



## ***Heartsaver® CPR & AED Online Part 1 Course Frequently Asked Questions***

***Q: What is it?***

**A:** The AHA Heartsaver® CPR & AED Online Part 1 Course is designed to provide an alternative training delivery option for first-time or renewal training to non-healthcare professionals. It is presented in a self-paced online format, which students can access anytime. When the online portion (Part 1) is followed by a hands-on skills practice session and skills test (parts 2 and 3) with an AHA Instructor, the participant will earn a Heartsaver® AED Course Completion Card.

***Q: Who is the intended audience?***

**A:** The Heartsaver CPR & AED Online Part 1 Course is designed for workplace training. The course is intended for first-responders, and other designated employees, whose employers chose to provide or require them to complete credentialed CPR and AED training. The course is not intended for healthcare providers.

***Q: What is the course format?***

**A:** The online portion of the course, Part 1, contains required exercises that must be successfully completed before the student receives a certificate of completion. A student may proceed through the online modules in any preferred sequence. When a student logs off, each completed exercise will be saved automatically and marked as completed on the Course Home Page so that the student can track progress.

***Q: How long does it take to complete?***

**A:** Part 1, the online portion of the course takes students on average one hour and 20 minutes to complete. Students may take the course in one sitting, or break it up into several sessions depending on individual needs and schedules. Students may log back in with the email and password entered during registration. Students should allow for 45 minutes on average to complete skills practice (Part 2) and skills testing (Part 3) sessions with an AHA Instructor. Completing all portions of the course takes 2 hours on average.

***Q: Is a skills session and/or test required?***

**A:** Yes. A skills practice session and skills test for CPR are required in order to practice and critique the critical skills required for successful CPR. After students successfully complete Part 1 and print the Certificate of Completion, they should schedule a skills session with an AHA Instructor. At the skills session, students

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have the opportunity for hands-on practice with an AHA Instructor or manikin system (Part 2). Once comfortable performing the skills, students are required to demonstrate the required CPR skills and AED use during the skills test (Part 3). The test is the last step to earning a Heartsaver AED Course Completion card.

**Q:** *How is a skills session scheduled?*

A: Call your local American Heart Association Training Center for skills session information and scheduling. It is recommended that a student schedule skills and testing sessions within 60 days of completing Part 1 of the course.

**Q:** *What makes up the skills session and test?*

A: Skills sessions are conducted in small groups facilitated by an AHA Instructor. The skills covered in the session are those that are highlighted in the Student Review Guide. A student may print the Student Review Guide and review it prior to the skills session.

Students can note any questions they may have on the Student Review Guide and discuss them with the instructor.

**Q:** *How long, after the completion of the online program, does a student have to complete the skills session and test?*

A: It is recommended that students take the skills practice and test session within 60 days of successfully completing the online portion.

**Q:** *Can a student log in and out of the course?*

A: Yes, after a student registers and creates his login with an email address and password he can log in and out as many times as he likes. To log out, the student selects the "Click here to logout" link located at the top of the page. When a student is ready to continue training, he can return to OnlineAHA.org and login with his registered e-mail and password.

**Q:** *Can course material be accessed after the online portion is completed?*

A: After completion, students may access the online portion for 12 months from the day of enrollment. It is recommended that students frequently refer to the course material for review and knowledge updates.

**Q:** *What should I do if my checkpoints won't check off?*

A: This could be due to browser settings. Students can get troubleshooting tips and recommended settings on the Browser Check page. This link is also available on the bottom of the Course Home Page.

**Q:** *How do I get a receipt for my purchase?*

A: Students can print a receipt for orders on the "Order History" page. The "Order History" link is located on the left-hand sidebar on the Course Home Page.

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***Q: Does the program require special computer or support software?***

A: Most Web browsers will have no problem using this site. The videos require the QuickTime or Flash plug-in. Click on Browser Check to make sure the browser is compatible.

***Q: What is the process for this course?***

A: Here are the steps for this course:

- Contact an AHA Training Center in your area about Heartsaver® CPR & AED skills session availability prior to purchasing.
- To purchase direct access to the course, follow the registration and “purchase for myself” process on the Web site.
- If you purchase courses in bulk, you will be able to view your course keys in "Order History" on the side bar. Keys are 12-digit alphanumeric combinations that you distribute to users who then enter to gain access to the course.
- When students receive keys from their employer or from another source, they can activate keys once registered by clicking "Activate a key" on the My Courses page.
- After a key is activated, the student will be able to re-enter the course at anytime using his registered e-mail and password.
- Students complete all required online exercises.
- View the videos as needed.
- Complete the Heartsaver® CPR & AED Online Part 1 evaluation.
- Print the Certificate of Completion for Part 1 (the online portion) and the Student Review Guide (if desired).
- Schedule and/or confirm skill practice and testing session with local AHA Training Center.
- Students take their Certificate of Completion and Student Review Guide to the skills session.
- The AHA instructor will submit the necessary documentation to the Training Center in order to process a student’s Heartsaver® AED Course Certification Card.

***Q: Who should be contacted if there are problems with the online course?***

A: Users can Contact Us with questions about the site, content, policy, or technical issues. Click on Contact Us in the upper left of the Home Page to find customer support information, including phone numbers, e-mail contacts, or postal mail instructions.