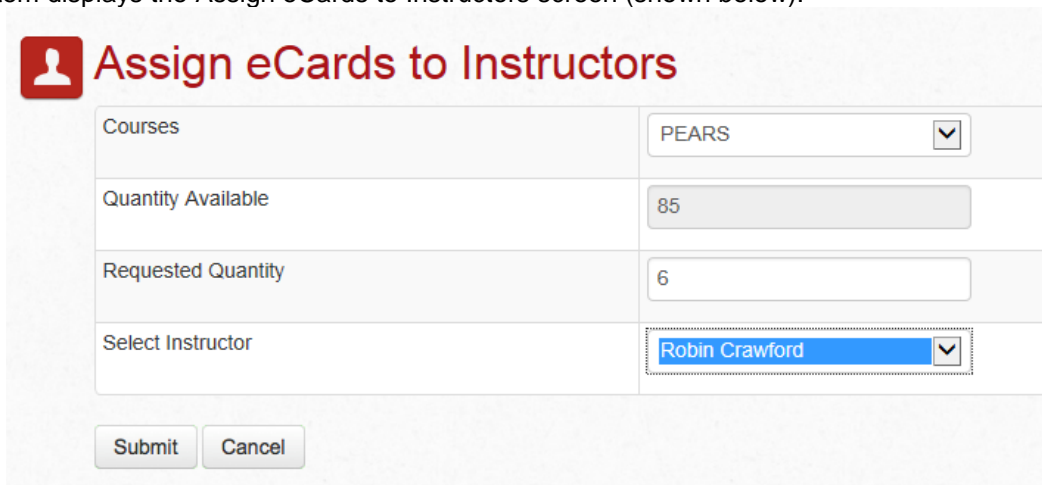
Assign eCards to Instructors

The Assign eCards to Instructors functionality allows a TCC or TC Admin to assign eCards by course to Instructors. Instructors can then use the eCards assigned to them for distribution to their students who have successfully completed a course.

To assign eCards to Instructors for distribution to students, click the Assign eCards to Instructors link.



The system displays the Assign eCards to Instructors screen (shown below):

A screenshot of the "Assign eCards to Instructors" screen. The screen has a red header with a person icon and the title "Assign eCards to Instructors". Below the header, there is a form with four rows of input fields. The first row is "Courses" with a dropdown menu showing "PEARS". The second row is "Quantity Available" with a text input field showing "85". The third row is "Requested Quantity" with a text input field showing "6". The fourth row is "Select Instructor" with a dropdown menu showing "Robin Crawford". At the bottom of the form, there are two buttons: "Submit" and "Cancel".

The TCC or TC Admin will then enter the following information:

1. Select a Course from the Courses dropdown menu
 - a. The Quantity Available field populates when the Course is selected, based on the eCard Inventory available to the TCC
2. Enter Requested Quantity
3. Select Instructor from the dropdown list of Instructors
 - a. List of Instructors are for that Training Center ONLY
4. Click the Submit button

After the TCC or TC Admin has submitted the request, the system will display the request confirmation (see below). To confirm the assignment and proceed, the TCC or TC Admin clicks the Submit button. To edit the assignment, the TCC or TC Admin can click the Edit button.

Confirm eCard Assignment

Course: **PEARS**

Instructor: **Robin Crawford**

Quantity: **6**

Submit Edit Cancel

Click the CANCEL button to return to the Instructor Network dashboard

After the TCC or TC Admin submits the assignment to the Instructor, the system stores and processes the assignment and displays it on the BOTTOM HALF of the eCard Status page (see below).

NOTE: The top half of the eCard Status screen shows the eCards you have requested from your Distributor.

NOTE: Initially, the TCC will see a "Status of Assignment" of "processing." Once the assignment has been processed, this status will display as "approved."

eCard Status

From this page, you can view the status of the eCards you have requested. You can also scroll down to view your eCard assignments to your Instructors.

eCard Requests

Refresh Select Range View All

Request Completed by:	Course	Qty	Status of Request	Date of Request	Download eCard Codes	eCard Status
AHA Center	PALS	100	approved	05/15/2014 09:46	Download	View eCards Status
AHA Center	ACLS	100	approved	05/14/2014 15:11	Download	View eCards Status
Channing Bete	BLS for Healthcare Providers	20	approved	05/07/2014 15:45	Download	View eCards Status

Return to My Dashboard 1 2 Next

eCard Assignments to Instructors

Refresh Select Range View All

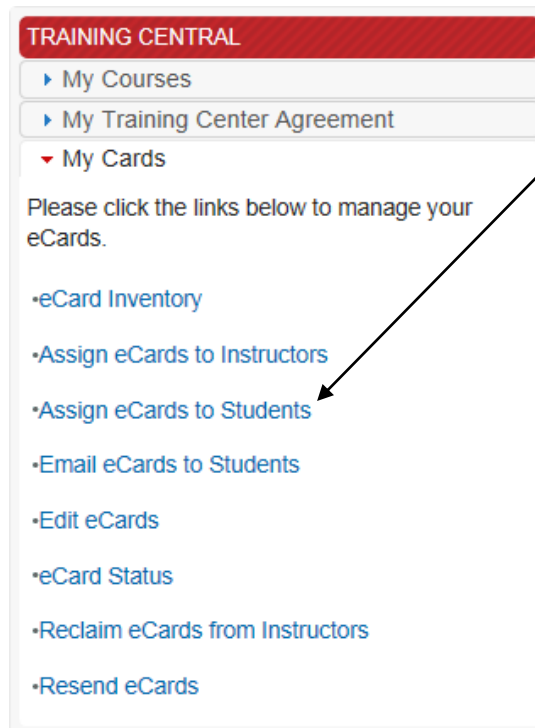
eCards Assigned to:	Course	Qty	Status of Assignment	Date of Assignment	Edit Assignment	Download eCard Codes	eCards Status
Robin Crawford	PEARS	6	processing	05/20/2014 14:54			View eCards Status
Robin Crawford	PEARS	6	approved	05/19/2014 11:25		Download	View eCards Status
Robin Crawford	ACLS	6	approved	05/19/2014 10:16		Download	View eCards Status

To exit the eCard Status screen, click the **Return to My Dashboard** button below either section of this page.

NOTE: For more information about functionality available on the eCards Status page, please see the section of this Users' Guide titled, "AHA My Cards – TCC or TC Admin, eCard Status Page"

Assign eCards to Students

The Assign eCards to Students functionality allows the TCC or TC Admin to email eCards directly to students after assigning eCards based on the Course and Instructor. To assign eCards to students, click the Assign eCards to Students link.



The system displays the Assign eCards to Students screen shown below:

Assign eCards to Students

To assign eCards to students, first select the course and the number of eCards you need for that course from your eCa to email cards directly to students.

Course	ACLS <input type="button" value="v"/>
Select Instructor	BHCS Instructor One <input type="button" value="v"/>
Quantity Available	131
Requested Quantity	6 <input type="button" value="x"/>

To assign eCards to students, follow the steps below:

1. Select the Course
 - a. The Quantity Available field is populated when the Course is selected.
2. Select the Instructor that conducted the class from the dropdown
3. Enter Requested Quantity
4. Click the Submit button

When the TCC or TC Admin clicks Submit, the system will display the request confirmation below:

Confirm eCard Assignment

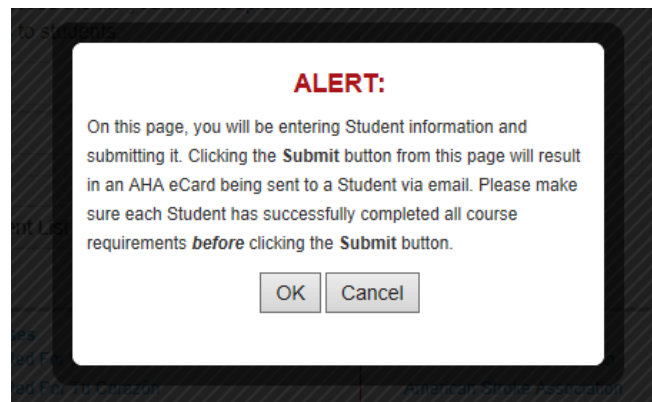
Course: ACLS
Instructor: BHCS Instructor One
Training Center: Baylor Health Care System
Quantity: 6

Click the Edit button to return to the Assign eCards to Students page

Click the CANCEL button to return to the Instructor Network dashboard

When confirmed, TCC clicks the Submit button. On the next screen, TCs or TC Admins will enter the student information and click the Submit button, which will send AHA eCards to students. To prevent users from emailing eCards to students prematurely, the pop-up window below will appear before users are able to reach the Email eCards to Students page.

Click OK to continue, or Cancel if you are not ready to issue eCards to students.



The system processes the request and displays the Email eCards to Students page below:

Email eCards

Below are the eCards that can be emailed to students. To email eCards, you may manually enter the student information OR you may upload a file containing the student information. To upload a file, click the "Upload Student List" button and choose the file you wish to upload. NOTE: The file must be in .xls or .csv format. Once the student information has been populated in the fields below, click the "Submit" button to email eCards to students.

Course Date

Course Date	eCard Code	First Name	Last Name	Email	Phone(n)
<input type="text" value="Course Date"/>	144508086696	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="Course Date"/>	144504050946	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="Course Date"/>	144509139971	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="Course Date"/>	144507323432	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="Course Date"/>	144507788297	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text" value="Course Date"/>	144507727521	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Populating Course Date

To populate the Course Date, either click in the top Course Date field to populate the same course date for all students or click in the Course Date field next to the individual student information. Either action will bring up a calendar from which you can click the date to select the course date.

Email eCards

Below are the eCards that can be emailed to students. To email eCards, you may manually enter the student information, upload a file, click the "Upload Student List" button and choose the file you wish to upload. NOTE: The file must be a CSV file. After you have entered the information in the fields below, click the "Submit" button to email eCards to students.

The screenshot shows the 'Email eCards' interface. At the top, there is a 'Course Date' field with a calendar pop-up for December 2014. The calendar shows the days of the week (Su, Mo, Tu, We, Th, Fr, Sa) and the dates (1-31). Below the calendar is a 'Clear' button. The main interface contains a table with columns for 'Course', 'Code', and 'First Name'. The 'Course' column has a dropdown menu for each row. The 'Code' column contains student IDs (e.g., 36696, 50946, 39971, 144507323432, 144507788297). The 'First Name' column is empty. At the bottom, there are buttons for 'Submit', 'Download', 'Cancel', and 'Upload Student List'.

Note: The course date selected must be the date of the day on which you are entering information or for a previous date. If a date in the future is selected, when the Submit button is clicked, the following error will be shown:

• **Error! Please enter a valid Course Date, the Course Date must be the current date or a previous date.**

To clear the course date field for any or all entries, click the Course Date field to pull up the calendar feature, and then click the word "Clear."

AHA My Cards – TCC or TC Admin

Email eCards to Students – Manual Process

To email eCards to students, the TCC or TC Admin can either enter student information manually OR the TCC or TC Admin can upload a file containing the necessary data. To manually enter, the TCC or TC Admin will type in the following student information:

1. First Name
2. Last Name
3. Email address
4. Phone # (optional)
5. For Heartsaver courses, the TCC or TC Admin will also have to check a checkbox next to the optional modules that the student completed.

Once complete, the TCC or TC Admin clicks the Submit button. The system processes and returns the users to the Email eCards to Students page, as shown below.

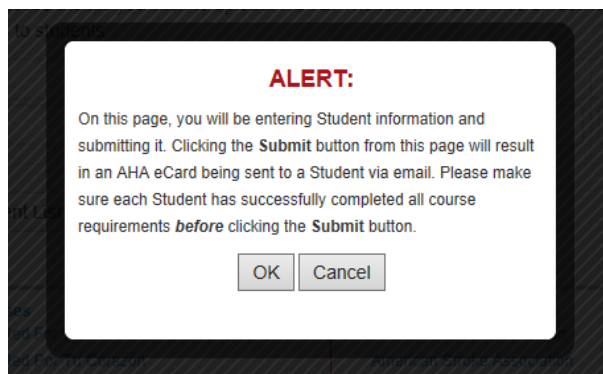
Email eCards to Students

Below, click the "email eCards" button next to the Instructor and Course name for which you want to assign eCards to students.

