

**AHA Guidelines Instructor Update
Frequently Asked Questions (FAQs)
As of January 31, 2011**

Technical Support/Specifications

Q: I am having technical difficulties, how do I get help?

A: If you are having difficulty with this system, please first refer to the FAQ section of the Professional Education Center website: <http://learn.heart.org/ihtml/application/student/interface.heart2/faq.html>. If you need further assistance, you may contact ECC Customer Support Center at 1-888-CPR-LINE (1-888-277-5463), Monday – Friday, 7:00 a.m. – 6:00 p.m., Central Time. You also may send an email to ahainstructornetwork@heart.org. International users may email eccinternational@heart.org.

Please note that call hold times and email response times may be significant.

Q: What are the system requirements for the online update courses?

A: System Requirements:

- Users must have Internet Explorer, Windows Media, and Active X settings.
- Users should have a DSL or Cable connection.
- Users must use the browser Internet Explorer (IE) to claim and print certificates. Firefox or Netscape will not allow printing.
- Users cannot be inside AOL and work on our website, so they should open an Internet Explorer Window outside of AOL as AOL's security is too high. There should be an Internet Explorer link on the user's desktop or he/she can go to the start button at bottom left of the screen and then select Programs to find it.
- The online update courses feature audio, so users should have audio capability to review the course.
- The courses cannot be completed on Macintosh computers.

Accessing & Completing Update Courses:

Q: What are the steps to access and launch an online update course?

A: For step-by-step instructions, including screen shots, please refer to the document, **"Users' Guide – AHA Guidelines Instructor Update."** Registered and confirmed members of the AHA Instructor Network* can access this guide, once logged in, in the **News** section, under **Guidelines**, and then **AHA Instructor Updates**.

Here are the basic steps for launching AHA Guidelines Instructor Update courses:

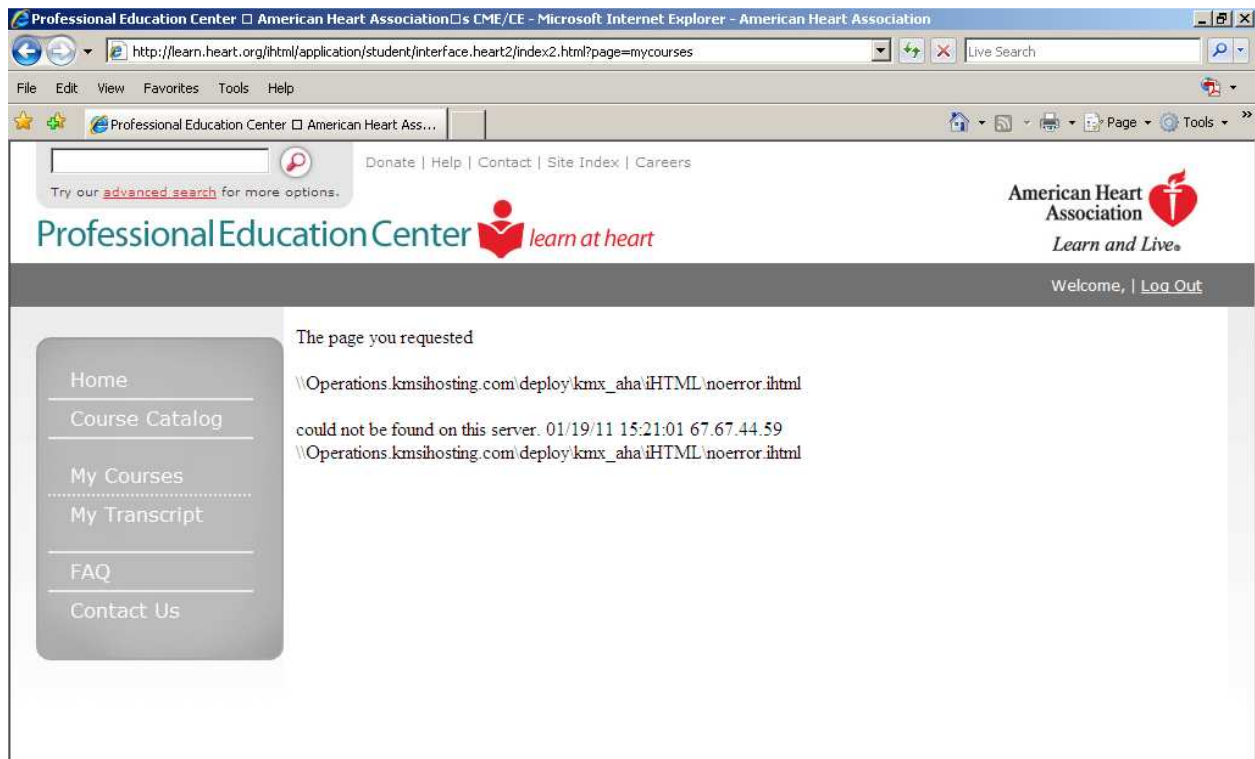
1. Log in into www.ahainstructornetwork.org.
2. Select "AHA Instructor Network Content" (from tab at top of page).
3. Using the navigation links along the top of the screen, navigate to **News**, then **Guidelines**, then **AHA Instructor Updates**.
4. Click the "Learn More" button next to the "2010 Guidelines Science Update" you wish to complete.
5. A new window will open and the course offering will appear; in the "Enroll" column, click "Select" (far right-hand column of course listing).
6. Click "Launch."
7. Click "Launch Content in New Window" (if page does not launch, ensure pop-ups are not blocked).
8. From the Course Outline, click the top link, "General Information and Course Completion Instructions" to review this section.
9. After reviewing the General Information link, click "Return to Course Outline" on the bottom left of the page.
10. Again from the Course Outline, select the second link to be taken to the science update.

