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

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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 located on the left hand side on the My Dashboard page.

The system shows the Manage Your TC Admins page.

From this page, the TCC can add and deactivate TC Admins.
AHA My Cards – TCC or TC Admin

Accessing My Cards

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

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

[Image: AHA Instructor Network login page]

2. Click [Login] or [Register Now] if you are a new user.

[Image: AHA Instructor Network login page]

3. Enter your username/password and click the Submit button (the CPR and First Aid Dashboard will display) or login with a social media account.

4. On the dashboard you will see the “My Cards” widget (shown below).

[Image: My Cards widget]

This widget lists the available cards for your TC and the on-hand Quantity.
5. Click on the [Action] button tab access the widget functionality.

Note: Once a User opens a link from the [Action] menu, further links are also available on the left hand side of the page for navigation without moving back to the dashboard.
AHA My Cards action items—TCC or TC Admin

**eCard Inventory**

From the My Cards widget, the TCC or TC Admin can view the TC’s a more detailed inventory of eCards including product numbers by clicking the eCard Inventory action item.

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 Dashboard] button at the bottom of this page.
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 action item.

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

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.

After the TCC or TC Admin submits the assignment to the Instructor, the system stores and processes the assignment and displays it on the **SECOND TAB** of the eCard Status page, eCard assignments to instructors (see below).

**NOTE:** The first tab (eCard Requests) 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.”

**NOTE:** The Third tab (Reclaims From Instructors) displays cards reclaimed from instructors for your TC

To exit the eCard Status screen, click the button located on either tab 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 action item.

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

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]

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.

![Alert]

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

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:

* 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, TC Admin or Instructor

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. Check the selection box to choose the students and 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
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.
Heartsaver courses variant

As listed above, Heartsaver courses have additional fields to complete. As the student information is filled in, to the right of the phone number are checkboxes. Click the appropriate achievement for the student. The number of checkboxes will vary per course. This will be the only opportunity to check the correct module for the student.

The courses with additional fields are:

Heartsaver First Aid CPR AED
Heartsaver CPR AED
Heartsaver First Aid
Heartsaver Pediatric First Aid CPR AED
To return eCards to inventory from the Email eCards screen select the checkbox in the ‘RI’ column for each cards to be returned.

Once selected click [Return to Inventory]

User will receive a warning box. Click [Return to Inventory]
User will receive a success message

☑️ The eCards were returned to the inventory successfully.

Click [Cancel] to exit the screen
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. Course Date (Format either m/d/yyyy or mm/dd/yyy)
2. First Name
3. Last Name
4. Email address
5. 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.
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.

To return eCards to the inventory, click the checkbox to select the unused eCard(s) and click the Return to Inventory button.

Press [Upload Student List] to begin upload process.

Browse to the correctly formatted excel file and press [Upload]

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:
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:

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:
<table>
<thead>
<tr>
<th>RI</th>
<th>COURSE DATE</th>
<th>ECARD CODE</th>
<th>FIRST NAME</th>
<th>LAST NAME</th>
<th>EMAIL</th>
<th>PHONE (OPTIONAL)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>03/02/2015</td>
<td>142006602276</td>
<td>Daffy</td>
<td>Duck</td>
<td>dduck@madeup</td>
<td></td>
</tr>
<tr>
<td></td>
<td>03/02/2015</td>
<td>142008521895</td>
<td>Elmer</td>
<td>Fudd</td>
<td>efudd@wasclyw</td>
<td></td>
</tr>
</tbody>
</table>

Showing 1 to 2 of 2 entries

[Download] [Cancel]
From the Action menu on the My Cards section of the dashboard, 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:
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.

**Note:** 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.

![Alert Pop-Up](image)

**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.

To return eCards to the inventory, click the checkbox to select the unused eCard(s) and click the Return to Inventory button.
On this screen TCs or TC Admins will enter the student information and click the [Submit] button, which will send AHA eCards to students.

The user will be taken back to the Email eCards to students page with the ASSIGNED QTY column value modified to reflect the cards just sent.
To view the eCard Status page, from the dashboard the TCC will click the eCard Status link under the My Cards action menu.

From the left tab 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:
2. View a range of last eCard requests, as shown below:
3. 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.