Instructor	Course	Qty	Date of Assignment	Email eCards
Robin Crawford	ACLS	6	05/19/2014 11:28	<input type="button" value="Email eCards"/>
Robin Crawford	ACLS	6	05/19/2014 10:24	<input type="button" value="Email eCards"/>
BHCS Instructor One	PEARS	6	05/14/2014 16:14	<input type="button" value="Email eCards"/>
BHCS Instructor One	ACLS	6	05/14/2014 16:13	<input type="button" value="Email eCards"/>
BHCS Instructor One	ACLS	6	05/14/2014 16:12	<input type="button" value="Email eCards"/>

To return to emailing eCards to students from that Course/Instructor assignment, click the "Email eCards button" next to the assignment.

Again, before the user is able to reach the Email eCards to Students page, a warning message will be displayed to alert the user that an AHA eCard will be issued upon clicking the Submit button. Click OK to continue, or Cancel if you are not ready to issue eCards.



Once the TC or TC Admin clicks OK, the user will see that the student information (First Name/Last Name/Email/Phone (if entered)) entered previously will be populated in the information fields. The populated fields will be grayed out and will not be editable, indicating that the eCard(s) have been emailed to the student(s), as shown below.

Email eCards

Below are the eCards that can be emailed to students. To email eCards, you may manually enter the student information OR you may upload a file containing the student information. To upload a file, click the "Upload Student List" button and choose the file you wish to upload. NOTE: The file must be in .xls or .csv format. Once the student information has been populated in the fields below, click the "Submit" button to email eCards to students.

eCard Code	First Name	Last Name	Email	Phone(optional)	Alternate Options for Student to Claim eCard
142008611666	<input type="text" value="Charlie"/>	<input type="text" value="Rye"/>	<input type="text" value="robin.crawford@heart.org"/>	<input type="text"/>	View Student Login Page Email Link to Claim eCard
142003426749	<input type="text" value="April"/>	<input type="text" value="Wilson"/>	<input type="text" value="robin.crawford@heart.org"/>	<input type="text"/>	View Student Login Page Email Link to Claim eCard
142004481225	<input type="text" value="Peter"/>	<input type="text" value="Parker"/>	<input type="text" value="robin.crawford@heart.org"/>	<input type="text"/>	View Student Login Page Email Link to Claim eCard
142009821926	<input type="text" value="Maryanne"/>	<input type="text" value="Sanders"/>	<input type="text" value="robin.crawford@heart.org"/>	<input type="text"/>	View Student Login Page Email Link to Claim eCard

Email eCards to Students – Upload Student List

To upload a file containing the student information, the TCC or TC Admin will first need to have the following information in an .xls or .csv file, saved to their computer:

1. First Name
2. Last Name
3. Email address
4. Phone # (optional)

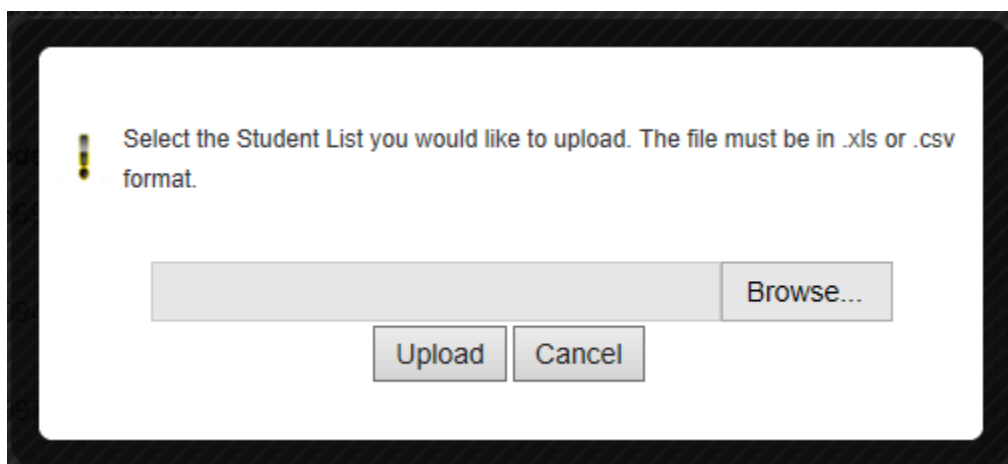
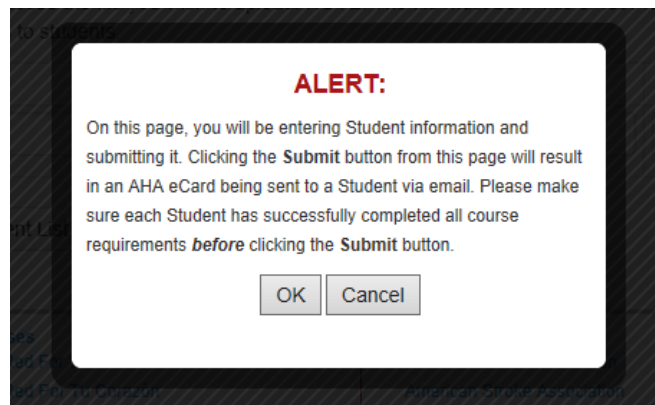
NOTE: Sample templates for the Student List upload will be available in .xls and .csv formats on the AHA Instructor Network at the launch of the My Cards tool.

NOTE: The student information file must have a header row (see template).

From the Email eCards screen, click the “Upload Student List” button below the eCard fields. You will be prompted to browse for the file on your computer as shown below by clicking the “Browse...” button. Once you have selected the file to upload, click the “Upload” button.

NOTE: The number of eCards in the assignment should be equal to the number of lines of student information contained within the .xls or .csv file. You will receive an error message if the number of lines of student information is greater than the number of eCards available in the assignment. If the number of lines of student information is fewer than the number of eCards available, you will be able to proceed with the upload, but will have to manually populate the remaining eCard fields.

NOTE: Again, before the user is able to reach the Email eCards to Students page, a warning message will be displayed to alert the user that an AHA eCard will be issued upon clicking the Submit button. Click OK to continue, or Cancel if you are not ready to issue eCards.



Once the TCC clicks upload, the blank fields will be populated with the student information in the uploaded .xls or .csv file, as shown below:

Email eCards

Below are the eCards that can be emailed to students. To email eCards, you may manually enter the student information OR you may upload a file containing the student information. To upload a file, click the "Upload Student List" button and choose the file you wish to upload. NOTE: The file must be in .xls or .csv format. Once the student information has been populated in the fields below, click the "Submit" button to email eCards to students.

eCard Code	First Name	Last Name	Email	Phone(optional)
141003943416	<input type="text" value="John"/>	<input type="text" value="Doe"/>	<input type="text" value="john.doe@abc.com"/>	<input type="text"/>
141009155596	<input type="text" value="Jane"/>	<input type="text" value="Doe"/>	<input type="text" value="Jane.doe@cde.com"/>	<input type="text"/>
141008888352	<input type="text" value="Jack"/>	<input type="text" value="Spratt"/>	<input type="text" value="jack.spratt@mothergoose.com"/>	<input type="text"/>
141006881161	<input type="text" value="Jill"/>	<input type="text" value="Spratt"/>	<input type="text" value="jill.spratt@mothergoose.com"/>	<input type="text"/>
141004838488	<input type="text" value="Mike"/>	<input type="text" value="Douglas"/>	<input type="text" value="mike.douglas@hollywood.com"/>	<input type="text"/>

Click the "Submit" button to complete emailing the eCards to students. Once the emails have been processed, you will be returned to the Email eCards to Students page, as shown below:

Email eCards to Students

Below, click the "email eCards" button next to the Instructor and Course name for which you want to assign eCards to students.

Instructor	Course	Qty	Date of Assignment	Email eCards
Robin Crawford	ACLS	5	05/20/2014 15:04	<input type="button" value="Email eCards"/>
Robin Crawford	ACLS	6	05/19/2014 11:28	<input type="button" value="Email eCards"/>
Robin Crawford	ACLS	6	05/19/2014 10:24	<input type="button" value="Email eCards"/>

Click the "Email eCards" button next to your assignment of eCards to students to see that the eCards were successfully emailed (student information fields will be populated and grayed out), as shown below:

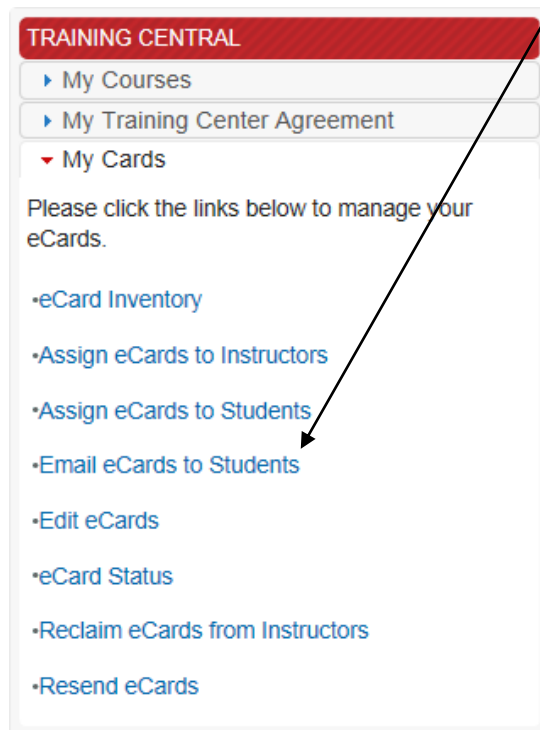
Email eCards

Below are the eCards that can be emailed to students. To email eCards, you may manually enter the student information OR you may upload a file containing a list of students. To upload a file, click the "Upload Student List" button and choose the file you wish to upload. NOTE: The file must be in .xls or .csv format. Once the student information is entered in the fields below, click the "Submit" button to email eCards to students.

eCard Code	First Name	Last Name	Email	
141003943416	<input type="text" value="John"/>	<input type="text" value="Doe"/>	<input type="text" value="john.doe@abc.com"/>	<input type="checkbox"/>
141009155596	<input type="text" value="Jane"/>	<input type="text" value="Doe"/>	<input type="text" value="Jane.doe@cde.com"/>	<input type="checkbox"/>
141008888352	<input type="text" value="Jack"/>	<input type="text" value="Spratt"/>	<input type="text" value="jack.spratt@mothergoose.com"/>	<input type="checkbox"/>
141006881161	<input type="text" value="Jill"/>	<input type="text" value="Spratt"/>	<input type="text" value="jill.spratt@mothergoose.com"/>	<input type="checkbox"/>
141004838488	<input type="text" value="Mike"/>	<input type="text" value="Douglas"/>	<input type="text" value="mike.douglas@hollywood.com"/>	<input type="checkbox"/>

Shortcut to Email eCards to Students Page

From the My Cards menu, the TCC can easily return to the Email eCards to Students page to complete sending eCards to students from a previous assignment. To return to this functionality, click the Email eCards to Students link.



The system will display the Email eCards to Students page, as shown below:

Email eCards to Students

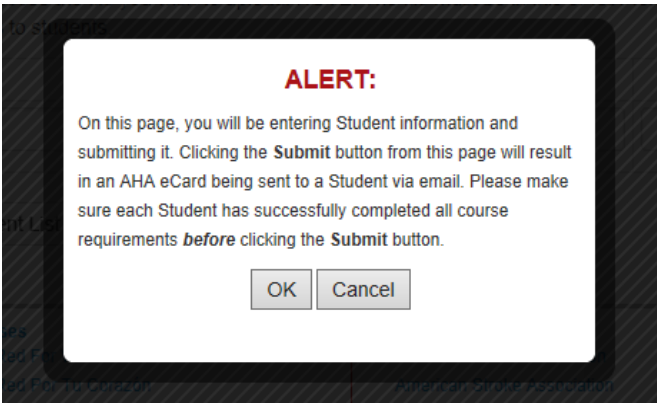
Below, click the "email eCards" button next to the Instructor and Course name for which you want to assign eCards to students.

