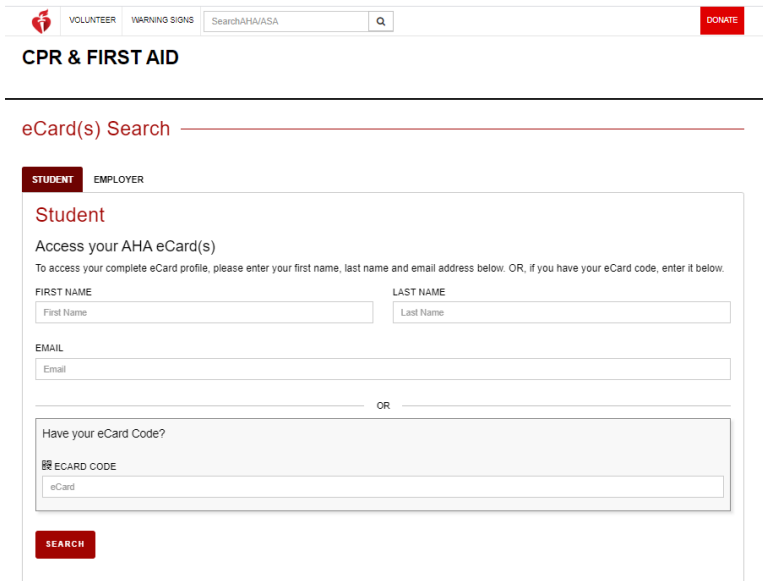




Editing eCard – Student Guide

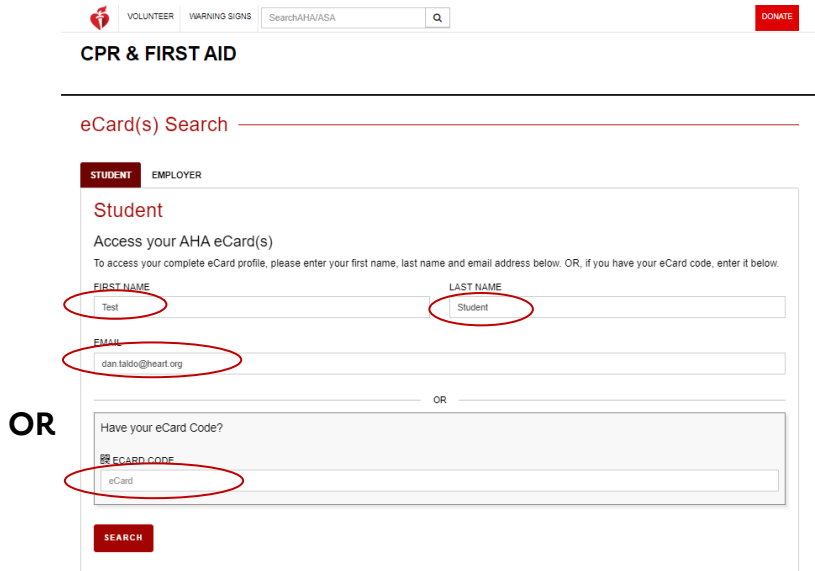
Students can now request edits to their AHA eCards! Previously, only the TCC or TC Admin could make changes on behalf of students. To request edits, students should follow these easy steps:

1. Go to the [eCards Search page](#).



The screenshot shows the top navigation bar with 'VOLUNTEER', 'WARNING SIGNS', a search box containing 'SearchAHA/ASA', and a 'DONATE' button. Below the navigation is a 'CPR & FIRST AID' header. The main content area is titled 'eCard(s) Search' and has two tabs: 'STUDENT' (selected) and 'EMPLOYER'. Under the 'Student' tab, the heading is 'Student' and the text says 'Access your AHA eCard(s)'. Below this, instructions state: 'To access your complete eCard profile, please enter your first name, last name and email address below. OR, if you have your eCard code, enter it below.' There are four input fields: 'FIRST NAME' (with sub-label 'First Name'), 'LAST NAME' (with sub-label 'Last Name'), 'EMAIL', and 'Have your eCard Code?' (with sub-label 'ECARD CODE'). A 'SEARCH' button is at the bottom.

2. Enter your First Name, Last Name, and Email Address (the ones that you used to claim the eCard) or the eCard Code. Then hit **“SEARCH”**.



