

## 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.

The screenshot shows the 'Heartcode® BLS Online' course page. At the top left is the 'eLearning American Heart Association' logo. A search bar is on the top right. Below the logo are navigation links: 'Courses', 'About eLearning', 'Support', and 'Get Involved'. The main heading is 'Heartcode® BLS Online' with a breadcrumb trail 'HOME > CLASSES > LAUNCH COURSE'. Below this, it shows 'Start Date: 01/16/2021 - End Date: 01/16/2023'. A 'Welcome to Heartcode® BLS Online' message is followed by 'Steps to Complete the Course:' with four numbered steps. A progress diagram shows four stages: 'Course' (with an AHA logo), 'SURVEY' (with a red button and a yellow arrow pointing to it), 'Certificate', and 'Claim CME/CE' (with a 'Hands-On Session Required' label). Below the diagram is a progress bar with 'Heartcode® BLS Online' (Required), 'In progress', and a red 'REVIEW' button. On the right side, there are sections for 'Training Center Information', 'Resources' (with links for 'Additional CE Information' and 'FAQ'), and 'Support' (with links for 'Course Help', 'Technical Requirements', and 'Troubleshooting').

### 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](mailto:info@cprconsultants.com) a copy of your certificate.