Instructor	Course	Qty	Date of Assignment	Email eCards
Robin Crawford	ACLS	5	05/20/2014 15:04	<input type="button" value="Email eCards"/>
Robin Crawford	ACLS	6	05/19/2014 11:28	<input type="button" value="Email eCards"/>
Robin Crawford	ACLS	6	05/19/2014 10:24	<input type="button" value="Email eCards"/>
BHCS Instructor One	PEARS	6	05/14/2014 16:14	<input type="button" value="Email eCards"/>
BHCS Instructor One	ACLS	6	05/14/2014 16:13	<input type="button" value="Email eCards"/>
BHCS Instructor One	ACLS	6	05/14/2014 16:12	<input type="button" value="Email eCards"/>
BHCS Instructor One	ACLS	20	05/14/2014 14:04	<input type="button" value="Email eCards"/>

Simply click the "Email eCards" button next to the assignment of eCards to students that you are ready to complete to return to emailing eCards (example below).

On the next screen, TCs or TC Admins will enter the student information and click the Submit button, which will send AHA eCards to students. To prevent users from emailing eCards to students prematurely, the pop-up window below will appear before users are able to reach the Email eCards to Students page.

Click OK to continue, or Cancel if you are not ready to issue eCards to students.



Once the OK button is clicked, the Email eCards to Students page will display as shown below.

Email eCards

Below are the eCards that can be emailed to students. To email eCards, you may manually enter the student information OR you may upload a file containing the student information. To upload a file, click the "Upload Student List" button and choose the file you wish to upload. NOTE: The file must be in .xls or .csv format. Once the student information has been populated in the fields below, click the "Submit" button to email eCards to students.

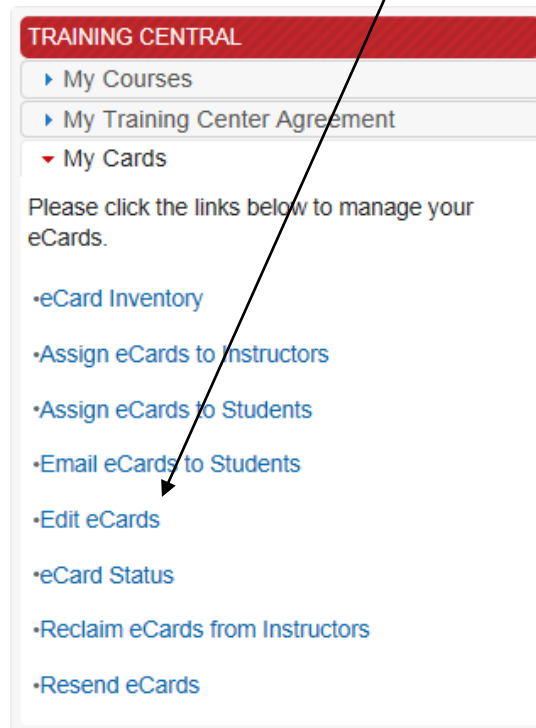
eCard Code	First Name	Last Name	Email	Phone(optional)
132003536520	<input type="text" value="Stacey"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
132003523886	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
132004339750	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
132007858122	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
132004114704	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

AHA My Cards Process – TCC or TC Admin

Edit eCards – Search and Edit

The Edit eCards functionality allows the TCC or TC Admin to make modifications to a student's name, email address or Instructor name on an eCard (this can be done only after a student has claimed an eCard).

From the My Cards widget, the TCC or TC Admin clicks on the Edit eCards link.



The system displays the following search screen:

eCard Search

Search for the eCard to edit by entering the student name, eCard Code or email address below

User can enter data directly into the fields provided.

The TCC or TC Admin can search by entering one or all of the following data: Course Date, First Name, Last Name, eCard Code or Email address. When results are found, the system will display them as shown below:

eCard Search

Search for the eCard to edit by entering the student name, eCard Code or email address below

Return to My Dashboard

User can click on column headings to sort in ascending or descending order

Filter records:

First Name	Last Name	Email	eCard Code	Date of Completion	Instructor	Edit	View eCard
Joey	Galindo	joey.galindo@heart.org	143005593253	05/01/2014	BHCS Instructor One	Edit	eCard
Joey	Galindo	joey.galindo@heart.org	132503212022	05/01/2014	BHCS Instructor One	Edit	eCard
Joey	Galindo	joey.galindo@heart.org	131002372195	04/21/2014	BHCS Instructor One	Edit	eCard
Jose	Galindo	joey.galindo@heart.org	143009368679	05/01/2014	BHCS Instructor One	Edit	eCard
Joseph	Galindo	joey.galindo@heart.org	132507280445	04/22/2014	BHCS Instructor One	Edit	eCard

Showing 1 to 5 of 5 entries

1 2 Next

User can filter records by entering **ANY** data displayed in the search results.

NOTE: If the system does NOT find a data match the following message will display:

There are no results found with the search criteria.

To edit a student's information, click the Edit button; the Edit Profile screen will display:

Edit eCard

eCard Code 131002372195

Course Name ACLS

First Name

Last Name

Email

Phone

Zip Code

Training Center Baylor Health Care System

Instructor

TCC can edit the following fields:

- First Name
- Last Name
- Email
- Phone
- Zip
- Instructor

NOTE: Training Center cannot be edited

When all changes have been made, click the Save Changes button. The system will update/store the data for the student's profile.

Edit eCards – View & Print Student eCard

Once the TCC or TC Admin has conducted a search, TCC can also view/print a student's eCard. Click the "eCard" button (far right column of the eCard Search screen) next to the eCard you want to view/print.

eCard Search

Search for the eCard to edit by entering the student name, eCard Code or email address below

Return to My Dashboard

Filter records:

First Name	Last Name	Email	eCard Code	Date of Completion	Instructor	Edit	View eCard
Joey	Galindo	joey_galindo@heart.org	143005593253	05/01/2014	BHCS Instructor One	Edit	eCard
Joey	Galindo	joey_galindo@heart.org	132503212022	05/01/2014	BHCS Instructor One	Edit	eCard
Joey	Galindo	joey_galindo@heart.org	131002372195	04/21/2014	BHCS Instructor One	Edit	eCard
Jose	Galindo	joey_galindo@heart.org	143009368679	05/01/2014	BHCS Instructor One	Edit	eCard
Joseph	Galindo	joey_galindo@heart.org	132507280445	04/22/2014	BHCS Instructor One	Edit	eCard

Showing 1 to 5 of 5 entries

1 2 Next

The system displays the selected student's eCard (see example below) in a new window.

American Heart Association
life is why™

STACIE BAILEY | (TCC) | LOGOUT | DONATE

How Can We Help?

DASHBOARD | COURSES | TRAINING CENTERS | NEWS | ADDITIONAL TOOLS | SUPPORT

ACTIVE

Maryanne Sanders
has successfully completed
Healthcare Provider
eCard Code: 142009821926

Issued:
09/23/2014

Recommended Renewal Date:
09/2016

Baylor Health Care System
Training Center ID: TX05056
3500 Gaston Ave., Dallas TX 75246-2017

Instructor: Joey Test
Instructor ID: 05140246734

Scan this code from your mobile device to view your eCard.

Students may view their AHA eCards profile at www.heart.org/cpr/mycards.
Employers, visit www.heart.org/cpr/mycards to validate AHA eCards.

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Print View My eCards

The QR Code can be scanned by a smart device to display the student's eCard.

The URL students can use to access their eCard Profile is displayed on the eCard.

User can click the PRINT button to print the student's eCard.

From the eCard view, the user can also view the student's eCard profile (sample shown below) by clicking the "View My eCards" button on the eCard screen. The profile displays all eCards for a student, both active and expired.

The screenshot shows a user profile for Maryanne Sanders with the email robin.crawford@heart.org. A summary table shows 1 Active eCard and 0 Expired eCards. Below this is a section titled "My eCards" with sorting options: Active, Expired, Expiration Dates, and Issue Dates. A single eCard is displayed for "BLS for Healthcare Providers" issued on 09/23/2014 and expiring on 09/2016. The card is marked as "ACTIVE".

Active eCards	1
Expired eCards	0

My eCards

Sort by: [Active](#) [Expired](#) [Expiration Dates](#) [Issue Dates](#)

BLS for Healthcare Providers

Baylor Health Care System

Instructor: Joey

ID: 142009821926

Issued: 09/23/2014

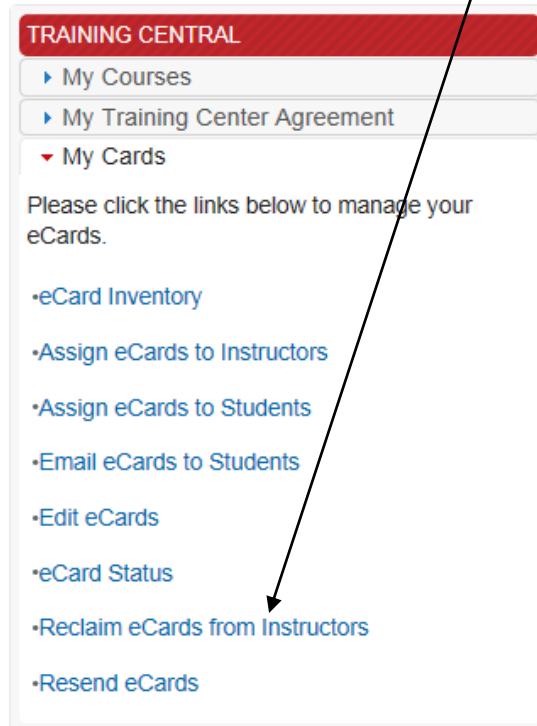
Expires: 09/2016

ACTIVE

Reclaim eCards from Instructors

The Reclaim eCards from Instructors link allows TCCs or TC Admins to reclaim eCards that may need to be removed from an Instructor’s inventory (if the TCC or TC Admin had previously assigned eCards to that Instructor).

From the My Cards widget, the TCC or TC Admin clicks the Reclaim eCards from Instructors link.



The system displays the following screen:

Reclaim eCards from Instructors

Complete the information below to reclaim eCards that were previously assigned to an Instructor.

Course	ACLS
Select Instructor	PopUp Instructor
Instructor Inventory	14
Reclaim Quantity	8

Enter the following information to reclaim eCards from an Instructor's inventory:

1. Select a Course from the Courses dropdown menu
2. Select Instructor from the dropdown list of Instructors
 - a. List of Instructors are for that Training Center ONLY
3. Once the Instructor has been selected, the Instructor Inventory field will populate
4. Enter the number of eCards to reclaim in the Reclaim Quantity field.
5. Click the Submit button

After the TCC or TC Admin has submitted the request, the system will display the request confirmation (see below). To confirm the assignment and proceed, the TCC or TC Admin clicks the Submit button. To edit the assignment, the TCC or TC Admin can click the Edit button.



Reclaim eCards from Instructors Confirmation

Course: ACLS
Instructor: PopUp Instructor
Reclaim Quantity: 8

Once the Submit button has been clicked, the system processes the request and displays a success message, as shown below. To exit this page, click the button.