This screenshot is identical to the previous one but with example data entered in the search fields. The 'FIRST NAME' field contains 'Test', the 'LAST NAME' field contains 'Student', and the 'EMAIL' field contains 'dan.talido@heart.org'. The 'ECARD CODE' field is empty. Red circles highlight the 'Test' and 'Student' text in the first and last name fields, and the 'dan.talido@heart.org' text in the email field. To the left of the form, the word 'OR' is written in large, bold, black letters, indicating the alternative search method using the eCard code.

3. Answer your Security Question.

The screenshot shows the top navigation bar with a heart icon, 'VOLUNTEER', 'WARNING SIGNS', a search box containing 'SearchAHA/ASA', and a 'DONATE' button. Below the navigation is a header for 'CPR & FIRST AID'. The main content area is titled 'Security Question' and contains the instruction: 'Please enter the answer to the security question below.' There is a text input field with the placeholder text 'What is the name of your best childhood friend?'. Below it is another text input field with the placeholder text 'Enter security answer', which is circled in red. Underneath the second field is the text 'Security answer is case-sensitive'. At the bottom left of the form area is a link 'Forgot security answer?' and a red 'SUBMIT' button.

- If you have forgotten your security answer, click **“Forgot security answer”** at the bottom near the **“SUBMIT”** button. Your email will prepopulate. Select **“CONFIRM AND SEND”** and the answer to your security question will be sent to your email.

Retrieve Security Answer

If this email address is incorrect, please contact your training center. If you are not sure how to contact your training center, please use our [Training Center Search tool](#).



4. After you correctly enter your security answer, you will be taken to your Student Profile Page. There, you will be able to view or edit any of your claimed eCards.

The screenshot shows the top of the Student Profile Page with the greeting 'Hello, Test Students' and an email address 'dan.lalor@heart.org'. Below this is a 'COMMUNICATIONS PREFERENCES' section with two checkboxes: 'I would like to receive communications from the AHA related to CPR and Emergency Cardiovascular Care (ECC)' and 'I would like to receive communications about additional AHA programs and initiatives.' A red 'SUBMIT' button is located below the checkboxes.

5. Choose the card that you would like to edit by selecting the **“EDIT”** button.

The screenshot shows the 'My eCards' section of the Student Profile Page. At the top, there are links for 'VIEW: All | Active | Inactive | Unclaimed'. Below is a list of eCards. The first card is 'Active BLS Provider' with an 'eCARD CODE' of '195503752669'. The 'TRAINING CENTER' is 'Cascade Healthcare Services LLC dba Cascade Training Center' and the 'INSTRUCTOR' is 'Aaron Battistoni'. The 'COURSE DATE' is '8/14/2019' and the 'RECOMMENDED RENEWAL DATE' is '08/2021'. At the bottom of the card, there are links for 'View eCard', 'Full | Wallet', and 'Email Cards'. A red circle highlights the 'EDIT' button at the bottom of the card, and a large red arrow points to it from the right.

6. To request edits, enter changes and click the **“SAVE CHANGES”** button.
 - a. PRO TIP: If you need to update all of your cards, select the **“Do you want to update all of your active eCards?”** near the **“SAVE CHANGES”** button.

Edit eCard

Changes requested will be reflected upon approval by the TCC. If you have any questions, please contact your Training Center.

* Asterisk indicates a required field.

ECARD CODE

195503752669

COURSE

BLS Provider

FIRST NAME *

LAST NAME *

EMAIL *

PHONE

REASON *

Do you want to update all of your active eCards?

SAVE CHANGES

GO BACK

7. The TCC will then receive a notification to approve the edits to the student’s eCard.

8. If your edits have been **approved**, you will receive the following email:



PLEASE DO NOT REPLY TO THIS EMAIL ADDRESS. YOU WILL NOT RECEIVE A RESPONSE TO REPLIES TO THIS EMAIL ADDRESS.

Dear Joshua Ramirez,

Your request for a profile update has been approved.

[Click here](#) to navigate to your My eCards screen.

9. If your edits have **denied**, you will receive the following email:



PLEASE DO NOT REPLY TO THIS EMAIL ADDRESS. YOU WILL NOT RECEIVE A RESPONSE TO REPLIES TO THIS EMAIL ADDRESS.

Dear Jose Springsteen,

Your request for a profile update has been denied.

Please contact your Training Center for details.

- a. If your edits were denied, reach out to your TC directly for more information.