4. View the status of the eCards available to be assigned to students.
From the middle tab 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. Download an .xls file of eCard codes issued to an Instructor for an assignment
4. View the status of the eCards available to be assigned to students

From the right tab of the eCard Status page, called “Reclaims From Instructors” (shown below) the TCC may view the cards reclaimed from instructors for their TC. The TCC may also view the eCard status by pressing the [View eCards Status] button for each line.
AHA My Cards Process – TCC or TC Admin

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 Dashboard My Cards widget action list, the TCC or TC Admin clicks Reclaim eCards from Instructors.

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 *

Select Instructor *

Instructor Inventory

Reclaim Quantity *

Submit  Cancel
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](image)

Once the [Submit] button has been clicked, the system processes the request and displays a success message, as shown below.

![Reclaim eCards from Instructors Confirmation](image)

To exit this page, click the [Return to Dashboard] button.
AHA My Cards Process – TCC or TC Admin

Search eCards – Search, Edit and Resend eCards

The Search eCards functionality allows the TCC or TC Admin to search eCards, 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) or Resend and eCard.

From the Action menu on the My Cards widget, the TCC or TC Admin clicks on the Search eCards link.

The system displays the following search screen:

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:

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

There are no results found with the search criteria.
When the results appear the user can view/print eCards, edit eCards or resend eCards.

**AHA My Cards Process – TCC**

**Search 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 (in the View eCard column) next to the eCard you want to view/print.

The system displays the selected student’s eCard (see example below) in a new window.
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.
To edit a student’s information, click the [Edit] button (in the Edit eCard column) next to the card you want to edit.

The Edit Profile screen will display:

When all changes have been made, click the [Save Changes] button. The system will update/store the data for the student’s profile.
**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, a TCC or TC Admin can resend using the [Resend eCard] on the search results screen next to the card to be resent.

User chooses to resend the card to the shown email address or change the email address. The user can then send it or save any changes made and send.

The user will verify the email address visible and complete using one of three choices:
1. [Resend eCard] – sends the eCard to the email address showing
2. [Save Email Address & Resend eCard] – Allows the user to save any changes made to the email address and resend the card
3. [Cancel] – Cancels the process and closes the screen
The TCC or TC Admin has access to several reports in My Cards, based post-course surveys submitted by students. These reports allow the user to view their Total Quality Scores for the Training Center and their Instructors by course or by discipline. Reports may also be downloaded as an Excel compatible .csv file.

The available reports for TCC and TC Admin users are:

**Total Quality Score by Course**

This report provides your TC’s Total Quality Score by course. You can evaluate your TC’s course Total Quality Score against the national benchmark.

**Total Quality Score by Discipline**

This report provides you with your TC’s Quality Score by approved discipline. You can evaluate your TC’s discipline Total Quality Score against the national benchmark.

**Individual Instructor Quality Score by Course**

This report provides the Total Quality Score by Instructor and course.

The report can be downloaded to a spreadsheet for additional sorting, filtering, or to create your own custom report.

You can evaluate Instructors’ course Total Quality Scores against the national benchmark.

**Individual Instructor Quality Score by Discipline**

This report the Total Quality Score by Instructor and approved disciplines,

The report can be downloaded to a spreadsheet for additional sorting, filtering, or to create your own custom report.

You can evaluate your Instructors’ discipline Total Quality Scores against the national benchmark.
Accessing Reports

From the action menu on the My Cards widget, the TCC or TC Admin clicks on the Reports link.

The system displays the My Cards Reports screen listing the four available reports.

Total Quality Score by Course

The TCC or TC Admin may display the Total Quality Score of the TC, along with the benchmark for each, by clicking the Total Quality Score by Course link in the My Cards Reports screen.

The system will display the Total Quality Score by Course report for every course available at the entire TC for which eCards have been issued.
The report will behave as any other Excel document allowing the user to print the report, save the report, aggregate the data, or any other Excel function as needed.
Total Quality Score by Discipline

The TCC or TC Admin may display the Total Quality Score of the TC by discipline, along with the benchmark for each, by clicking the Total Quality Score by Discipline link in the My Cards Reports screen.

The system will display the Total Quality Score by Discipline report for every course available at the entire training center.

<table>
<thead>
<tr>
<th>DISCIPLINE</th>
<th>DISCIPLINE QUALITY SCORE</th>
<th>BENCHMARK</th>
</tr>
</thead>
<tbody>
<tr>
<td>PALS</td>
<td>100</td>
<td>85</td>
</tr>
<tr>
<td>BLS</td>
<td>100</td>
<td>85</td>
</tr>
</tbody>
</table>

The same Back to Reports and Download functions are available for this report.
**Individual Instructor Score by Course**

The TCC or TC Admin may display the individual quality score of Instructors by course, along with the benchmark for each, by clicking the Individual Instructor Quality Score by Course link in the My Cards Reports screen.