Q: How do I review a course?

A: The following information will help you to easily navigate the update courses:

- *Before starting any of the online update courses, if you are an Internet Explorer user, clear all temporary Internet files and cookies. To do this, from your browser menu, click "Tools," then "Internet Options." Under the "General" tab, click "Delete" next to "Browsing history." Then delete both Temporary Internet Files and Cookies.*
- If a course will not launch, your browser may be blocking the pop-up. Hold down your Ctrl key while clicking on the hyperlink "Launch." The Ctrl key temporarily disables all pop-up blockers. If this does not work, you can manually turn off your pop-up blockers by selecting the Tools menu on your browser. A drop-down menu will appear. Place your cursor on "Pop-Up Blocker" and then choose the setting "Turn Off Pop-Up Blocker."
- Once the course has launched, keep all windows for the course active as you proceed through the course. Closing a course window or logging out of the AHA's Professional Education Center will reset the course and you will lose your progress.
- Advance through the course using the "play/pause" button at the bottom of the screen (screen shot below). While each section is playing, you will see a "pause" symbol; when the section is complete, the button will change to "play" mode and begin lightly flashing.
- When the course concludes, while still inside the media player, click on Exit, then Exit Now. This may close your player automatically and take you to the "Launch Course" window.

Q: I am getting the error message below when trying to access the update courses. What should I do?



A: If you receive this server error, you should first delete temporary Internet files and check your cookie settings. To do this, follow these steps:
From your Internet browser menu, click “Tools,” then click “Internet Options.”
1. Under the “General” tab, click “Delete” next to “Browsing history.”
2. Then delete both Temporary Internet Files and Cookies.
3. Click Close, then OK.

You may also want to try adding the domain www.heart.org to the trusted sites zone in your Internet browser.

If you still receive this error and are working through your employer’s computer system, please contact your network administrator about privileges to run this content.

Q: I am in a course and the presentation appears to freeze, and then won’t let me move forward. What do I do?

A: If this happens, please check the timer above the title slide. If the timer is still moving, the slide is still loading. Please allow at least 30 seconds for the slide to load. If the timer is not moving, then your computer may be frozen and you will need to refresh or log out and back into the course.

Q: Can I log in and out of the update courses?

