

E-Card Questions

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E-Card Questions

How do I get E-cards?

Instructors:

Send in your roster and pay for the ecards. Let us know if you/the instructor wants to distribute the ecards to the students or if you want us to distribute the ecards to the students.

Distributing the cards to students:

- **Option 1:** We assign the instructor the number of ecards that were on the roster/purchased. The instructor distributes the ecards to the students using the “My Cards” or “My Courses” system on the AHA Instructor network.
 - The instructor will know when and who is issued an ecard.
 - The instructor will also get to see who has claimed their ecard and who has not.
- **Option 2:** send in your roster and pay for the ecards and we distribute them out to the students.

Training Sites:

- Order and pay for your cards as you normally do.
- Instead for waiting for your cards to arrive in the mail, we will assign your ecards to you through the aha instructor network.

What is My Cards?

My Cards is an online tool that allows AHA TC Coordinators (TCCs), Training Center Admins (TC Admins) and Instructors the ability to issue virtual AHA course completion cards – or eCards – to students. AHA’s My Cards is conveniently available through the AHA Instructor Network’s Training Central™.

What is an eCard?

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.

Why is the AHA now offering eCards and the My Cards tool?

My Cards has been designed based on many years of insight from the AHA Training Network. We know that managing printed cards can be time-consuming, difficult and costly, as well as result in security risks and counterfeit cards. My Cards makes the job of issuing course completion cards simple and secure, helping to mitigate risks that can accompany issuance of paper cards.

E-Card Questions

How are eCards issued to students?

There are three ways that AHA eCards may be issued to students:

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.

What are the benefits of using My Cards?

Some of the many benefits of issuing eCards include

- Higher security and reduced risk for the AHA TC
- Added efficiency for TCCs and Instructors
- Ability for TCCs and Instructors to issue eCards to students
- Ability to validate an eCard through the AHA website at www.heart.org/cpr/mycards to prove it was issued by a valid TC and instructor aligned with that TC (currently, that function requires a call to the TCC if the TC is known; if not, it may not be an authentic AHA course completion card)
- Full integration with AHA's My Courses tool for a seamless, end-to-end delivery (however, My Cards can also be easily used with or without integrating with My Courses)

How does My Cards work with My Courses?

Using My Courses makes issuing eCards easier because the course roster already includes student names and email addresses – all the TCC, TC Admin or Instructor needs to do is check a box next to the names of the students who successfully completed a course and click submit. My Courses sends the eCards to the students via email and updates the students' records.

Is there a way employers can verify the authenticity of an AHA eCard?

Yes, employers may verify that an eCard is authentic by entering the card information at www.heart.org/cpr/mycards.

The AHA has also created a memo on the validity of eCards for employers who may request an official AHA statement. This memo is located at the AHA Instructor Network Support page.

For what courses can an eCard be issued?

eCards may be issued for completion of classroom-based training or blended learning training (a skills session completed after an eLearning course).

Are eCards available for Instructor courses?

No. My Cards is limited to only provider-level course completion cards. There is no plan to create an electronic Instructor card.

E-Card Questions

Can edits be made to an eCard?

After a student claims an eCard, the student's AHA TCC/TC Admin or the AHA Customer Support Center is able to make edits to the course date, the Instructor name, and the student's name or email address.

How do students claim eCards once the TCC/TC Admin or Instructor has emailed their eCards?

Students who have been assigned/emailed an eCard will receive an email inviting them to claim their eCard online. From the email, students will click on a hyperlink to view their eCard. This hyperlink will direct students to the Student Profile webpage.

On the Student Profile page, students confirm or edit their contact information; set up a security question and answer that will be used to access their individual eCard Profile in the future; and agree to the AHA's standard Terms of Use.

Students are then asked to complete a brief six-question survey about their class experience. Once the student survey has been completed, students will see their individual eCard.

What happens to the survey data that is collected from the student survey?

The data collected in the student survey will be aggregated and available to TCs and Instructors once the AHA launches the survey reporting functionality, which is currently being developed. Data will be available via a report opened in the My Cards tool.

Whom should I contact for technical support?

The AHA has created a comprehensive Users' Guide for the My Cards tool that includes step-by-step instructions for issuing AHA eCards. This guide can be found at the Support tab on the [AHA Instructor Network](#).

For technical questions regarding My Cards that are not covered by the Users' Guide, customers may contact the AHA Technology Support Team at ahainstructornetwork@heart.org or 1-877-242-4277, Option 2, Tech Assistance. AHA Customer Service is 8 a.m. – 5 p.m., Central, M-F