The system will display a selection screen where the TCC or TC Admin may select Instructors individually, in groups, or by all Instructors aligned with the TC.

To report on an individual instructor the TCC or TC Admin will click in the “Select Some Options” box.
A list of available Instructors will appear.

Select one Instructor by clicking on the name. The Instructor will appear in the box.

Press Submit to run the report. The report will appear below the selection screen.

Note: A Download button also appears to allow the report to be downloaded.
To run the same report for multiple individually selected Instructors, follow the same process as the individual. However, once an Instructor is selected, the user will choose another one to report on. The selected Instructor will also appear in the box.

Continue the process until every needed instructor is selected then click Submit.

If the user wishes to deselect an Instructor before running the report, click the (x) located next to the Instructor’s name in the selection box before running or running again. This will delete that Instructor from the report.

The user would then submit the report.

To run the Individual Instructor Quality Score by Course for every Instructor aligned with the TC, the TCC or TC Admin will click the All Instructors radio button and click Submit.
Individual Instructor Quality Score by Discipline

The TCC or TC Admin may display the individual Quality Score of Instructors by discipline, along with the benchmark for each, by clicking the Individual Instructor Quality Score by Discipline link in the My Cards Reports screen.

The system will display a selection screen where the TCC or TC Admin may select Instructors individually, in groups, or by all Instructors aligned with the TC.

To report on an individual Instructor, the TCC or TC Admin will click in the “Select Some Options” box.
A list of available Instructors will appear.

Select one Instructor by clicking on the name. The Instructor will appear in the box.

Press Submit to run the report. The report will appear below the selection screen.
To run a report for all Instructors aligned with the TC, select the All Instructors radio button and click Submit.
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. Click [Login] or [Register Now] if you are a new user

3. Enter your username/password and click the Submit button (the CPR and First Aid Dashboard will display) or login with a social media account

4. On the dashboard you will see the “My Cards” widget (shown below)

This widget lists the available cards for your TC and the on-hand Quantity
6. Click on the [Action] button tab to access the widget functionality.

**Note:** Once a User opens a link from the [Action] menu, further links are also available on the left hand side of the page for navigation without moving back to the dashboard.
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 Dashboard] button at the bottom of the page.
AHA My Cards – Instructor

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:
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:
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 Instructor clicks [OK], they 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.
Heartsaver courses variant

As listed above, Heartsaver courses have additional fields to complete. As the student information is filled in, to the right of the phone number are checkboxes. Click the appropriate achievement for the student. The number of checkboxes will vary per course. This will be the only opportunity to check the correct module for the student.

The courses with additional fields are:

- Heartsaver First Aid CPR AED
- Heartsaver CPR AED
- Heartsaver First Aid
- Heartsaver Pediatric First Aid CPR AED
Email eCards to Students – Upload Student List

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

1. Course Date (Format either m/d/yyyy or mm/dd/yyyy)
2. First Name
3. Last Name
4. Email address
5. 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.
Browse to the correctly formatted excel file and press [Upload]

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:
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:

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:
<table>
<thead>
<tr>
<th>R#</th>
<th>COURSE DATE</th>
<th>ECARD CODE</th>
<th>FIRST NAME</th>
<th>LAST NAME</th>
<th>EMAIL</th>
<th>PHONE (OPTIONAL)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>03/02/2015</td>
<td>142006602276</td>
<td>Daffy</td>
<td>Duck</td>
<td>dduck@madeup</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>03/02/2015</td>
<td>142008521895</td>
<td>Elmer</td>
<td>Fudd</td>
<td>efudd@wascilyw</td>
<td></td>
</tr>
</tbody>
</table>

Showing 1 to 2 of 2 entries

Download  Cancel
From the Action menu on the My Cards section of the dashboard, 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.
**Note:** 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.

On this screen Instructor will enter the student information and click the [Submit] button, which will send AHA eCards to students.

The user will be taken back to the Email eCards to Students page with the ASSIGNED QTY column value modified to reflect the cards just sent.

**AHA My Cards – Instructor**
To return eCards to inventory from the Email eCards screen select the checkbox in the ‘RI’ column for each cards to be returned.