A: Yes. During the course, if you need to exit, click the Exit button in the top right-hand corner of the screen, and then click “Exit Now.” You must exit the course this way in order to save your progress. **Do not exit the entire web browser (X), or your progress will be lost.**

TIP: If your exit buttons do not appear to be working, please try clearing your temporary Internet files and cookies, then try again. When you return to the course later, you will receive the “Resume presentation” alert. Always click the “Yes” button; clicking “No” will reset your bookmarks and you will lose your progress in the course.

Q: How do I access the course post-test after I have finished going through the course?

A: The post-test for each course is located outside of the media player, in the Course Outline. After you have completed a course, follow these steps to access the post-test:

1. At the end of the course, while still inside the media player, click on “Exit,” then “Exit Now.” This may close your player automatically and take you to the “Launch Course” window. **Do not exit the entire web browser (X), or your progress will be lost.**
2. On the “Launch Course” screen, click the link in the bottom left-hand corner that reads, “Return to Course Outline.”
3. You will be taken back to the Course Outline, where you should then see that the course post-test is hyperlinked and available.
4. Click the post-test hyperlink to access the test.
5. Once you’ve complete the test, click the button at the bottom of the page that reads “Return to Course Outline.”

Q: What score do I have to make on the test to pass? Can I retake the test for a higher score?

Students must pass the post-test with a score of 80 percent or more to receive access to their completion certificate. Students may take the test as many times as they need to pass the test; however, only the first passing score is recorded.

Q: Where can I find the certificate of completion? How do I print my certificate of completion?

A: Upon successful completion of the course, a certificate of completion will be available for Instructors and HSSes to print and provide to their TCC. The certificate will not populate until the student has successfully completed the course and the post-test. A link to print the certificate of completion is located in the Course Outline.

To print your certificate:

1. Once you've successfully completed the course post-test, click the button that reads, "Return to the Course Outline."
2. On the Course Outline page, make sure that all sections indicate a status of either "completed" or "passed."
3. When all sections read completed or passed, click the last link on the Course Outline that reads, "Print Certificate of Completion."
4. A new window will open. At the top of that window, select "ECC Instructor Update" from the dropdown box. Your certificate will appear.
5. Click the button that reads, "Claim and Print."

If you have exited your course, and are returning to print your certificate, follow these steps:

1. Log into your AHA Instructor Network account and return to the Instructor Update courses by clicking "Learn More."
2. On the left-hand side of the screen, select "My Transcript."
3. Once in your My Transcript screen, click the click that reads "Completed Satisfactorily" in the Final Results column.
4. A new window will open. At the top of that window, select "ECC Instructor Update" from the dropdown box. Your certificate will appear.
5. Click the button that reads, "Claim and Print."

General Information

Q: What is the AHA Guidelines Instructor Update?

A: The AHA Guidelines Instructor Update is the official online science update for the *2010 AHA Guidelines for CPR & ECC*. Until new AHA course materials are available reflecting the new science, the online update provides the AHA Training Network information and guidance needed to incorporate new science into current AHA courses using interim training materials.

The online update consists of four separate courses based on Instructor discipline, including BLS (Healthcare Provider and Heartsaver), Heartsaver-only, ACLS and PALS. Each course is interactive and uses audio, graphics, animations and text to guide students through the update material. Instructors must complete the update course for each discipline they teach. BLS Instructors should complete only the BLS update; they do not need to complete both BLS and Heartsaver. HSEs must complete the Heartsaver-only science update.

Upon successful completion of each course, including the course post-test, a certificate of completion will be available for Instructors/HSEs to print and provide to their TCC.

Q: Is this course mandatory? By when do Instructors and HSEs have to complete it?

A: Yes, in order to continue teaching, all AHA Instructors and HSEs must complete one form of an official science update for the *2010 AHA Guidelines for CPR & ECC* by **April 1, 2011**. Courses taught after April 1, 2011, must incorporate new science.

