

eCards Frequently Asked Questions (FAQ)



CPR, First Aid & Emergency Cardiovascular Care

For International Market Only (for eCards issued from CPRVerify)
As of December 2020

What is an eCard?

American Heart Association eCards are course completion cards that can be issued and saved electronically. eCards make the job of issuing course completion cards simple and secure.

How do I purchase eCards?

Please contact your [AHA Authorized Distributor](#) and provide them with your Training Center ID Number. The eCards can only be purchased by the Training Center. Upon completion of a Training Center's order from a Distributor, the eCards will automatically populate into the TC's CPRVerify account.

What do I need to get started with eCards?

All Training Centers using CPRVerify can use eCards. All you need to do is contact your AHA Authorized Distributor to purchase.

Are eCards available in languages other than International English (IVE)?

Yes, the eCards are purchased as International eCards and can be printed in the available languages in CPRVerify by the Instructor. You do not need to make the language selection when purchasing the eCards. If an eCard is available in the course roster language chosen, you have the option to choose that language or IVE eCard once the roster has been locked and finalized in CPRVerify.

Where can I see the inventory of eCards purchased from my AHA Authorized Distributor?

eCard inventory can be found in [CPRVerify](#) by clicking on eCards in the menu bar. Your AHA Authorized Distributor can only deposit eCard inventories into the CPRVerify accounts of Training Centers. However, Training Centers can allocate inventories to Training Sites within CPRVerify.

As a Training Center, how do I transfer eCard inventory to my Training Site?

Click on "eCards" in the menu bar in [CPRVerify](#) then click on "Transfer eCards" to transfer from a site from the actions bar. Select the product number you wish to transfer from drop down, the Training Site you want to transfer the eCards To, and the quantity you wish to transfer. Please note you cannot transfer more than what is in your inventory and you cannot transfer for those disciplines the site is not approved for. Training Site inventory can be found by clicking on "Training Site eCard inventory"

How are eCards issued to students?

CPRVerify Administrators, Training Center Coordinators, Site Admins or Instructors may issue eCards directly to students by clicking on the checkbox under eCards after they have clicked on "submit roster information" and then clicking on "Submit Completion Information." Students must be provided with their student handout for instructions on how to claim their eCard.

If an eCard needs to be printed prior to the student claiming their eCard, the TCC or Instructor will need to claim the eCard on the student behalf and fill out the security question and answer.

Note: eCards can only be assigned when there is inventory available of the eCard in the discipline. eCards can only be assigned to students who have passed the course. Sites must have inventory before they are able to issue eCards out of their site rosters.

When can eCards be issued?

- eCards can only be issued to students who have been marked as "passed."
- eCards can only be issued when there is an available inventory of eCards for the discipline (eCard inventory can be found by clicking on "eCards" in the menu bar.
- eCards can only be issued from locked rosters

When I go to assign an eCard to a student, I receive a message stating, ""Unable to secure required number of eCards. Please check your inventory"

This message is received when there are not enough eCards in inventory of the discipline needed. Please verify the number of eCards available in your inventory for the same discipline as the roster you are trying to assign the eCards. If you are a site receiving this error message, please contact your training center and request for them to transfer eCards to your site inventory.

How do students claim eCards once the TCC/ CPRv Admin/Site Admin/Instructor has emailed their eCards link and/or provided students with printed handout?

Students should be provided with a student handout that has their specific eCard code and instructions on how to claim their eCard on the [AHA eCard portal](#). Insert your "eCard code" and click submit. First time eCard holders, click on claim, confirm profile, and click submit. Existing eCard holders, complete security question. Complete survey if prompted and click submit. View, print or save your claimed eCard in either full or wallet size.

My Students want a print proof of completion. Is this possible with eCards?

Yes. Once students claim their eCard, they have the option to print it. Flexible eCard formats allow students to print a full or wallet-sized physical copy of their card, making it easy to show proof they have successfully completed training requirements.

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

eCards can be printed or used electronically. There is no reason to issue a separate paper card.

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What are the benefits of using eCards?

Some of the many benefits of issuing eCards include:

- eCards are secure and reduce risk for the AHA International Training Center (ITC)
- After getting started with eCards, many ITC's find eCards easier to use than paper cards because there is no need to worry about printing and aligning on cardstock. Although, eCards can be printed if desired.
- Ability to validate training through the "Employer Search Tab" on the AHA eCard portal to prove the card was issued by a valid International Training Center and Instructor with that Training Center
- Saving eCards electronically, along with the option to login and retrieve one's eCard at any time, also reduces issues with lost cards.
- Increased security
- eCards can be easily verified by employers at <https://ecards.heart.org/international>
- Students issued eCards can self-service and access their eCard any time on the [AHA eCard portal](#)

Are eCards available for Instructor courses?

Yes.

Can employers verify the authenticity of an AHA eCard?

Yes, employers may verify that an eCard is authentic by entering the eCard code on the [AHA eCard portal](#) or scanning the QR code on the eCard.

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 on [CPRverify](#).

Is my Training Center or are my Instructors required to offer eCards?

Eventually, all AHA International Training Centers (ITC's) will be required to deliver eCards for course completion. For International Training Centers (ITCs) not already using eCards exclusively, this transition began January 1, 2019 when AHA distributors no longer offered paper cards for purchase. All International Training Centers transitioned to eCards by January 2020.*

**Due to certain regulations and other requirements, ITCs in the People's Republic of China, Japan, and South Korea, will not be required to use eCards until further notice.*

Can a TCC/ CPRv Administrator/Site Admin or an Instructor view a student's eCard?

Yes, through the eCard validation tool on the [AHA eCard portal](#).

Can edits be made to an eCard?

After a student claims an eCard, only the CPRVerify Administrator, Training Center Coordinator, Site Admin or the AHA International Operations team can make edits to a roster. Please note making some changes will possibly mean that a new eCard number may be issued depending on the change made to the roster.

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 International Training Center Coordinators in CPRVerify. Please note, the data is only available after 10 surveys have been submitted.

Where do I see my eCards in Training Central?

You will not see eCard inventory in [Training Central](#). Training Central is a tool to manage inventories of eBooks, eLearning, and Digital Videos. There is no functionality related to eCards in Training Central and Training Central is not needed for eCards.

Whom should I contact for technical support on eCards and/or CPRVerify?

For technical questions regarding eCards and/or CPRVerify contact CPRVerify support at CPRverify@heart.org

For business-related questions about eCards, customers should contact their [AHA Regional Director](#)

To order eCards, contact your [AHA Authorized Distributor](#)

Note: The FAQs above are only applicable to eCards issued from CPRVerify.

For eCards issued on the ECC Digital Products Center (Europe), please validate here : https://certificates.laerdal.com/eu/certificates/verify_certificate .

For any questions on the ECC Digital Products Center, please contact your local Laerdal sales office.