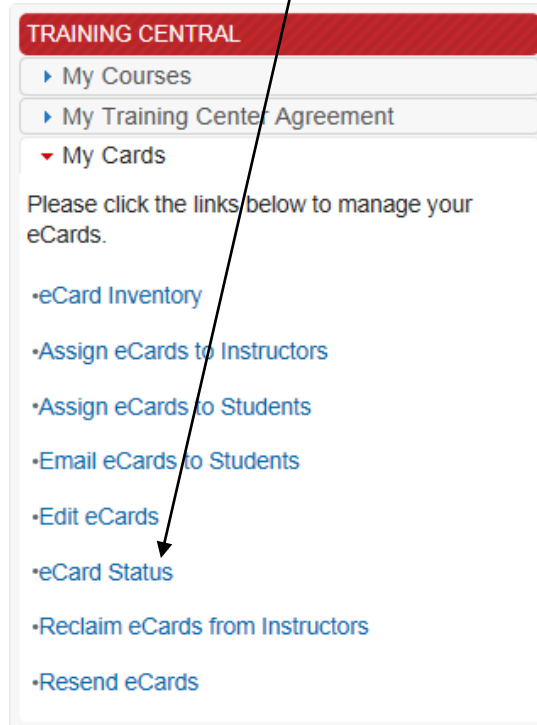
Reclaim eCards from Instructors

eCards were successfully removed from the Instructor's eCard Inventory and added to the TC's eCard Inventory.

Course: ACLS
Instructor: PopUp Instructor
Reclaim Quantity: 8

[eCard Status Page](#)

To view the eCard Status page, the TCC will click the eCard Status link.



From the TOP section of the eCard Status page, called “eCard Requests,” shown below, the TCC is able to

1. View the status of eCards issued to the TC by Distributor, as shown below:

The screenshot shows the 'eCard Status' page. At the top, there is a heading 'eCard Status' and a sub-heading 'eCard Requests'. Below the heading, there is a 'Refresh' button, a 'Select Range' dropdown menu, and a 'View All' button. An arrow points from the 'Select Range' dropdown menu to the table below. The table has the following columns: 'Request Completed by:', 'Course', 'Qty', 'Status of Request', 'Date of Request', 'Download eCard Codes', and 'eCard Status'. The table contains three rows of data.

Request Completed by:	Course	Qty	Status of Request	Date of Request	Download eCard Codes	eCard Status
AHA Center	PALS	100	approved	05/15/2014 09:46	Download	View eCards Status
AHA Center	ACLS	100	approved	05/14/2014 15:11	Download	View eCards Status
Channing Bete	BLS for Healthcare Providers	20	approved	05/07/2014 15:45	Download	View eCards Status

2. View a range of last eCard requests, as shown below:

eCard Status

From this page, you can view the status of the eCards you have requested. You can also scroll down to view your eCard assignments to your Instructors.

eCard Requests

Refresh Select Range View All

Request Completed by:	Course	Qty	Status of Request	Date of Request	Download eCard Codes	eCard Status
AHA Center	PALS	100	approved	05/15/2014 09:46	Download	View eCards Status
AHA Center	ACLS	100	approved	05/14/2014 15:11	Download	View eCards Status
Channing Bete	BLS for Healthcare Providers	20	approved	05/07/2014 15:45	Download	View eCards Status

- Refresh statuses, using the Refresh button.

eCard Status

From this page, you can view the status of the eCards you have requested. You can also scroll down to view your eCard assignments to your Instructors.

eCard Requests

Refresh Select Range View All

Request Completed by:	Course	Qty	Status of Request	Date of Request	Download eCard Codes	eCard Status
AHA Center	PALS	100	approved	05/15/2014 09:46	Download	View eCards Status
AHA Center	ACLS	100	approved	05/14/2014 15:11	Download	View eCards Status
Channing Bete	BLS for Healthcare Providers	20	approved	05/07/2014 15:45	Download	View eCards Status

- Download an .xls file of eCards issued to the TC by the Distributor by clicking the Download button next to a specific order/request. .xls example shown below.

eCard Status

From this page, you can view the status of the eCards you have requested. You can also scroll down to view your eCard assignments to your Instructors.

eCard Requests

Refresh Select Range View All

Request Completed by:	Course	Qty	Status of Request	Date of Request	Download eCard Codes	eCard Status
AHA Center	PALS	100	approved	05/15/2014 09:46	Download	View eCards Status
AHA Center	ACLS	100	approved	05/14/2014 15:11	Download	View eCards Status
Channing Bete	BLS for Healthcare Providers	20	approved	05/07/2014 15:45	Download	View eCards Status

	A	B	C	D
1	eCard Code	eCard Type	TC ID	Creation Date
2	134565335361	PALS	TXA0003	2013-03-21
3	134561167371	PALS	TXA0003	2013-03-21
4	134564845133	PALS	TXA0003	2013-03-21
5				

- View the status of the eCards available to be assigned to students.

eCard Status

From this page, you can view the status of the eCards you have requested. You can also scroll down to view your eCard assignments to your Instructors.

eCard Requests

Refresh Select Range View All

Request Completed by:	Course	Qty	Status of Request	Date of Request	Download eCard Codes	eCard Status
AHA Center	PALS	100	approved	05/15/2014 09:46	<input type="button" value="Download"/>	View eCards Status
AHA Center	ACLS	100	approved	05/14/2014 15:11	<input type="button" value="Download"/>	View eCards Status
Channing Bete	BLS for Healthcare Providers	20	approved	05/07/2014 15:45	<input type="button" value="Download"/>	View eCards Status

eCard Status

eCard Code	Status	Student First Name	Student Last Name	Student Email Address
144506450614	Available			
144509325608	Available			
144501341470	Available			
144504500386	Available			
144505728257	Available			
144506565144	Available			

From the BOTTOM section of the eCard Status page, called “eCard Assignments to Instructors,” shown below, the TCC is able to perform the following actions, using the same type of functionality shown above.

1. View the status of eCard assignments made to Instructors
2. View a range of last eCard assignments to Instructors
3. Refresh the status of assignments using the Refresh button
4. Download an .xls file of eCard codes issued to an Instructor for an assignment
5. View the status of the eCards available to be assigned to students

eCard Assignments to Instructors

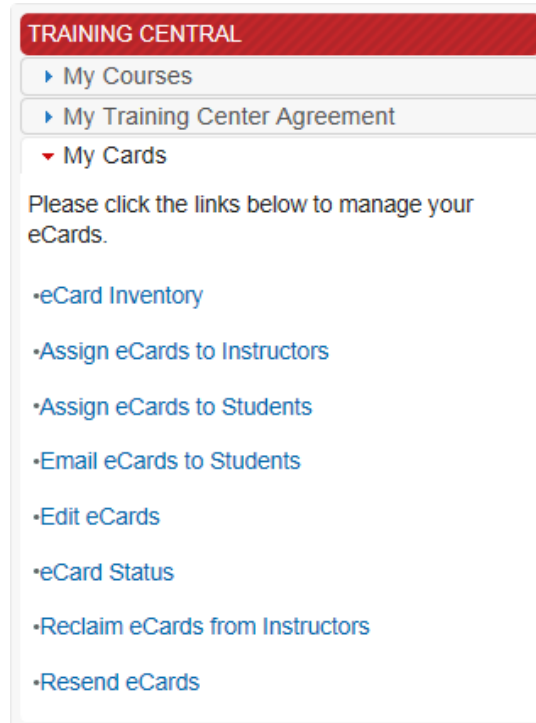
Refresh Select Range View All

eCards Assigned to:	Course	Qty	Status of Assignment	Date of Assignment	Edit Assignment	Download eCard Codes	eCards Status
Robin Crawford	PEARS	6	approved	05/20/2014 14:54		<input type="button" value="Download"/>	View eCards Status
Robin Crawford	PEARS	6	approved	05/19/2014 11:25		<input type="button" value="Download"/>	View eCards Status
Robin Crawford	ACLS	6	approved	05/19/2014 10:16		<input type="button" value="Download"/>	View eCards Status
BHCS Instructor One	BLS for Healthcare Providers	2	approved	05/15/2014 10:08		<input type="button" value="Download"/>	View eCards Status

AHA My Cards – TCC or TC Admin

Resend eCards

In the event that the student does not receive the email from the AHA containing instructions to access his or her eCard, the



Resend eCards

Search for the eCard to resend by entering the course date, student name, eCard Code or email address below

<input type="text"/>	<input type="text" value="Course Date"/>	<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>	<input type="text" value="eCard Code"/>	<input type="text" value="Email"/>	<input type="button" value="Search"/>
<input type="button" value="Return to My Dashboard"/>						

AHA My Cards – TCC or TC Admin

In the event that the student does not receive the email from the AHA containing instructions to access his or her eCard, the Email eCards to Students page offers two alternate options for the TCC, TC Admin or Instructor to resend the email to the student so he or she can claim the eCard. These options are available from the column labeled, "Alternate Options for Student to Claim eCard." Instructions for either option are shown when the user hovers over one of the two hyperlinks in the column.

The TCC, TC Admin or Instructor can either

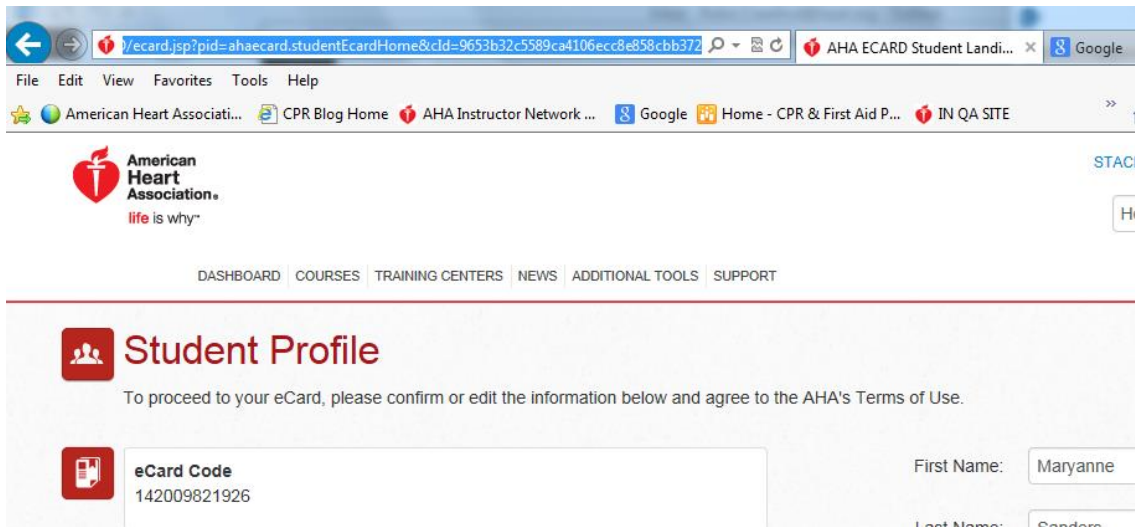
1. Click the "View Student Login Page" link to access the student's login page. From that page, the user may copy the URL at the top of the page and paste it into an email that the user can send the student from the user's email server.

OR

2. If using the Microsoft Outlook email server, click the "Email Link to Claim eCard" link to open an email in Outlook that contains the individual student's URL to claim the eCard.

Name	Email	Phone(optional)	Alternate Options for Student to Claim eCard
	robin.crawford@heart.org		View Student Login Page Email Link to Claim eCard
	robin.crawford@heart.org		View Student Login Page Email Link to Claim eCard
	robin.crawford@heart.org		View Student Login Page Email Link to Claim eCard
	robin.crawford@heart.org		View Student Login Page Email Link to Claim eCard

Option #1 will open the Student Profile page, as shown below. From this page, the user may copy the URL at the top of the page and paste it into an email that the user can send the student from the user's email server.



Option #2 will open an email in the Outlook email server. The email will contain the URL that the student may use to claim his or her AHA eCard.

Email eCards to Students page offers two alternate options for the TCC, TC Admin or Instructor to resend the email to the student so he or she can claim the eCard. These options are available from the column labeled, "Alternate Options for Student to Claim eCard." Instructions for either option are shown when the user hovers over one of the two hyperlinks in the column.

