

AHA eCards

Information for **Employers**

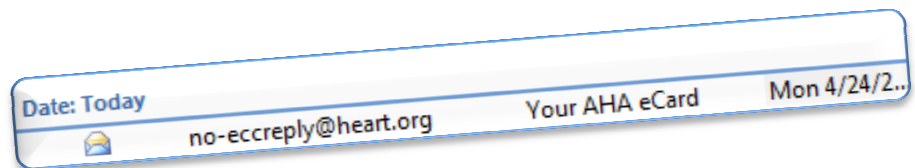
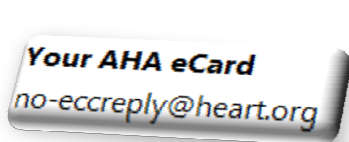
After your employees complete the class & after we have received your payment, the AHA Training Center has up to 20 days to process student certification cards. Typically, eCards are processed much, much faster than Paper cards, & that's just one of the many benefits to using eCards over paper.

In this brief document, we provide you with additional information about eCards & what you can expect between now & the time when your students receive their cards. We also give you answers to the most frequently asked questions. If you have any other questions or comments, please contact your instructor or training center.


Getting the Cards:

Once the eCards are processed, each student will receive an email from the American Heart Association, providing him/her with a link to his/her **eCard**.

The "**Sender**" of this email will be no-eccreply@heart.org and the "**subject**" will read "Your AHA eCard."



In the email, the student will find a message similar to this:

 **AMERICAN HEART ASSOCIATION**
INSTRUCTOR NETWORK

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

Upon opening the link which reads, "[Click here to view your online eCard](#)," students will be taken to an AHA website where they will be required to complete a Student Profile. After creating an account & choosing a security question, the student is asked to complete a quick course evaluation. Once they have finished, students will be able to activate & print their eCards.

Student Profile

To proceed to your eCard, please confirm or edit the information below and agree to the AHA's Terms of Use.

eCard Code
135008757614

Instructor Info
Instructor BHCS Instructor One

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

First Name: Joseph
Last Name: Sanders
Email: robin.crawford@heart.org
Phone: (optional)
Security Question: Security Question
Security Answer: Security Answer

I have read, understand and agree to the [Terms of Use](#) on behalf of the organization.
 I Agree to the Terms of Use
 I Do Not Agree

Submit

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

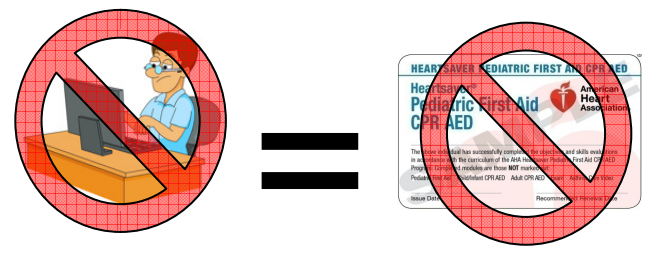
Submit [Skip & Continue](#)

******* IMPORTANT *******

An eCard does not "EXIST"

until the student completes the activation process!

No completion = No CPR card!



Trouble-shooting:

1) I claimed & printed my eCard, but now I can't find it. How can I get another copy?

If you ever need additional copies, go to www.heart.org/cpr/mycards. Enter your name, email address, & answer your security question, and you'll be able to reprint your card.

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"/>		

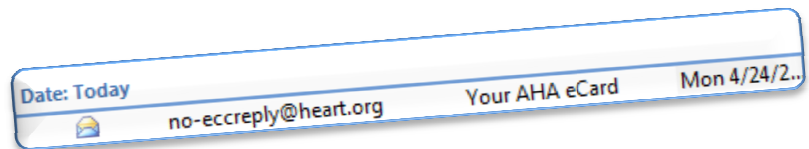
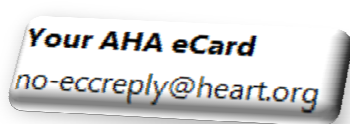
2) I never received the eCard email. What should I do?

If you haven't received your eCard email within 30 days of completing and/or paying for your class, contact your instructor. He/She will verify the spelling of your email address & will resend the email. If the class was provided by your employer, please contact the person who arranged to have the class at your place of employment instead.

The two most common reasons why a student doesn't receive the email are:

- ✚ Your email address was misspelled when it was entered into our system.
- ✚ You received the email but deleted it because you thought it was spam (or you missed it because your email account automatically sent it to your junk box).

