AHA**e**CARDS

TRAINING. QUALITY. SECURITY.

eCards Frequently Asked Questions

As the AHA transitions fully to eCards and away from paper cards, we are committed to providing our Training Network with tools and resources to help adopt eCards. Below are some answers to help you through this transition.

Q Why is the AHA transitioning to eCards?

A The AHA is committed to improving the eCards experience by making our online tools more intuitive, simple, and safe. We know managing printed cards can be time-consuming, difficult, and costly, as well as result in security risks. eCards make issuing course completion cards simple, secure, and efficient, and help to mitigate risks that can accompany issuance of paper cards, such as counterfeit cards. eCards also allow the Training Network to immediately issue eCards, decreasing the time it takes students to receive them.

Q How is the AHA improving card security to reduce counterfeiting?

A Security is of the utmost importance to the AHA when issuing eCards. Now, a Training Center Coordinator (TCC) or Instructor will electronically enter a student's eCard information, eliminating errors that can occur through handwritten data entry. eCard information can only be altered by the TCC or AHA Customer Service using the AHA's secure eCards tool. eCards can also be verified by employers at www.heart.org/cpr/mycards to prove issuance by a valid Training Center and Instructor aligned with that Training Center.

Q Why should I use eCards?

A eCards provide TCCs and Instructors with more benefits than ever before. Now, TCCs **and** their Instructors have the ability to issue eCards to students. The amount of paperwork and costs to print are significantly reduced with eCards, saving you both time and resources compared to managing paper cards. eCards can be issued and validated electronically, making the training process more efficient and secure. Saving eCards electronically, along with the option to login and retrieve one's eCard at any time, also reduces issues with lost cards. The AHA has also added the ability for TCCs to have eCard Locations to help them manage eCard inventory and issuance.

Q My students want to be able to have a hard-copy proof-of-training. Is that still possible?

A Yes. Once students claim their eCard, they have the option to print it. Flexible eCard formats allow students to print a full or wallet-sized physical copy of their card, making it easy to show proof they have successfully completed training requirements.

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Q: How are eCards issued to students?

A: There are three ways that AHA eCards may be issued to students through the eCards tool on the AHA Instructor Network:

1. TCCs, Training Center Admins (TC Admins), or eCard Location Admins may issue eCards to Instructors using the "Assign to Instructors" link. The Instructors may then handle distribution of eCards to students.

2. TCCs, TC Admins, or Instructors may issue eCards directly to students using the "Assign to Students" link.

3. TCCs, TC Admins, or Instructors may issue eCards through the **Roster Manager** screen in the My Courses tool (also on the AHA Instructor Network) simply by checking a box next to the students' names and clicking the "Assign eCards" button.

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eCARD BEST PRACTICE

Many Instructors find it useful to download AHA's Student Roster template from the AHA's Instructor Network (within the eCards tool or the Additional Resources>eCards & My Courses Resources section) and have students sign into the roster from a computer at the beginning of a course. Using this method, Instructors will have a filled-out, electronic version of the roster ready to upload after the course to deliver eCards in class and walk students through claiming them. The template cannot be edited whatsoever in order for the upload to work. Having students fill out their own information significantly reduces transcription errors by Instructors, which can lead to erroneous eCards being created.

Q: Will the use of eCards be required, or can we still use paper course completion cards?

A: Ultimately, yes, all AHA Training Centers will be required to deliver eCards for course completion. For Training Centers (TCs) not already using eCards exclusively, this transition will be required with the renewal of the AHA Training Center Agreement. This transition will begin in January 2018, with all TCs being transitioned by December 2019. The AHA will communicate with the TCCs prior to their renewal to ensure a seamless transition.

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Q Are eCards available internationally?

A Yes, eCards are now available internationally. Contact ecc.intl.ops@heart.org to enable eCards at your Training Center or address any questions or concerns.

Q Can an employer claim an eCard on behalf of a student?

A No, students are required to claim their own eCards. However, through the website, www.heart.org/cpr/mycards, employers can validate eCards through a code located on a student's eCard.

Q How do I get eCard inventory?

A TCCs must contact their preferred AHA Distributor to purchase eCard inventory. Once your request has been processed, your inventory will display in the eCards tool on the AHA Instructor Network and be available for immediate use.

Q How do I track my eCard inventory?

A Under "Manage eCards," select "eCard Inventory." This webpage lists the available quantity of eCards by course. You can click the arrow to the left of any course name to reveal options to assign eCards to Instructors, eCard Locations, or directly to students. There are also a few other ways to view inventory through the AHA Instructor Network eCards tool:

1. Navigate to the "Manage eCards" link and choose the type of transaction you need (Assign to eCard Location, Instructor, or student). From here, you can see how many eCards you have available based on the course selected.

2. The "eCard Status" section of the eCards tool lists every one of your eCard transactions— including those being processed—so you can view all transactions in one place.

3. Through the "Search eCards" section of the eCards tool, you can track specific transactions by course, eCard code, eCard status, Instructor, or student.

eCards Frequently Asked Questions

Q Why does the eCard Status grid show negative numbers in some places?

A Through the "eCard Status" link in the eCards tool, you can view all your eCard transactions in one place—including the number of eCards you have issued. The negative quantity you see shows the number of eCards you have issued in a single transaction. In other words, when you issue eCards, the number you have available for assignment decreases and that is displayed as a negative number. This view is similar to a bank ledger view: it shows eCards in (inventory acquired) and eCards out (assigned to Instructors or students), allowing you to track your inventory over time.

Q How can a TCC reclaim an eCard if there is an error issuing them to an eCard Location or Instructor?

A Through the "Reclaim eCards" function in the eCards tool, you can reclaim eCards assigned to an eCard Location or Instructor before they have been assigned to students. From this page, simply select the course, followed by the Instructor or eCard Location you wish to reclaim from and select the quantity of cards to reclaim.

Q I have a student who took the class but didn't claim his/her eCard. I need to put something on file to comply with federal and state regulations. What do you suggest I do?

A If a student has not claimed his/her eCard, the TC will need to reach out to the student directly to see if there were any technical issues in the process of claiming the eCard. Once in contact with the student, the TC can resend if the link is missing and/or walk the student through steps to claiming the eCard.

To ensure that all students claim their eCards, TCs and Instructors should set the expectation with students upfront that if they do not claim their eCard online, the card is **not** considered valid. Without validation, their employer will not have a record of the course completion, which could ultimately impact the students' ability to work.

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Q Do eCards meet federal and state regulatory requirements for documenting my employees' training record?

A The AHA is currently working with regulatory agencies across the US, such as the Joint Commission and state offices of emergency medical services, to ensure that AHA eCards are accepted as the standard form of the AHA course completion card, like paper cards have been for more than 50 years.

Q I have a question not covered in this FAQ, where can I find more information?

A For more information about eCards, visit the AHA Instructor Network. Step-by-step instructions on navigating the Network can be found in the eCard Step-by-Step Guide. For technical support, contact ahainstructornetwork@heart.org. Emails will be answered within two business days. For immediate concerns, call 1-877-242-4277, Option 2. Customer support is available 8 a.m. – 5 p.m., Central time, Monday through Friday, through an AHA Technology Support Specialist.