The TCC, TC Admin or Instructor can either

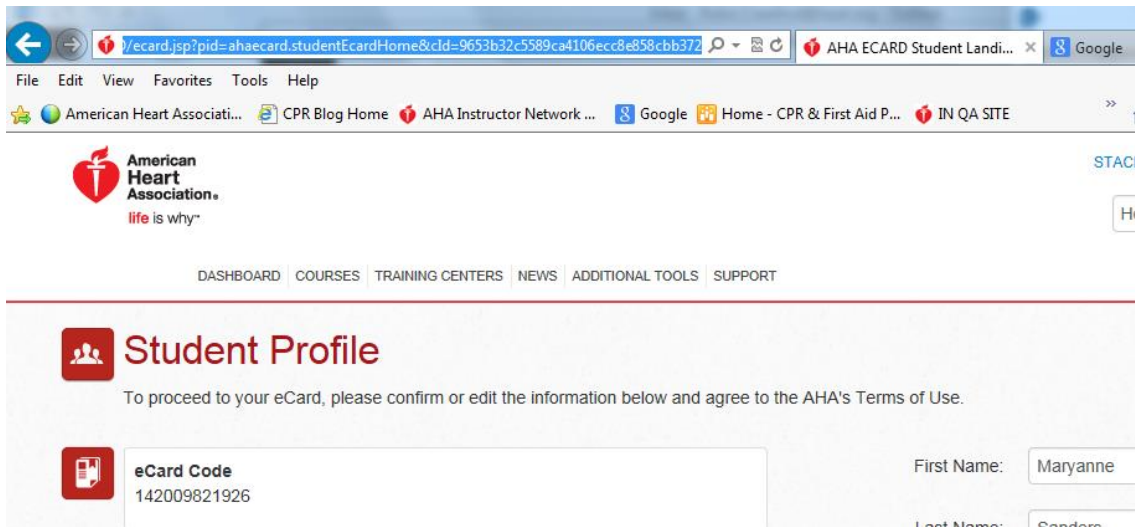
3. Click the "View Student Login Page" link to access the student's login page. From that page, the user may copy the URL at the top of the page and paste it into an email that the user can send the student from the user's email server.

OR

4. If using the Microsoft Outlook email server, click the "Email Link to Claim eCard" link to open an email in Outlook that contains the individual student's URL to claim the eCard.

Name	Email	Phone(optional)	Alternate Options for Student to Claim eCard
	robin.crawford@heart.org		View Student Login Page Email Link to Claim eCard
	robin.crawford@heart.org		View Student Login Page Email Link to Claim eCard
	robin.crawford@heart.org		View Student Login Page Email Link to Claim eCard
	robin.crawford@heart.org		View Student Login Page Email Link to Claim eCard

Option #1 will open the Student Profile page, as shown below. From this page, the user may copy the URL at the top of the page and paste it into an email that the user can send the student from the user's email server.



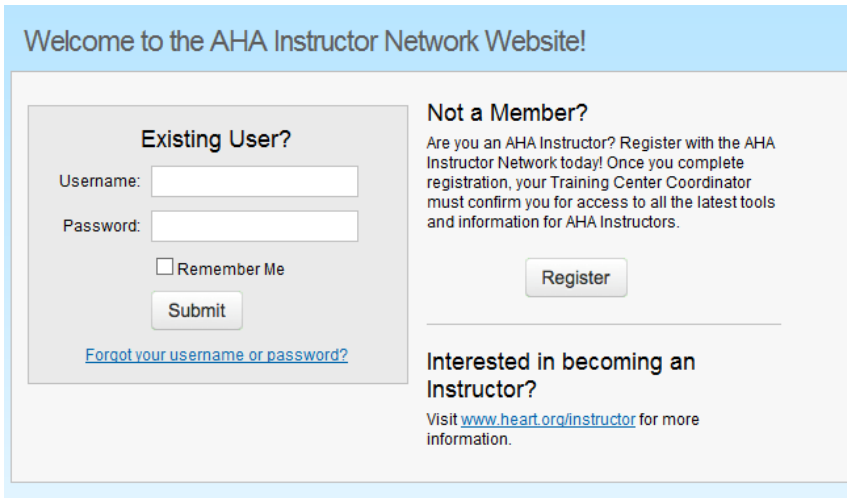
Option #2 will open an email in the Outlook email server. The email will contain the URL that the student may use to claim his or her AHA eCard.

END TCC PROCESS

Accessing My Cards

To access the My Cards tool, please follow the steps below:

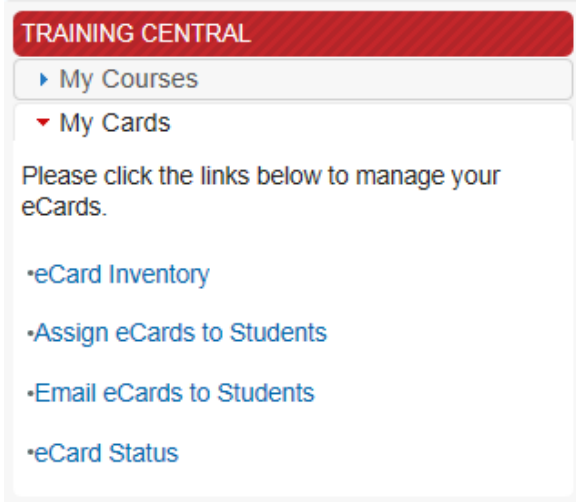
1. Go to the AHA Instructor Network - www.ahainstructornetwork.org.



2. Enter your username/password and click the Submit button (the AHA Instructor Network My Dashboard will display).
3. In the lower right side of your dashboard page, you will see the Training Central widget (as shown below).

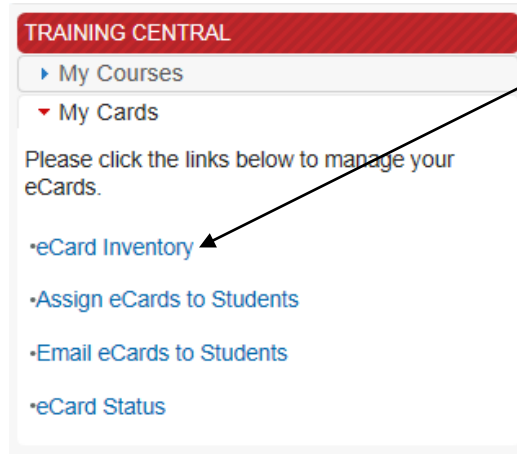


4. Click on the My Cards tab to expand the window and access the functionality (indicated by the blue links).



eCard Inventory

From the My Cards menu, the Instructor can view his or her inventory of eCards by clicking the eCard Inventory link.



Below is the eCard Inventory page. This page displays the available quantity of eCards by Product Number and Course for the Instructor to assign and email to students.

Note: *There is no functionality on the inventory view.*

To return to your AHA Instructor Network My Dashboard page from your eCard Inventory, click the Return To My Dashboard button at the bottom of the page.

eCard Inventory

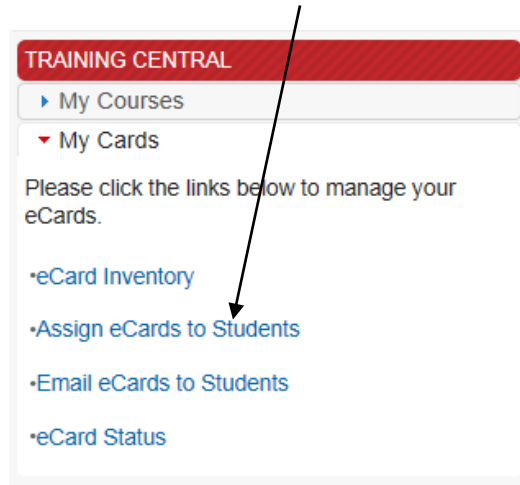
This page shows your available eCard inventory. There are no actions from this page.

Product Number	Course	Available Quantity
90-3000	ACLS	98
90-3001	BLS for Healthcare Providers	75
90-3005	Heartsaver CPR AED	85
90-3004	Heartsaver First Aid	86
90-3006	Heartsaver First Aid CPR AED	20
90-3007	Heartsaver Pediatric First Aid CPR AED	14
90-3002	PALS	83
90-3003	PEARS	92

[Return to My Dashboard](#)

Assign eCards to Students

The Assign eCards to Students functionality allows the Instructor to email eCards to students, based on the inventory that has been assigned to the Instructor by his/her TCC or TC Admin, after assigning eCards based on the Course and Instructor. To assign eCards to Students, the Instructor clicks the Assign eCards to Students link.



The system displays the Assign eCards to Students screen shown below:

To assign eCard to students, the Instructor completes the following:

1. Select the Course
 - a. The Quantity Available field is populated when the Course is selected.
2. Select the Training Center
 - a. More than one TC will appear in the dropdown list ONLY if the Instructor has a Primary and Secondary TC alignment
3. Enter Requested Quantity
4. Click the Submit button

When the Instructor clicks the Submit button, the system will display the request confirmation below:

Confirm eCard Assignment

Course: **BLS for Healthcare Providers**

Training Center: **Baylor Health Care System**

Quantity: **6**

Submit

Edit

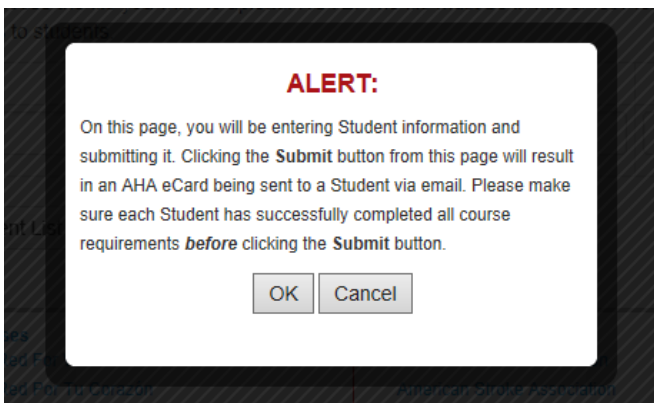
Cancel

Click the Edit button to return to assignment screen

Click the CANCEL button to return to the Instructor Network dashboard

When confirmed, the Instructor clicks the Submit button. On the next screen, TCs or TC Admins will enter the student information and click the Submit button, which will send AHA eCards to students. To prevent users from emailing eCards to students prematurely, the pop-up window below will appear before users are able to reach the Email eCards to Students page.

Click OK to continue, or Cancel if you are not ready to issue eCards to students.



The system processes the request and displays the Email eCards to Students page below:

Email eCards

Below are the eCards that can be emailed to students. To email eCards, you may manually enter the student information OR you may upload a file containing the student information. To upload a file, click the "Upload Student List" button and choose the file you wish to upload. NOTE: The file must be in .xls or .csv format. Once the student information has been populated in the fields below, click the "Submit" button to email eCards to students.

eCard Code	First Name	Last Name	Email	Phone(optional)
132003062096	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
132007308642	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
132004561198	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
132004235049	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
132002766234	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
132003882537	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Submit

Download

Cancel

Upload Student List

AHA My Cards – Instructor

Email eCards to Students – Manual Process

To email eCards to students, the Instructor can either enter student information manually OR the Instructor can upload a file containing the necessary data. To manually enter, the Instructor will type in the following student information:

1. First Name
2. Last Name
3. Email address
4. Phone # (optional)
5. For Heartsaver courses, the TCC or TC Admin will also have to check a checkbox next to the optional modules that the student completed.

Once complete, the Instructor clicks the Submit button. The system processes and returns the Instructor to the Email eCards to Students page, as shown below.

Email eCards to Students

Below, click the "email eCards" button next to the Course name, quantity and assignment date for which you want to assign eCards to students.

Course	Qty	Date of Assignment	Email eCards
ACLS	5	05/20/2014 15:04	Email eCards
ACLS	6	05/19/2014 11:28	Email eCards
ACLS	6	05/19/2014 10:41	Email eCards
ACLS	6	05/19/2014 10:24	Email eCards

Click the Email eCards button to email eCards to students

To return to emailing eCards to students from that Course/Instructor assignment, click the "Email eCards button" next to the assignment.

