

## My Cards™ Frequently Asked Questions (FAQ) As of February 23, 2015

### **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.

### **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.

### **When will My Cards be available to my Training Center?**

Since October 1, 2014, AHA has been launching the My Cards tool to domestic TCs in batches of 200-500 from the east coast to the west coast of the US. By March 3, 2015, all U.S. TCs will have access to My Cards.

### **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](http://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](http://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).

**How do I order eCards?**

Once the My Cards tool has been launched to your TC, you may order AHA eCards from any of AHA's three product [Distributors](#) (Channing Bete, Laerdal and WorldPoint). As is the policy with AHA printed course completion cards, eCards can only be purchased by the TCC. Upon completion of a TCC's order from a Distributor, the inventory of eCards purchased will show at the eCard Inventory link in the My Cards tool.

**What eCards are currently available for purchase?**

eCards available to order include:

Product #	eCard
90-3000	ACLS Provider eCard
90-3001	BLS for Healthcare Providers eCard
90-3002	PALS Provider eCard
90-3003	PEARS® Provider eCard
90-3004	Heartsaver® First Aid eCard
90-3005	Heartsaver® CPR AED eCard
90-3006	Heartsaver® First Aid CPR AED eCard
90-3008	ACLS EP eCard

**Are eCards available internationally?**

No. At this time, eCards and the My Cards tool is only available to U.S. Training Center Coordinators and Instructors.

**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.

**Will eCards be available for additional provider courses?**

Yes, the Heartsaver® Pediatric First Aid CPR AED eCard will also be made available soon.

**Once I have purchased eCards, how do I begin issuing eCards?**

To get started, you will need to reference the AHA My Cards Users' Guide, which includes step-by-step instructions for using the My Cards tool to issue eCards. This document can be found at the [AHA Instructor Network](#) at the Support tab.

**Is my TC/are my Instructors required to offer eCards?**

No. At this time, TCCs/TC Admins and Instructors may issue either eCards or printed course completion cards; AHA will not require use of only eCards at this time.

If a student does not want an eCard or does not have access to the Internet, the TCC/TC Admin or Instructor should issue a printed course completion card.

**Can I offer both an eCard and a printed card to student?**

No. Only one AHA course completion card should be issued for each successfully completed course – either an eCard or a printed card.

**Can an eCard be printed?**

Yes. An AHA eCard can be printed by the student or Instructor, if necessary.

**Can a TCC/TC Admin or an Instructor view a student's eCard?**

Yes. TCCs and TC Admins may view a student's eCard through the Edit eCard link in My Cards. Instructors may view a student's eCard using the eCards validation tool at [www.heart.org/cpr/mycards](http://www.heart.org/cpr/mycards).

**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](mailto: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

For business-related questions about My Cards, customers should contact their AHA Account Manager.