Once selected click [Return to Inventory]

User will receive a warning box. Click [Return to Inventory]

Please press ‘Return to Inventory’ to return the eCards to inventory.

User will receive a success message
The eCards were returned to the inventory successfully.

Click [Cancel] to exit the screen
To view the eCard Status page, click the eCard Status link from the My Cards dashboard Action Menu.

The eCard Status page, shown below, will display:

From this page, the Instructor is able to
1. View the status of eCard assignments made by their TCC, shown below:

<table>
<thead>
<tr>
<th>ECARDS ASSIGNED BY:</th>
<th>COURSE</th>
<th>QTY</th>
<th>STATUS OF ASSIGNMENT</th>
<th>DATE OF ASSIGNMENT</th>
<th>DOWNLOAD</th>
<th>ECARD CODES</th>
<th>ECARD STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Sample Training Center</td>
<td>Heartsaver CPR AED</td>
<td>5</td>
<td>approved</td>
<td>06/25/2015 17:23</td>
<td>Download</td>
<td></td>
<td>View eCards Status</td>
</tr>
<tr>
<td>A Sample Training Center</td>
<td>PALS</td>
<td>8</td>
<td>approved</td>
<td>12/15/2014 23:53</td>
<td>Download</td>
<td></td>
<td>View eCards Status</td>
</tr>
<tr>
<td>A Sample Training Center</td>
<td>ACLS</td>
<td>4</td>
<td>approved</td>
<td>12/15/2014 23:52</td>
<td>Download</td>
<td></td>
<td>View eCards Status</td>
</tr>
<tr>
<td>A Sample Training Center</td>
<td>ACLS</td>
<td>10</td>
<td>approved</td>
<td>12/15/2014 23:33</td>
<td>Download</td>
<td></td>
<td>View eCards Status</td>
</tr>
<tr>
<td>A Sample Training Center</td>
<td>BLS for Healthcare Providers</td>
<td>5</td>
<td>approved</td>
<td>09/19/2014 00:36</td>
<td>Download</td>
<td></td>
<td>View eCards Status</td>
</tr>
<tr>
<td>A Sample Training Center</td>
<td>BLS for Healthcare Providers</td>
<td>7</td>
<td>approved</td>
<td>09/18/2014 22:43</td>
<td>Download</td>
<td></td>
<td>View eCards Status</td>
</tr>
<tr>
<td>A Sample Training Center</td>
<td>ACLS</td>
<td>1</td>
<td>approved</td>
<td>09/18/2014 22:22</td>
<td>Download</td>
<td></td>
<td>View eCards Status</td>
</tr>
<tr>
<td>A Sample Training Center</td>
<td>ACLS</td>
<td>3</td>
<td>approved</td>
<td>09/08/2014 15:49</td>
<td>Download</td>
<td></td>
<td>View eCards Status</td>
</tr>
<tr>
<td>A Sample Training Center</td>
<td>BLS for Healthcare Providers</td>
<td>2</td>
<td>approved</td>
<td>05/23/2014 15:39</td>
<td>Download</td>
<td></td>
<td>View eCards Status</td>
</tr>
<tr>
<td>A Sample Training Center</td>
<td>ACLS</td>
<td>5</td>
<td>approved</td>
<td>05/23/2014 15:13</td>
<td>Download</td>
<td></td>
<td>View eCards Status</td>
</tr>
</tbody>
</table>

Showing 1 to 10 of 10 entries

2. View a range of last eCard assignments, shown below:
3. Download an .xls file of eCard codes issued by assignment, shown below:

4. View the status of the eCards available to be assigned to students, shown below:
**AHA My Cards – Instructor**

**Search eCards – Search, Edit and Resend eCards**

The Search eCards functionality allows the TCC or TC Admin to search eCards, 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) or Resend and eCard.

From the Action menu on the My Cards widget, the TCC or TC Admin clicks on the Search eCards link.

The system displays the following search screen:

![Search eCards Screen](image)

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:

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

There are no results found with the search criteria.
When the results appear the user can view/print eCards, edit eCards or resend eCards.

**AHA My Cards Process – Instructor**

**Search eCards – View & Print Student eCard**

Once the Instructor has conducted a search, they can also view/print a student’s eCard. Click the [eCard] button (in the View eCard column) next to the eCard you want to view/print.

The system displays the selected student’s eCard (see example below) in a new window.
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.
To edit a student’s information, click the [Edit] button (in the Edit eCard column) next to the card you want to edit.