You will now see that the student information (First Name/Last Name/Email/Phone (if entered)) the TCC entered previously will be populated in the information fields. The populated fields will be grayed out and will not be editable, indicating that the eCard(s) have been emailed to the student(s), as shown below.

Email eCards

Below are the eCards that can be emailed to students. To email eCards, you may manually enter the student information OR you may upload a file containing the student information. To upload a file, click the "Upload Student List" button and choose the file you wish to upload. NOTE: The file must be in .xls or .csv format. Once the student information has been populated in the fields below, click the "Submit" button to email eCards to students.

eCard Code	First Name	Last Name	Email	Phone(optional)	Alternate Options for Student to Claim eCard
142008611666	Charlie	Rye	robin.crawford@heart.org		View Student Login Page Email Link to Claim eCard
142003426749	April	Wilson	robin.crawford@heart.org		View Student Login Page Email Link to Claim eCard
142004481225	Peter	Parker	robin.crawford@heart.org		View Student Login Page Email Link to Claim eCard
142009821926	Maryanne	Sanders	robin.crawford@heart.org		View Student Login Page Email Link to Claim eCard

Submit Download Cancel Upload Student List

Email eCards to Students – Upload Student List

To upload a file containing the student information, you will first need to have the following information in an .xls or .csv file, saved to your computer:

1. First Name
2. Last Name
3. Email address
4. Phone # (optional)

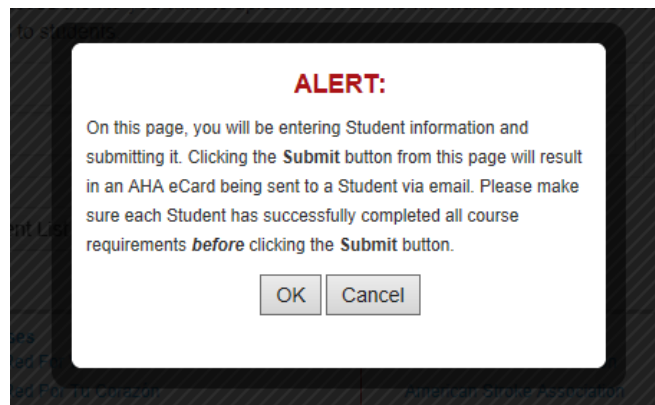
NOTE: Sample templates for the Student List upload will be available in .xls and .csv formats on the AHA Instructor Network at the launch of the My Cards tool.

NOTE: You must have a header row (see template).

From the Email eCards screen, click the “Upload Student List” button below the eCard fields. You will be prompted to browse for the file on your computer as shown below by clicking the “Browse...” button. Once you have selected the file to upload, click the “Upload” button.

NOTE: The number of eCards in the assignment should be equal to the number of lines of student information contained within the .xls or .csv file. You will receive an error message if the number of lines of student information is greater than the number of eCards available in the assignment. If the number of lines of student information is fewer than the number of eCards available, you will be able to proceed with the upload, but will have to manually populate the remaining eCard fields.

NOTE: Again, before the user is able to reach the Email eCards to Students page, a warning message will be displayed to alert the user that an AHA eCard will be issued upon clicking the Submit button. Click OK to continue, or Cancel if you are not ready to issue eCards.



Email eCards

Below are the eCards that can be emailed to students. To email eCards, you may manually enter the student information OR you may upload a file, click the "Upload Student List" button and choose the file you wish to upload. NOTE: The file must be in .xls or .csv format. Once the fields below, click the "Submit" button to email eCards to students.

eCard Code	First Name	Last Name	Email	Phone
141003943416	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
141009155596	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
141008888352	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
141006881161	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
141004838488	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Select the Student List you would like to upload. The file must be in .xls or .csv format.

C:\Users\robin.crawford\Documents\Internal C

Once the Instructor clicks upload, the blank fields will be populated with the student information in the uploaded .xls or .csv file, as shown below:

Email eCards

Below are the eCards that can be emailed to students. To email eCards, you may manually enter the student information OR you may upload a file containing the student information. To upload a file, click the "Upload Student List" button and choose the file you wish to upload. NOTE: The file must be in .xls or .csv format. Once the student information has been populated in the fields below, click the "Submit" button to email eCards to students.

eCard Code	First Name	Last Name	Email	Phone(optional)
141003943416	<input type="text" value="John"/>	<input type="text" value="Doe"/>	<input type="text" value="john.doe@abc.com"/>	<input type="text"/>
141009155596	<input type="text" value="Jane"/>	<input type="text" value="Doe"/>	<input type="text" value="Jane.doe@cde.com"/>	<input type="text"/>
141008888352	<input type="text" value="Jack"/>	<input type="text" value="Spratt"/>	<input type="text" value="jack.spratt@mothergoose.com"/>	<input type="text"/>
141006881161	<input type="text" value="Jill"/>	<input type="text" value="Spratt"/>	<input type="text" value="jill.spratt@mothergoose.com"/>	<input type="text"/>
141004838488	<input type="text" value="Mike"/>	<input type="text" value="Douglas"/>	<input type="text" value="mike.douglas@hollywood.com"/>	<input type="text"/>

Click the "Submit" button to complete emailing the eCards to students. Once the emails have been processed, you will be returned to the Email eCards to Students page, as shown below:

Email eCards to Students

Below, click the "email eCards" button next to the Course name, quantity and assignment date for which you want to assign eCards to students.

Course	Qty	Date of Assignment	Email eCards
ACLS	5	05/20/2014 15:04	<input type="button" value="Email eCards"/>
ACLS	6	05/19/2014 11:28	<input type="button" value="Email eCards"/>
ACLS	6	05/19/2014 10:41	<input type="button" value="Email eCards"/>
ACLS	6	05/19/2014 10:24	<input type="button" value="Email eCards"/>

Click the "Email eCards" button next to your assignment of eCards to students to see that the eCards were successfully emailed (student information fields will be populated and grayed out), as shown below:

Email eCards

Below are the eCards that can be emailed to students. To email eCards, you may manually enter the student information OR you may upload a file containing student information. To upload a file, click the "Upload Student List" button and choose the file you wish to upload. NOTE: The file must be in .xls or .csv format. Once the student information is entered in the fields below, click the "Submit" button to email eCards to students.

eCard Code	First Name	Last Name	Email	
141003943416	<input type="text" value="John"/>	<input type="text" value="Doe"/>	<input type="text" value="john.doe@abc.com"/>	<input type="checkbox"/>
141009155596	<input type="text" value="Jane"/>	<input type="text" value="Doe"/>	<input type="text" value="Jane.doe@cde.com"/>	<input type="checkbox"/>
141008888352	<input type="text" value="Jack"/>	<input type="text" value="Spratt"/>	<input type="text" value="jack.spratt@mothergoose.com"/>	<input type="checkbox"/>
141006881161	<input type="text" value="Jill"/>	<input type="text" value="Spratt"/>	<input type="text" value="jill.spratt@mothergoose.com"/>	<input type="checkbox"/>
141004838488	<input type="text" value="Mike"/>	<input type="text" value="Douglas"/>	<input type="text" value="mike.douglas@hollywood.com"/>	<input type="checkbox"/>

Resend eCard Email to Students

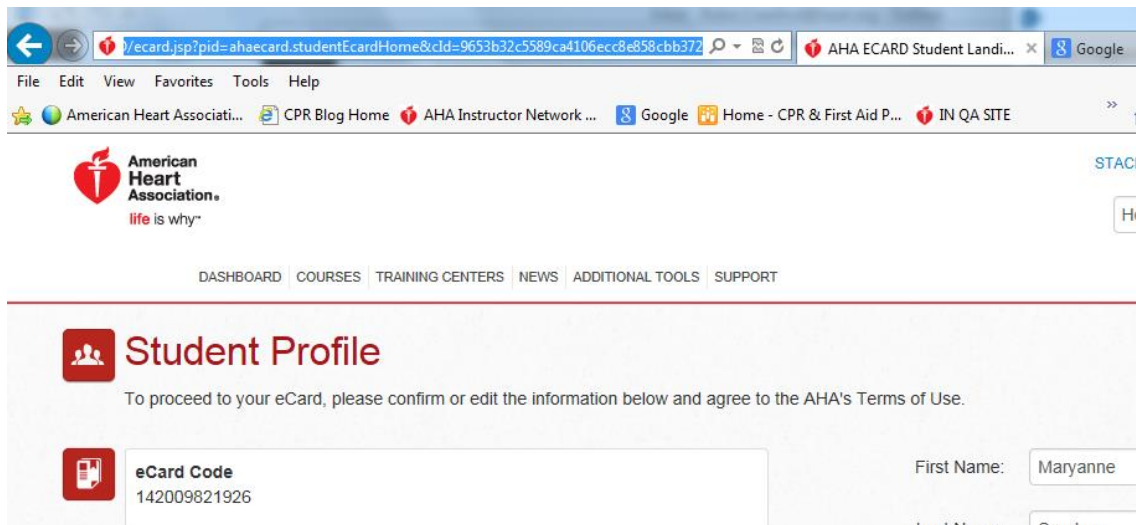
In the event that the student does not receive the email from the AHA containing instructions to access his or her eCard, the Email eCards to Students page offers two alternate options for the TCC, TC Admin or Instructor to resend the email to the student so he or she can claim the eCard. These options are available from the column labeled, “Alternate Options for Student to Claim eCard.” Instructions for either option are shown when the user hovers over one of the two hyperlinks in the column.

The TCC, TC Admin or Instructor can either

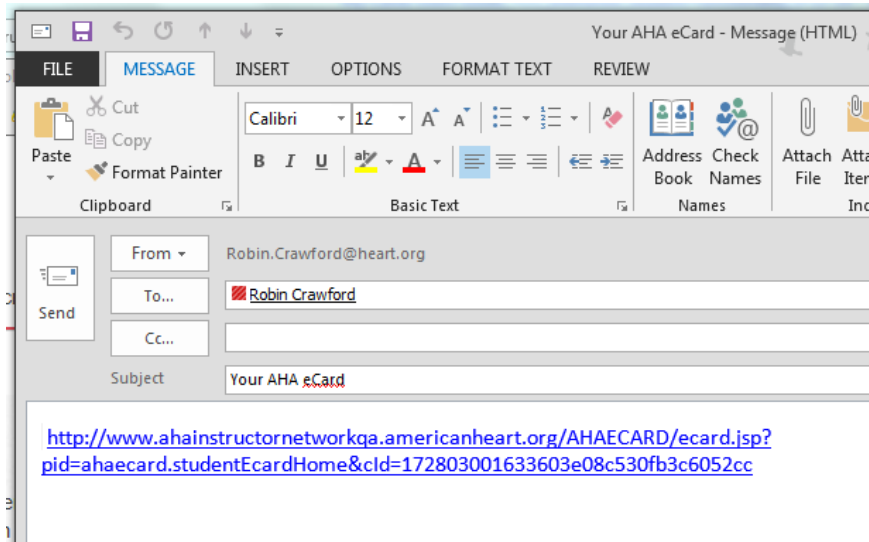
1. Click the “View Student Login Page” link to access the student’s login page. From that page, the user may copy the URL at the top of the page and paste it into an email that the user can send the student from the user’s email server.
- OR
2. If using the Microsoft Outlook email server, click the “Email Link to Claim eCard” link to open an email in Outlook that contains the individual student’s URL to claim the eCard.

Name	Email	Phone(optional)	Alternate Options for Student to Claim eCard
	robin.crawford@heart.org		View Student Login Page Email Link to Claim eCard
	robin.crawford@heart.org		View Student Login Page Email Link to Claim eCard
	robin.crawford@heart.org		View Student Login Page Email Link to Claim eCard
	robin.crawford@heart.org		View Student Login Page Email Link to Claim eCard

Option #1 will open the Student Profile page, as shown below. From this page, the user may copy the URL at the top of the page and paste it into an email that the user can send the student from the user’s email server.

