

Heartsaver® First Aid Online Part 1 Course Frequently Asked Questions

Q: What is it?

A: The AHA Heartsaver First Aid Online Part 1 course is designed to provide first-time or renewal first aid training to designated first responders or other employees. It is presented in a self-paced online format which can be accessed anytime. The online portion (Part 1) is followed by hands-on skills session (Part 2) with an AHA BLS or Heartsaver Instructor. After successful completion of both parts of the course, the participant will earn a Heartsaver First Aid Course Completion card.

Q: Who is the intended audience?

A: The Heartsaver First Aid Online course is designed for workplace training, for first responders and others who are required to complete credentialed first aid training.

Q: What is the course format?

A: The online portion of the course contains required exercises which must be completed before receiving a Part 1 certificate of completion. When a student logs off, each completed exercise will be saved automatically and marked as completed on the Course Home Page so that they can track progress.

Q: How long does it take to complete?

A: The online portion of the Heartsaver First Aid Online Part 1 course generally takes students between 1 and 2 hours. Students may take the course in one sitting, or break it up into several sessions depending on individual needs. Users may log back in with the email and password entered during registration.

Q: Is a skills session required?

A: A skills practice session with a BLS or Heartsaver instructor is required in order demonstrate the critical skills required for first aid. The skills session provides one-on-one time for the student to ask questions, obtain feedback, and gain confidence performing first aid skills.

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 students schedule skills session within 60 days of completing the course.

Q: What makes up the skills practice session?

A: Skills sessions are conducted in small groups with an AHA Instructor. The skills covered in the session are those that are highlighted in the Student Review Guide. These "Critical Skills" are marked as such throughout the training. Students may print the Student Review Guide and review it prior to the skills session. Students may note any questions 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 check?

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

Q: Can I log in and out of the course?

A: Students have up to one year to complete the course. During this time, they can log in and out as many times as they like. To log out, just click the "Click here to logout" link located at the top of the page after login. When ready to continue training, they may go back to www.onlineAHA.org and login with their 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 to 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. You 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 your Course Home Page.

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 completing the entire course:

- Contact an AHA Training Center in your area about Heartsaver First Aid skills session availability prior to purchasing.
- If you purchase in bulk, you will be able to view your keys in "Order History" on the side bar. Keys are 12-digit alphanumeric combinations that users can 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 their registered e-mail and password.
- Students complete all online exercises.
- View the videos as needed.
- Complete the online test.
- Complete the Heartsaver First Aid 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 session with local AHA Training Center
 - Students take their Certificate of Completion and Student Review Guide to the skills session
- The AHA instruction will submit the necessary documentation to the training center in order to process a Heartsaver First Aid Course Completion Card.

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

A: You can contact us by phone, e-mail, or postal mail with questions about the site, content, policy, or technical issues.