AHA**e**CARDS

TRAINING. QUALITY. SECURITY.

Having Trouble with eCards?

The AHA is committed to providing you with the information and tools you need to easily and successfully issue AHA eCards. We've created accessible resources to guide, support, and troubleshoot your experience with eCards.

Quick video tutorials for Training Center Coordinators (TCCs), Training Center Admins (TC Admins), Instructors, and eCard Location Admins are available to help walk you through the eCard process. Tutorial topics include:

- Overview of AHA's eCards Tool
- Assigning eCards to Instructor or eCard Location (TCCs or TC Admins)
- Assigning eCards to Students
- eCard Status Page

- Adding and Managing eCard Locations and eCard Admins
- eCard Reports
- Claiming an eCard (Student Experience)

These video tutorials can also be found on the AHA Instructor Network through the eCards & My Courses Tools under "Additional Tools."

NEED SUPPORT?

- For additional detail, visit the eCard Step-by-Step Guide for navigating the eCards tool on the AHA Instructor Network.
- For technology support NOT covered in the video tutorials and Step-by-Step Guide, contact **ahainstructornetwork@heart.org**. For immediate concerns, call **1-877-242-4277**.
- For business-related questions about eCards, contact your AHA Account Manager or Account Specialist to learn how you can participate in an eCard webinar.

STUDENTS NOT RECEIVING THEIR ECARD?

If a student's email is blocked by a Spam filter, or their email address changes, the TCC can resend the eCard to the same or a different email address. This ensures that the student receives their personalized, secure eCard.

Instruct your students to add the email address, eCards@heart.org, to their Address Book or Contacts in their email server to help prevent the email from being accidentally marked as Spam or Junk.

DID YOU KNOW?

eCards are now available internationally! Contact us at ecc.intl.ops@heart.org to enable eCards at your Training Center or address any questions or concerns.