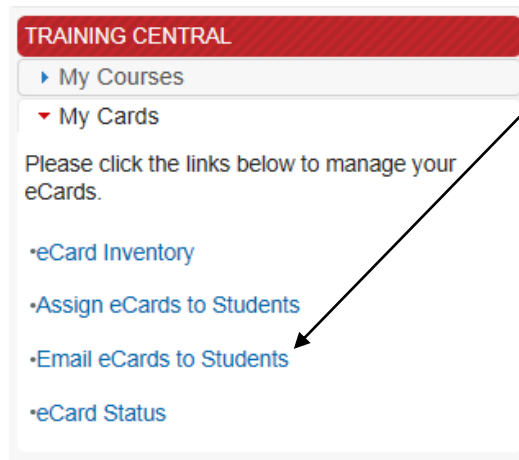


Option #2 will open an email in the Outlook email server. The email will contain the URL that the student may use to claim his or her AHA eCard.

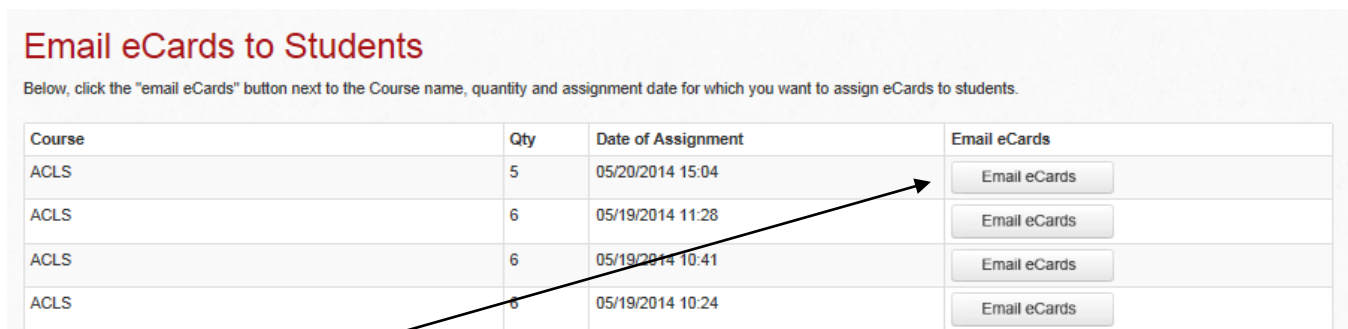


Shortcut to Email eCards to Students Page

From the My Cards menu, the Instructor can easily return to the Email eCards to Students page to complete sending eCards to students from a previous assignment. To return to this functionality, click the Email eCards to Students link.



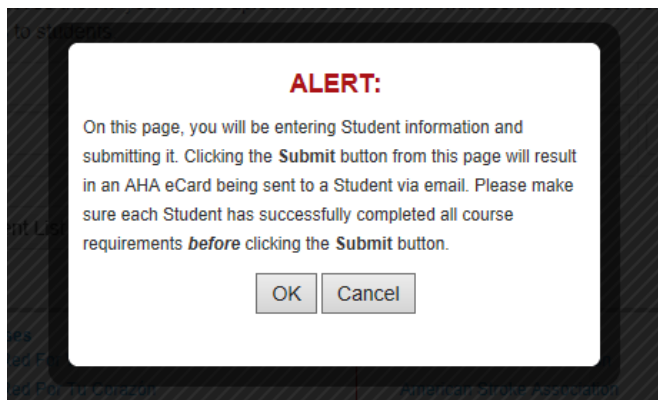
The system will display the Email eCards to Students page, as shown below:



Simply click the "Email eCards" button next to the assignment of eCards to students that you are ready to complete to return to emailing eCards (example below).

On the next screen, the Instructor will enter the student information and click the Submit button, which will send AHA eCards to students. To prevent users from emailing eCards to students prematurely, the pop-up window below will appear before users are able to reach the Email eCards to Students page.

Click OK to continue, or Cancel if you are not ready to issue eCards to students.



Once the OK button is clicked, the Email eCards to Students page will display as shown below.

Email eCards

Below are the eCards that can be emailed to students. To email eCards, you may manually enter the student information OR you may upload a file containing the student information. To upload a file, click the "Upload Student List" button and choose the file you wish to upload. NOTE: The file must be in .xls or .csv format. Once the student information has been populated in the fields below, click the "Submit" button to email eCards to students.

eCard Code	First Name	Last Name	Email	Phone(optional)
132003536520	<input type="text" value="Stacey"/> ×	<input type="text"/>	<input type="text"/>	<input type="text"/>
132003523886	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
132004339750	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
132007858122	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
132004114704	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Submit

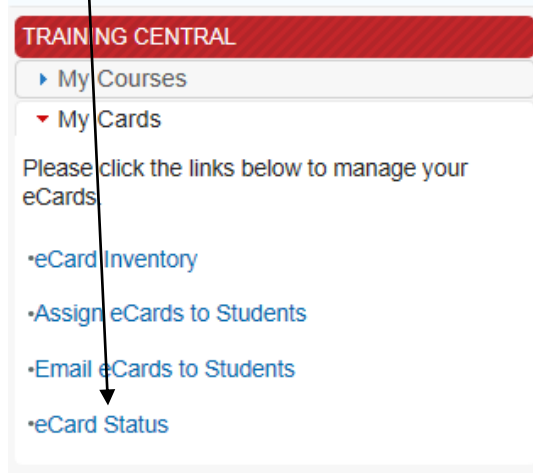
Download

Cancel

Upload Student List

eCard Status Page

To view the eCard Status page, click the eCard Status link from the My Cards menu.



The eCard Status page, shown below, will display:

eCard Status

Refresh Select Range View All

eCards Assigned By:	Course	Qty	Status of Assignment	Date of Assignment	Download eCard Codes	eCard Status
Baylor Health Care System	PEARS	6	approved	05/20/2014 14:54	<input type="button" value="Download"/>	View eCards Status
Baylor Health Care System	PEARS	6	approved	05/19/2014 11:25	<input type="button" value="Download"/>	View eCards Status
Baylor Health Care System	ACLS	6	approved	05/19/2014 10:16	<input type="button" value="Download"/>	View eCards Status
Baylor Health Care System	PALS	20	approved	05/15/2014 09:48	<input type="button" value="Download"/>	View eCards Status
Baylor Health Care System	PEARS	20	approved	05/15/2014 09:06	<input type="button" value="Download"/>	View eCards Status

From this page, the Instructor is able to

1. View the status of eCard assignments made by their TCC, shown below:

eCard Status

Refresh Select Range View All

eCards Assigned By:	Course	Qty	Status of Assignment	Date of Assignment	Download eCard Codes	eCard Status
Baylor Health Care System	PEARS	6	approved	05/20/2014 14:54	<input type="button" value="Download"/>	View eCards Status
Baylor Health Care System	PEARS	6	approved	05/19/2014 11:25	<input type="button" value="Download"/>	View eCards Status
Baylor Health Care System	ACLS	6	approved	05/19/2014 10:16	<input type="button" value="Download"/>	View eCards Status
Baylor Health Care System	PALS	20	approved	05/15/2014 09:48	<input type="button" value="Download"/>	View eCards Status
Baylor Health Care System	PEARS	20	approved	05/15/2014 09:06	<input type="button" value="Download"/>	View eCards Status

2. View a range of last eCard assignments, shown below:

eCard Status

Refresh

Select Range
Last 30 Requests
Last 60 Requests

eCards Assigned By:	Course	Qty	Status of Assignment	Date
Baylor Health Care System	PEARS	6	approved	05/20/2014 14:54

3. Refresh the status of assignments using the Refresh button

eCard Status

Refresh

Select Range

View All

eCards Assigned By:	Course	Qty	Status of Assignment	Date of Assignment	Download eCard Codes	eCard Status
Baylor Health Care System	PEARS	6	approved	05/20/2014 14:54	Download	View eCards Status
Baylor Health Care System	PEARS	6	approved	05/19/2014 11:25	Download	View eCards Status
Baylor Health Care System	ACLS	6	approved	05/19/2014 10:16	Download	View eCards Status
Baylor Health Care System	PALS	20	approved	05/15/2014 09:48	Download	View eCards Status
Baylor Health Care System	PEARS	20	approved	05/15/2014 09:06	Download	View eCards Status

4. Download an .xls file of eCard codes issued by assignment, shown below:

eCard Status

Refresh

Select Range

View All

eCards Assigned By:	Course	Qty	Status of Assignment	Date of Assignment	Download eCard Codes	eCard Status
Baylor Health Care System	PEARS	6	approved	05/20/2014 14:54	Download	View eCards Status
Baylor Health Care System	PEARS	6	approved	05/19/2014 11:25	Download	View eCards Status
Baylor Health Care System	ACLS	6	approved	05/19/2014 10:16	Download	View eCards Status
Baylor Health Care System	PALS	20	approved	05/15/2014 09:48	Download	View eCards Status

A1

	A	B	C	D
1	eCard Code	eCard Type	TC ID	Creation Date
2	145005740069	PEARS	TX05056	2014-04-09
3	145001454694	PEARS	TX05056	2014-04-09
4	145002003684	PEARS	TX05056	2014-04-09
5	145002824821	PEARS	TX05056	2014-04-09
6	145003525764	PEARS	TX05056	2014-04-09
7	145003286572	PEARS	TX05056	2014-04-09

5. View the status of the eCards available to be assigned to students, shown below:

eCard Status

Refresh Select Range View All

eCards Assigned By:	Course	Qty	Status of Assignment	Date of Assignment	Download eCard Codes	eCard Status
Baylor Health Care System	PEARS	6	approved	05/20/2014 14:54	<input type="button" value="Download"/>	View eCards Status
Baylor Health Care System	PEARS	6	approved	05/19/2014 11:25	<input type="button" value="Download"/>	View eCards Status
Baylor Health Care System	ACLS	6	approved	05/19/2014 10:16	<input type="button" value="Download"/>	View eCards Status
Baylor Health Care System	PALS	20	approved	05/15/2014 09:48	<input type="button" value="Download"/>	View eCards Status

eCard Status

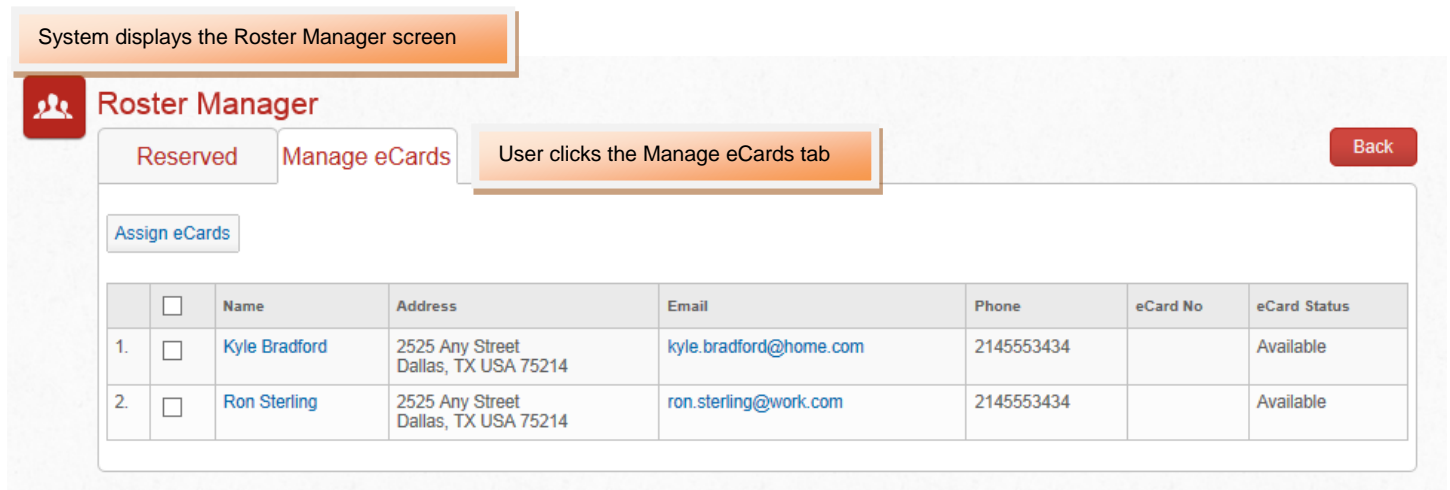
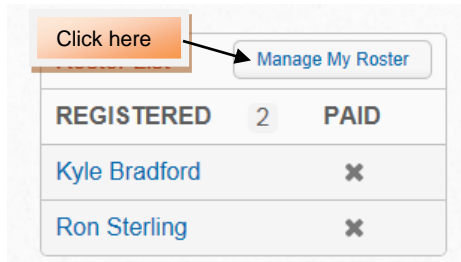
eCard Code	Status	Student First Name	Student Last Name	Student Email Address
145005740069	Available			
145001454694	Available			
145002003684	Available			
145002824821	Available			
145003525764	Available			
145003286572	Available			