Remember, the "Sender" of this email will be no-eccreply@heart.org and the "subject" will read "Your AHA eCard."



3) I received my eCard, but my name was misspelled. What should I do?

Contact your instructor. He/She will correct the spelling, then you can return to your account & print the corrected card.

4) My employer tried to get a copy of my card from the My Cards website, but he/she wasn't able to access it. What's the problem?

Welcome to My Cards

Errors

- Invalid eCard number. Please re-enter.

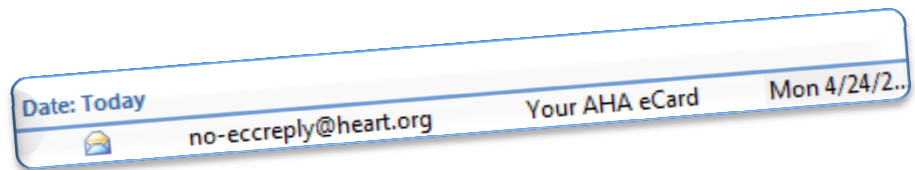
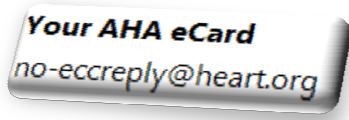
When this happens, it's almost always because the student did not complete the activation process & claim his/her card. Until the eCard is "claimed," the card essentially does not exist. That's why your employer can't find it. *There's nothing to find!* And only the student can activate the card. The AHA prohibits the employer or any other third party from claiming an eCard on behalf of another individual.

AHA eCards


Information for **Students**

Sometime over the next 1-2 weeks, you'll receive an email from the American Heart Association, providing you with a link to your CPR and/or First Aid Certification **eCard**.

The "**Sender**" of this email will be no-eccreply@heart.org and the "**subject**" will read "Your AHA eCard."



Open the email and you will see a message similar to this:



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!

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

Thank you and congratulations!

American Heart Association

Click the link which reads, "[Click here to view your online eCard.](#)" This will bring you to your Student Profile page, where you'll be required to create an account and answer a few short questions about your class experience, *before you will be able to activate & claim your eCard.*

Student Profile

To proceed to your eCard, please confirm or edit the information below and agree to the AHA's Terms of Use.

eCard Code 135008757614	First Name: <input type="text" value="Joseph"/>
Instructor Info Instructor BHCS Instructor One	Last Name: <input type="text" value="Sanders"/>
Training Center Info Baylor Health Care System Training Center ID: TX05056 3500 Gaston Ave , Dallas TX 75246-2017	Email: <input type="text" value="robin.crawford@heart.org"/>
	Phone: <input type="text" value="Phone"/>
	Security Question: <input type="text" value="Security Question"/>
	Security Answer: <input type="text" value="Security Answer"/>

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

I Agree to the Terms of Use
 I Do Not Agree

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](#)

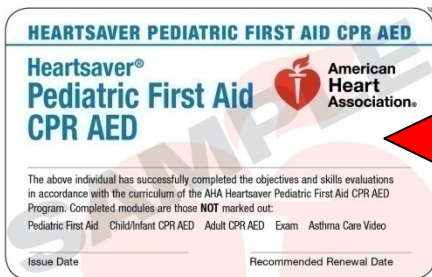
Once you have completed the survey, you will receive a link that allows you to claim and print your eCard.



Your CPR card does not "EXIST" until you claim it!

If you do not complete this process,

you will not receive a CPR certification card!



Note that the appearance of the eCard is identical to the Paper card. Both are equally valid.



Trouble-shooting:

1) I claimed & printed my eCard, but now I can't find it. How can I get another copy?

If you ever need additional copies, go to www.heart.org/cpr/mycards. Enter your name, email address, & answer your security question, and you'll be able to reprint your card.

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.

First Name

OR

Enter eCard Code

Last Name

Email Address

Submit

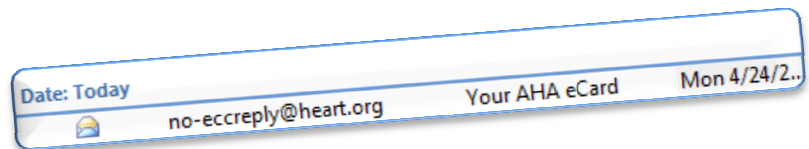
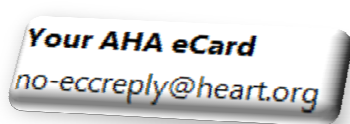
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