Instructor eCards FAQs

CPR & Emergency Cardiovascular Care

Instructor eCards FAQs – November 2019

Q: What are AHA Instructor eCards?

A: AHA Instructor eCards:

- o   Are the electronic equivalent of printed (paper) AHA Instructor cards

- o   Provide a valid and more secure alternative to printed cards

- o   Are issued by AHA Training Center Coordinators (or Training Center Administrators) to Instructor Candidates who successfully complete discipline-specific requirements to become an AHA Instructor

- o   Are issued through the eCards tool located on the AHA Instructor Network

Q: Who can issue Instructor eCards?

A: Instructor eCards can only be issued by Training Center Coordinators or Training Center Administrators. Instructor eCards cannot be issued by other Instructors or from eCard Locations.

Q: Who can order Instructor eCards?

A: Instructor eCards can be ordered on ShopCPR.Heart.org by anyone with a valid security ID (SID). However, all Instructor eCard purchases are delivered to the TCC's inventory. If an individual Instructor with access to a valid SID orders eCards, they will appear in the TCC's inventory regardless of the name on the order.

Q: How do I issue an Instructor eCard?

A: Please note: If assigning an Instructor eCard to a new Instructor (Instructor Candidate), the TCC must have already approved the Instructor Candidate's alignment with the AHA Instructor Network.

1.   From the Manage eCards menu in the eCards tool, select "Assign to Instructor Candidates/Renewals"

2.   Select the Instructor Course

3.   Select the Training Center issuing the eCard

4.   Select the Instructor (Note: this is the Training Center Faculty/Instructor who completed the Instructor course)

5.   Click Submit

6.   On the next screen, select the "Course Monitoring Date" (Note: this is the date the Training Center Faculty completed monitoring for the Instructor Candidate)

7.   Select the Instructor Candidate/Renewal from the dropdown list

8.   Click Continue

On the next page, confirm the information and then click Finish

Q: How does the Instructor Candidate claim the eCard?

A: The Instructor Candidate will receive an email from eCards@heart.org with a link inviting them to claim their eCard online. The link within the email will direct them to the Student Profile webpage, which will be prepopulated with their first name, last name, email address, eCard code, AHA Instructor name, and Training Center information. Once they have confirmed that their information is accurate, they will set up a security question and answer to access their eCard(s) in the future. After setting up their security question and answer, they will accept the terms and conditions of the site and click "Submit."

Q: As the TCC, who do I select as an Instructor in the Instructor field when I am issuing an Instructor eCard to an Instructor Candidate?

A: The TC Faculty who taught the Instructor course must be selected in the Instructor field when issuing Instructor eCards.

Q: What date do I select for the Course Monitoring Date?

A: Please select the date that the Instructor Candidate completed course monitoring by Faculty. When selecting, you must select the current date or a date in the past. A future date cannot be selected for the course monitoring date.

Q: How do I check the status of an Instructor eCard issued to an Instructor Candidate?

A: 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.

Q: I don't see my Instructor Candidate in the drop-down list?

A: Make sure that you have approved your Instructor Candidate's alignment with the AHA Instructor Network. All Instructors must be aligned with the AHA Instructor Network to receive their official Instructor ID# that must be referenced on all cards they issue to students.

Q: How can an employer verify an Instructor Candidate eCard?

A: Your employer can verify your eCard at www.heart.org/cpr/mycards to confirm issuance by a valid Training Center.

Q: Are Instructor eCards available internationally?

A: Yes, eCards are available internationally, but are not issued through the AHA Instructor Network tool. Contact ecc.intl.ops@heart.org to enable eCards at your Training Center or address any questions or concerns.

Q: Can an employer or TCC Candidate claim an Instructor eCard on behalf of an Instructor Candidate?

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: Can I still order Instructor print cards?

A: At this time, you can still order print cards. Although, eCards are a more secure option.

Q: What are the steps to becoming an AHA Instructor?

A: Becoming an American Heart Association instructor is easy after consulting with an AHA Training Center (TC) to make sure the TC is accepting new instructors. To find a TC near you, visit Heart.org/classconnector.

1. After being accepted by an authorized AHA TC, complete an Instructor Candidate Application for the TC before enrolling in an AHA Instructor Course.

2. Have a current AHA provider status in the discipline for the Instructor Course and be proficient in all the skills of that discipline. Disciplines include ACLS, ACLS EP, BLS, PALS, PEARS and Heartsaver.

3. Successfully complete the Instructor Essentials Course for the discipline for which you are becoming an Instructor, including both the online portion and the classroom/hands-on session. (NOTE: ACLS EP does not have an online component; it is fully classroom-based).

4. Successfully be monitored teaching within 6 months of completing the hands-on session of their Instructor Essentials Course (TC Coordinators may require additional monitoring, if needed)

Also, all AHA Instructors must register and be confirmed on the AHA Instructor Network to receive their AHA Instructor ID #, which must be used to issue course completion cards.

Once you become an Instructor, you will have access to the most current emergency cardiovascular care science, course updates, training resources and tools through the online AHA Instructor Network. You will also be able to post class dates and times to reach more students through our public website.

Q: What is the minimum age to become an AHA Instructor?

A: The minimum age to become an AHA Instructor is now 18 years, and all AHA instructor candidates must be at least 18 years old to be accepted into an AHA instructor course. This update is due to the requirement that all instructors align with the AHA Instructor Network website, and the AHA cannot collect information on minors under the age of 18 years.