The Edit Profile screen will display:

<table>
<thead>
<tr>
<th>COURSE DATE</th>
<th>ECARD CODE</th>
<th>COURSE NAME</th>
<th>INSTRUCTOR'S NAME</th>
<th>STUDENT'S FIRST NAME</th>
<th>STUDENT'S LAST NAME</th>
<th>STUDENT'S EMAIL ADDRESS</th>
<th>VIEW ECARD</th>
<th>EDIT ECARD</th>
<th>RESEND ECARD?</th>
</tr>
</thead>
<tbody>
<tr>
<td>135009826109</td>
<td>PARES</td>
<td>BHCS Instructor One</td>
<td>Bob</td>
<td>Fonseca</td>
<td><a href="mailto:joey.galindo@heart.org">joey.galindo@heart.org</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>135006483335</td>
<td>PARES</td>
<td>BHCS Instructor One</td>
<td>Bob</td>
<td>Fonseca</td>
<td><a href="mailto:joey.galindo@heart.org">joey.galindo@heart.org</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>114507180787</td>
<td>PAIR</td>
<td>Joey DeactivateTwoTwo</td>
<td>Bob</td>
<td>Fonseca</td>
<td><a href="mailto:joey.galindo@heart.org">joey.galindo@heart.org</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>131007033229</td>
<td>ACLS</td>
<td>BHCS Instructor One</td>
<td>Bob</td>
<td>Fonseca</td>
<td><a href="mailto:joey.galindo@heart.org">joey.galindo@heart.org</a></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04/22/2014</td>
<td>131006194554</td>
<td>ACLS</td>
<td>BHCS Instructor One</td>
<td>Bob</td>
<td>Fonseca</td>
<td><a href="mailto:joey.galindo@heart.org">joey.galindo@heart.org</a></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

TCC can edit the following fields:
- Course Date
- First Name
- Last Name
- Email
- Phone
- Zip
- Instructor

NOTE: eCard Card, Course Name and 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.
In the event that the student does not receive the email from the AHA containing instructions to access his or her eCard, an Instructor can resend using the [Resend eCard] on the search results screen next to the card to be resent.

User chooses to resend the card to the shown email address or change the email address. The user can then send it or save any changes made and send.

The user will verify the email address visible and complete using one of three choices:
1. [Resend eCard] – sends the eCard to the email address showing
2. [Save Email Address & Resend eCard] – Allows the user to save any changes made to the email address and resend the card
3. [Cancel] – Cancels the process and closes the screen
AHA My Cards – Instructor

Reports

Reports in My Cards provide Instructors access to their Total Quality Score by course or discipline. Scores are based post-course surveys submitted by students. Reports may also be downloaded as an Excel compatible .csv file.

Instructors have two available reports:

Total Quality Score by Course

This report provides you with your Quality Score by course. If you are aligned with a primary and a secondary TC, your Quality Score by course will be reported separately by TC. Additionally, you can evaluate your course Quality Score against the national benchmark.

Total Quality Score by Discipline

This report provides you with your Quality Score by discipline. If you are aligned with a primary and a secondary TC, your discipline Quality Score will be reported separately by TC. Additionally, you can evaluate your course Quality Score against the national benchmark.

From the action menu on the My Cards widget, the Instructor clicks on the Reports link.

The system displays the My Cards Reports screen listing both available reports. Each report will display only the Instructor’s information.
Total Quality Score by Course

Click “Total Quality Score by Course” link.

The system displays the scores for the Instructor only along with the benchmark scores by course.
Total Quality Score by Discipline

Click “Total Quality Score by Discipline” link.

The system displays the scores for the Instructor only along with the benchmark scores by discipline.
Students who have been assigned an eCard will first receive an email (sample below) inviting them to claim their eCard online.

From the email, the student will click on the hyperlink Click here to view your online eCard. The Student Profile webpage will display:
The Student Profile page is pre-populated with the following non-editable information:

- eCard Code
- Instructor Info
- Training Center Info
- First Name
- Last Name
- Email Address

The phone number is optional and can be edited by the student.

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 the organization.*

- I Agree to the Terms of Use
- I Do Not Agree

Submit

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.

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 0 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

*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).

![Sample eCard Image]

**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.

![eCard Profile Image]
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](www.heart.org/cpr/mycards)

To access your My Cards Student Profile without the above link, go to [www.heart.org/cpr/mycards](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](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.