While AHA has provided two in-person, official AHA Guidelines Instructor Updates (November 12, 2010, in Chicago, and December 8, 2010, in San Diego), the Online AHA Guidelines Instructor Update is the primary method AHA Instructors and HSEs should use to complete their required science updates for the *2010 AHA Guidelines for CPR & ECC*.

Q: Do the AHA Guidelines Instructor Update courses online offer continuing education (CE) credits?

A: No, the online update courses do not offer CE.

Q: How long does each update course take to complete?

A: The update courses for BLS and ACLS are approximately 40 minutes long, while the Heartsaver and PALS update courses are approximately 25 minutes. Each course includes a “course time countdown” on the screen so students have an idea how they are progressing through the course. The course time countdown shows the time for the entire course, not just the section the student may be currently viewing.

Q: Do BLS Instructors have to complete both the BLS and Heartsaver Instructor update courses?

A: No. BLS Instructors only need to complete the BLS Instructor Update course, as Heartsaver material is covered in the BLS update. The Heartsaver-only update course should be taken by Heartsaver Instructors and HSSEs.

Training Center Questions

Q: How do I know that my Instructors and HSSEs have completed their required science updates? What documentation do I need to get from them/keep in their files?

A: Each Instructor or HSSE must provide documentation to his/her TCC as proof that the required update has been completed. The following documents are acceptable as proof of completion:

- Certificate of Completion from the online Instructor update (Instructors must provide a certificate for each discipline they teach)
- Course Transcript showing all sections have been completed from the online Instructor update (Instructors must provide a transcript from each discipline course they teach)
- Certificate from one of AHA’s two in-person Instructor updates

Q: I want to bring my Instructors and HSSEs in for an in-person update. Am I allowed to do that? What materials can I use to lead an in-person update?

A: AHA prefers that each Instructor and HSSE complete the AHA Guidelines Instructor Update online or have attended an official AHA in-person update. The online version of the AHA Guidelines Instructor Update ensures consistency of material delivered and, since it is self-paced, helps meet the diverse learning needs of the Training Network. The online update also provides tracking for Training Centers, as a certificate of completion is generated for each Instructor or HSSE.

While the AHA’s online update is the preferred method, Training Centers are not prohibited from conducting an in-person update with their Instructors and HSSEs. They must use the online version of the AHA Guidelines Instructor Update courses to complete this update; they may not create or use other materials. AHA will not provide materials other than the online courses for completion of the required science updates. Also, if Training Centers choose an in-person update using the online update courses, they will need to generate certificates or track course completion on their own. AHA will not provide certificates for Training Centers to issue to those who complete the courses in groups.

Q: Am I allowed to require my Instructors and HSSEs to complete both the online update and an in-person update?

A: The AHA requirement for Instructors and HSSEs is that, to continue teaching courses after **April 1, 2011**, they must complete either the AHA Guidelines Instructor Update online or have attended one of AHA’s in-person updates. If an Instructor or HSSE attended one of AHA’s official in-person updates, AHA does not require that he/she also take the online update.

However, AHA Training Centers may mandate, apart from AHA’s requirement, that their Instructors and HSSEs complete both the online course and some type of in-person session at their Training Center. If an Instructor or HSSE does not wish to comply with the Training Center, he/she always has the option of re-aligning with another authorized AHA Training Center.

Course Access

Q: Where/how/who can the AHA Training Network access the online update?

A: The online AHA Guidelines Instructor Update is available through the AHA Instructor Network to members who are registered and confirmed.* It is located in the **News** section, under **Guidelines**, and then **AHA Instructor Updates**. Only registered and confirmed members of the AHA Instructor Network are able to access the update.

PLEASE NOTE: Instructor/HSSE access to the AHA Instructor Network is not automatic; Instructors and HSSEs must register and be confirmed by their TCCs for access.

*All AHA Instructors/HSSEs must register with the AHA Instructor Network and be confirmed as Instructors or HSSEs by their Training Centers' Training Center Coordinator in order to access information and tools available through the AHA Instructor Network. Each Training Center's Training Center Coordinator receives automatic access to the AHA Instructor Network.