Online TIPS to completed AHA courses.

For a more detailed walk through, please see the next page. Here are the **quick tips** for those of you who are pretty comfortable with computers and online learning.

1. Log onto: www.onlineaha.org. Create user name and password then log in and select the course you want. If you aren't sure what course you need, ask us or check out the course descriptions tab on our website.
2. Add your course to the cart and pay.
3. You can start and stop anytime by logging into and out of the system. Once complete, print the certificate of completion and the CEU's if you course was eligible for them.
4. Text or call us for an appointment for the last step: showing your skills and picking up your card.

Still having trouble, see the detailed instruction on the next page which is following by the common Questions and Answers straight from the American Heart Association.

Good Luck!
Medical Education Angels

Kristen 661-345-4163
Vilate 661-205-0927

Medical Education Angels: detailed walk through to complete the online portions of AHA classes.

1. Go to the AHA website for online learning: www.onlineaha.org. If you search or google the class title, many look-alikes will come up first. They may say AHA curriculum, but you must have the actual AHA course.

2. If you are not already a member/user of the AHA website, you will need to sign up. This is pretty simple, create a user name and password so you can access your courses, not lose your progress if you need to take a break, reprint CEU's or completion certificates, etc.

3. There are lots of ways to navigate this site, but the easier for me is to go to the 3rd tab at the top that says **Course Catalog**. When you click this, it will list all the classes they offer online. You can watch a course demo video or read the course details before you select the course to be sure you have the correct one. It will also show you the AHA cost when you hit the demo or details button.

4. Once you have found the class you want, click **add to cart**. It's most convenient to have a credit or debit card to pay for this portion of your class. In the attached pages, the AHA gives instructions and a number to call if you need to pay through other methods. If you have a key from your employer, enter the key when prompted. If you see 0 and O, know that the keys use the number 0 not the letter O/o. We do not use keys for MEA.

5. Once you have paid for your class, you can start your way through the materials. The online courses come with access to the provider's text books electronically for 2 years. Look under the references tab or help button if you are having trouble accessing this awesome resource!

6. Once you have completed the course it will give you the opportunity to print a certificate of completion and if your course has CEU's offered for it, you can print those too. In cases of printer failure, you can log on from one of our computers to print your certificate or take a photo of the certificate with your phone and text it to us.

7. Now, you are ready for the final steps, your practice (this is step 2) and your skills check (this is the third and final step). You will do both those steps in person with us! ☺ Call or text us and we will get you in within 1-3 days for the skills portion. For BLS or Heartsaver plan for about 30-40 minutes. For ACLS, PALS, or NRP plan for about 1 hour.

If you still have questions about which class you need, how to use to site, or get your skills check completed…call or text us! We will be happy to help you figure it out. The next few pages are the Q&A from the AHA directly. It covers almost everything! LOL

Good luck and we hope to see you soon!

Our website: www.mededangels.com
Our Email: mededangels@gmail.com
Kristen Cimental RN, BSN 661-345-4163
Vilate Bentz-Bolanos RN, CCRN 661-205-0927

Getting Started

Q: How do I register to use OnlineAHA.org?
A: The first step for anyone wishing to take an OnlineAHA course is to register on the site.

On the Home page, in the Log In / Register box, click the Sign Up link
Fill out all required information on the registration form
Please do not re-register if you have done so previously.
Write down the email address and password you used for future reference

Q: What is the My Courses page?
A: The My Courses page is visible to all logged-in students. This page provides easy access to course information.
Use the My Courses page to:
- purchase a course key
- activate a key
- start a course
- see your active courses
- apply for applicable CE credit
- print course completion certificates
- print receipts

Q: How do I purchase a course for myself?
A: Log in to the site
Select Course Catalog from the navigation bar
Click the yellow Purchase button beside the course you wish to purchase
Follow the prompts presented on your screen and fill in the required information

Q: How do I purchase a bulk quantity of keys?
A: Log in to the site
Select Course Catalog from the navigation bar
Click the yellow Purchase button beside the course you wish to purchase
Follow the prompts presented on your screen
Enter credit card information and continue through the purchase screens

Q: I do not want to pay with Credit Card.
A: To purchase course(s) using a Purchase Order (PO) or other method of payment, please call 1-888-242-8883 between the hours of 8-5 CST, M-F.

Q: When trying to pay via Credit Card, I receive an error message stating my account is invalid.
A: If you receive this error message, please enter your credit card information again without using any spaces or dashes. Also, locate the security code on the back of your card and enter it in the appropriate field on the form.

Q: I need a receipt for my purchase.
A: Log in to the site
Select My Courses from the navigation bar
Select Order History
Click the order number you wish to open/view
Select print

Q: What is AHA's return policy?
A: We will gladly accept and credit the purchase price for course keys purchased at OnlineAHA.org if returned in unused condition within 30 days of purchase. All key returns are subject to a 15% restocking fee.

Q: What is a key?
A: No matter the format, all online courses begin with a key. A key is a 9- or 12–digit alphanumeric code that is used to access purchased courses. A key may be purchased directly by individuals, or Training Centers and employers may purchase and distribute keys to the students who will complete training.

Q: How do I activate a key?
A: On the Home Page, enter your key number in the Activate a Key box
You will be asked to log in (or register, if you are a new user)
Once you have logged in or registered, you will be asked to agree to terms and conditions prior to activating the key

Q: I am not sure if my key contains the number "0" or the letter "O".
A: Please always use the number zero.