END PROCESS

Assign eCards to Students using My Courses – via Roster Manager

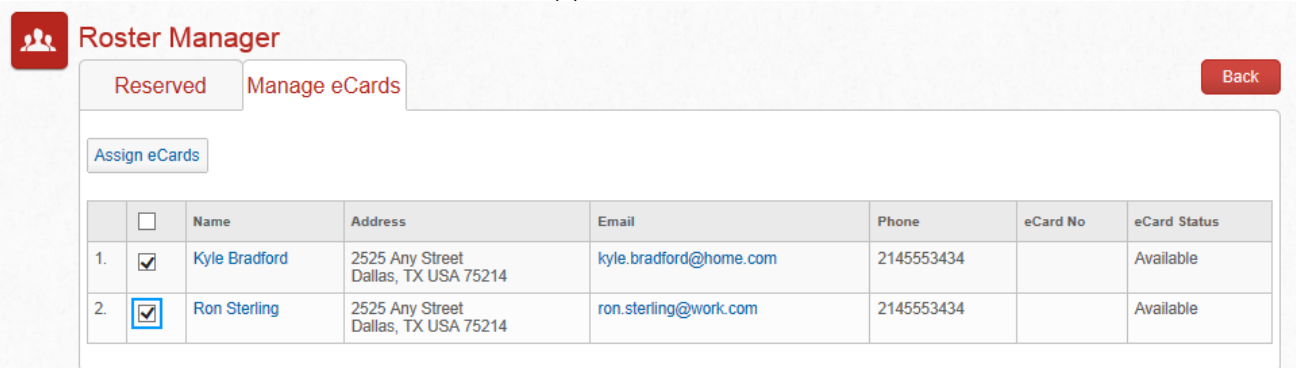
If the TCC, TC Admin or Instructor uses the My Courses system, they can assign eCards to students via the My Courses Roster Manager.

When a student roster has been built in My Courses, the User clicks the Manage My Roster link from the My Courses Edit Existing Class link and the Roster Manager page will display as shown below:



The steps to assign eCard codes are as follows:

1. Click in the checkbox next to the student name(s), as shown below.



2. Click the Assign eCards button
 - a. System will display success message (shown below)
 - b. System will send an email notification to all students who have been assigned an eCard code as shown below (eCard Status reflects "Emailed;" once student has claimed an eCard, the status will show as "Claimed")
 - c. System associates eCard to student

eCards were assigned successfully.



Roster Manager

Reserved

Manage eCards

Back

Assign eCards

	<input type="checkbox"/>	Name	Address	Email	Phone	eCard No	eCard Status
1.	<input type="checkbox"/>	Kyle Bradford	2525 Any Street Dallas, TX USA 75214	kyle.bradford@home.com	2145553434	144503191113	Emailed
2.	<input type="checkbox"/>	Ron Sterling	2525 Any Street Dallas, TX USA 75214	ron.sterling@work.com	2145553434	144505975150	Emailed

AHA My Cards – Student

Claiming eCard

Students who have been assigned an eCard will first receive an email (sample below) inviting them to claim their eCard online.



PLEASE DO NOT REPLY TO THIS EMAIL ADDRESS. YOU WILL NOT RECEIVE A RESPONSE TO REPLIES TO THIS EMAIL ADDRESS.

Dear Joseph Sanders,

Congratulations on completing your American Heart Association PEARS training!

To access your electronic course completion card - or eCard - please click the link below. This card is a valid course completion card and can be presented to an employer as proof that you have successfully completed training. This eCard will expire two years from the issue date.

[Click here to view your online eCard](#)

Thank you and congratulations!

American Heart Association

From the email, the student will click on the hyperlink [Click here to view your online eCard](#). The Student Profile webpage will display:

A screenshot of the 'Student Profile' webpage. The page has a white background with a red header bar. The title 'Student Profile' is in red. Below the title, there is a message: 'To proceed to your eCard, please confirm or edit the information below and agree to the AHA's Terms of Use.' The page is divided into two main sections. On the left, there are three pre-populated information boxes: 'eCard Code' (135008757614), 'Instructor Info' (Instructor BHCS Instructor One), and 'Training Center Info' (Baylor Health Care System, Training Center ID: TX05056, 3500 Gaston Ave, Dallas TX 75246-2017). On the right, there are several input fields: 'First Name' (Joseph), 'Last Name' (Sanders), 'Email' (robin.crawford@heart.org), 'Phone' (optional) (Phone), 'Security Question' (Security Question), and 'Security Answer' (Security Answer). At the bottom right, there is a 'Submit' button. A note at the bottom states: 'I have read, understand and agree to the Terms of Use on behalf of the organization.' with two radio button options: 'I Agree to the Terms of Use' and 'I Do Not Agree'. A callout box on the left side of the page states: 'Fields on the left side are pre-populated and are not editable'.

The Student Profile page is pre-populated with the the following non-editable information:

- eCard Code
- Instructor Info
- Training Center Info

Students may edit the information on the right-hand side of the Student Profile screen by typing directly over the fields. Editable information includes:

- First Name
- Last Name
- Email Address
- Phone (optional)

Students must then set up a security question and answer that they will use to access their eCard Profile in the future.

Security Question:

Security Answer:

Finally from this page, the student must agree to the Terms of Use for the website. To view the Terms of Use, the student can click the hyperlink "Terms of Use."

I have read, understand and agree to the [Terms of Use](#) on behalf of of the organization.

I Agree to the Terms of Use

I Do Not Agree

Once the student agrees to the Terms of Use and clicks Submit, the system will display the Rate Your Class page below.

Rate your AHA Class

Please answer the questions below to proceed to your AHA eCard.

- As a result of the training, how confident are you that you could successfully resuscitate someone if called upon to do so today?
- How likely are you to recommend your instructor to a colleague or a friend?
- The Instructor gave ample time for me to learn during the hands-on participation at each learning station.
- I received a Student Manual for the course.
- At my training, there were 6 or fewer students for each instructor.
- Number of times you have taken this training?

[Skip & Continue](#)

Rate your AHA Class

Please answer the questions below to proceed to your AHA eCard.

1. As a result of the training, how confident are you that you could successfully resuscitate someone if called upon to do so today?

Very Unconfident

Somewhat unconfident

Neither confident or unconfident

Somewhat confident

Very Confident

2. How likely are you to recommend your instructor to a colleague or a friend?

Very unlikely

Somewhat unlikely

Neither likely or unlikely

Somewhat likely

Very likely

3. The Instructor gave ample time for me to learn during the hands-on participation at each learning station.

Strongly disagree

Disagree

Neither agree or disagree

Agree

Strongly agree

4. I received a Student Manual for the course.

No

Yes

5. At my training, there were 6 or fewer students for each instructor.

False

I dont recall

True

6. Number of times you have taken this training?

First Time

Second Time

3-4 times

5-6 times

7+ times

Submit Skip & Continue

Student simply clicks on the answer of choice for each question

Once the student has answered all six questions and clicked Submit, the student's eCard will be displayed on the webpage (sample shown below).



STACIE BAILEY | (TCC) | LOGOUT | DONATE

How Can We Help?

DASHBOARD | COURSES | TRAINING CENTERS | NEWS | ADDITIONAL TOOLS | SUPPORT

ACTIVE

American Heart Association
Life is why™


Maryanne Sanders
has successfully completed
Healthcare Provider
eCard Code: 142009821926

Issued:
09/23/2014

Recommended Renewal Date:
09/2016

Baylor Health Care System
Training Center ID: TX05056
3500 Gaston Ave , Dallas TX 75246-2017

Instructor: Joey TestInstructor
Instructor ID: 05140246734



Scan this code from your mobile device to view your eCard.

Students may view their AHA eCards profile at www.heart.org/cpr/mycards.
Employers, visit www.heart.org/cpr/mycards to validate AHA eCards.

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Click the PRINT button to print the eCard.

Print View My eCards

AHA My Cards – Student

Viewing eCard Profile

From the eCard page, the student can also click the View My eCards button to view his or her eCard Profile page, shown below.

The screenshot shows the AHA My Cards profile for Joseph Sanders. At the top left, there is a profile card with a red person icon, the name "Joseph Sanders", and the email address "robin.crawford@heart.org". To the right of this card is a summary table:

Active eCards	1
Expired eCards	0

Below the profile card is a "My eCards" section with a red icon of a card. Underneath, there are sorting options: "Sort by: Active Expired Expiration Dates Issue Dates", with "Issue Dates" selected. The main content area displays a single eCard for "PEARS" from "Baylor Health Care System". The instructor is "BHCS Instructor" and the ID is "135008757614". The eCard details show it was "Issued: 05/15/2014" and "Expires: 05/2016". A green banner with the word "ACTIVE" is overlaid on the top right of the eCard details.

After claiming an eCard online, the student will also receive a follow-up email from the AHA (shown below) thanking the student for claiming his or her eCard.

This email contains a link that the student can click to access his or her eCard Profile.



PLEASE DO NOT REPLY TO THIS EMAIL ADDRESS. YOU WILL NOT RECEIVE A RESPONSE TO REPLIES TO THIS EMAIL ADDRESS.

Dear Joseph Sanders,

Thank you for accessing the My Cards system and claiming your eCard.

My Cards will store all of your claimed online eCards in your Student Profile, which has already been created for you. To view this eCard (and additional eCards) please click on the link below.

[Click here to view all of your claimed eCards](#)

To access your My Cards Student Profile without the above link, go to www.heart.org/cpr/mycards and log in using your first name, last name and email address.

Thank you and congratulations on completing your AHA class!!

American Heart Association

This email also includes the URL that the student may visit in the future to log into his or her eCard Profile: www.heart.org/cpr/mycards. This page is shown below. To log into the eCard Profile, the student simply enters his or her First Name, Last Name and Email Address (must be the email address the student used to claim the eCard). Or, the student can log in by entering the eCard Code found on the eCard. The student will be prompted to enter the security answer created when he or she initially claimed the eCard.

Also from this page, an employer may verify the authenticity of an eCard by entering the eCard Code found on the eCard.

Welcome to My Cards

Students:

Access your AHA eCard Profile or eCard

To access your complete eCard profile, please log in by entering your first and last name and email address below. OR, if you have your eCard code, enter it below to access the eCard for that code.

<input type="text" value="First Name"/>	OR	<input type="text" value="Enter eCard Code"/>
<input type="text" value="Last Name"/>		
<input type="text" value="Email Address"/>		
<input type="submit" value="Submit"/>		

Employers:

Verify an AHA eCard

To verify an eCard, please enter the eCard code you wish to verify.

<input type="text" value="Enter eCard Code"/>
<input type="submit" value="Submit"/>

END PROCESS