Troubleshooting Tips

Heartcode BLS/ Heartcode ACLS/ Heartcode PALS *Certificate*

If you have completed the course, be sure to complete the survey so the certificate will be generated. You must hit "exit exercise" (the top right) to get to the page. Scroll down and hit the red survey button. Once you complete the survey, you may then view your online certificate.

Complete Survey

If you are not in the course already/on the website, must log in and go to active courses, hit resume for the Heartcode BLS then scroll to the bottom of the page and hit the red survey button. If the survey button is not red, must resume and complete the course first.

Your Certificate will look like what is pictured below. It should list the following:

1. **"Heartcode BLS" "Heartcode ALS" "Heartcode PALS"**
2. Your name.
3. "IMP23...." Will be listed on the lower left. It will include the year you are taking the online course. Please ensure it is your current renewal year.
4. The date you completed the online training will also be listed on the lower right side. It must be a current date.

If you have not received your e-card within 72 hours, you must ensure that you have followed the steps above and have emailed info@cprconsultants.com a copy of your certificate.