Q: I would like to give my key to someone else to use.
A: Each key can only be used by one student
If you have not used your key, simply forward the key to the person you would like to give it to
They will need to register on the site, then they can Activate the Key

Q: Do keys expire?
A: Un-activated (un-used) keys do not expire. Once a key is activated, it will expire after 12 months. For HeartCode®, BLS for Healthcare Providers, and HeartSaver First AID with CPR/AED courses, the key will expire after 24 months.

Course Navigation
Q: How do I start a course?
A: Log in to the site
Select My Courses from the navigation bar
Click the course name in the Active Courses section
The course name is a hyperlink that will take you into the course

Q: Where do I begin in a course?
A: On the course home page always start with the first exercise. You will receive instructions on what you need to do to complete the course. Once you finish an exercise, return to the Course Home page and move to the exercise you wish to complete on the list.

Q: What is a required exercise?
A: Courses are comprised of modules that include exercises to reinforce and check that students understand the information. We refer to these as required exercises. Required exercises are mandatory and require 100% accuracy to complete the course.

Q: How do I move through the exercises?
A: Courses will have arrows to use for navigation. Click the arrows to proceed to the next page in the course.

Q: Do I need to save my completed exercises?
A: No, once you complete an exercise it is automatically saved and appears with a "Review" on the course home page, with a checkmark to the left of the exercise title. However, your work in an exercise will not be saved if you log out before you finish that exercise.

Q: Can I take a break while working on a course?
A: Yes. You can enter and exit a course as often as necessary. If you are not active in the course for 30 minutes, your user session will time out. When this happens, you will see a message that your session expired. Simply log in again and return to the course. You will see all of your completed exercises have been saved.

For courses that require an online test, the test must be completed in a single session with no breaks.

Q: How do I complete the online test?
A: The online test is mandatory and must be completed in a single session. Once you correctly complete all checkpoints, you will be able to access the online test.

You are allowed two attempts to pass the online test. If you do not pass the test, review the correct answers to the questions you missed, and then take the second test. You will only be able to access the second test if you receive a non-passing score on the first test.

Q: What if I do not pass the first or second test?
A: If you are not able to achieve a passing score on either test, please print the Course Home Page and bring it to your AHA Instructor during your skills session to use as a guide for further study. All students are only given two opportunities to pass a test. To retake the online course, you will need to purchase a new course key and begin again.

Q: Can I access the test again to review the questions?
A: No. After you complete the test you are shown your score and the test answers once. Students cannot access test questions or answers again at a later time.

Q: How do I show that I completed the online course?
A: After successfully completing the online course you will receive a Certificate of Completion.
 Log in to the site
Select My Courses from the navigation bar
Click the blue Certificate button in the Completed Courses section
Print

Q: How long do I have to complete the course?
A: Once a key is activated, you have 12 or 24 months (see "Do My Keys Expire?", above) to complete the course online.
Once the online course is completed, for courses that require a skills session, you must complete the skills session within 60 days.

Skills Sessions
Q: What is a skills session?
A: A skills session is the hands-on portion of an AHA eLearning course and includes Parts 2 and 3 — skills practice and testing. It is conducted in-person after a student completes Part 1 online.
- Depending on the course, skills sessions are conducted by AHA BLS, ACLS, PALS, or Heartsaver® Instructors. For HeartCode® system courses, the student may be able to practice and test on a Voice-Assisted Manikin (VAM) system, if that option is offered.

Q: How long do I have to complete the skills session?
A: You must complete your skills session within 60 days of completing Part 1 online.

Q: Is there a cost?
A: Yes, the AHA Training Center will charge a fee.

Q: What do I bring to the skills session?
A: For admission into a skills session, students must present their Part 1 Certificate of Completion to the AHA Instructor.

Q: How do I show that I completed the online course?
A: After successfully completing the online course you will receive a Certificate of Completion.

Log in to the site
Select My Courses from the navigation bar
Click the blue Certificate button in the Completed Courses section
Print

Q: Can I re-print my certificate?
A: Yes.
Log in to the site
Select My Courses from the navigation bar
Click the blue Certificate button in the Completed Courses section
Print

Q: I think I passed the course, but I cannot access or print my certificate.
A: Most likely, one of your required exercises has not been completed.
Log in to the site
Select My Courses from the navigation bar
In the Active Courses section, select the course in question
Scroll down the course home page; make sure that all of the required red boxes have a checkmark in them
After you verify that all of your required exercises, including the evaluation, are complete, click the Course Homepage link
Your certificate should now be available in the My Courses tab

Q: How do I get my AHA course completion card?
A: After successfully completing the skills session, the AHA Training Center will issue you an official AHA course completion card. Cards are only issued for courses that include psychomotor skills and require completion of a skills session.

Q: I lost my AHA course completion card. How can i get a replacement?
A: AHA course completion cards are only issued by AHA Training Centers. Contact your Instructor. Back to Top

Passwords
Q: I forgot my password.
A: Go to the Home Page
In the Log In/Register box go to the Forgot Password link
Simply fill out and submit the form

Q: I want to change my password.
A: Log in to the site
Select My Account from upper right-hand corner
At the top of the page you have access to a password change feature

Q: My employer gave me a key to use and directed me to go to OnlineAHA.org to begin my training. I am at the website now, and entering my e-mail and key in the "Log In/Register" box, but it won't let me log in!
A: The 9- or 12-digit key that your employer gave to you is not the same as a password. Entering the key in the registration area will therefore not get you into the website. Your key is the alphanumeric code that will give you access to the course AFTER you register and login. So first, if you haven't already, register on the website by clicking the "Register" link in the "Log In/Register" box.

Once you activate a key at OnlineAHA.org, you will have access to the course. You will not need to keep your key after that point.

Q: Are passwords case sensitive?
A: Yes.