

HeartCode Troubleshooting Tips

How to access Online Course Link (keycode)

Can be used for **Heartcode BLS/ Heartcode ACLS/ Heartcode PALS/ HeartSaver Online** modules

**** If you are using a shared computer or work/public Wi-Fi network, you will need to use a private/incognito web browser setting to avoid logging into another person's course****

Step 1: Course Link/ Confirmation email

A "Course Link" [example highlighted below] will be found in your confirmation email.

Copy & paste your link into a new browser. Copy and past works better than clicking the link.

**Response Institute: CPR Consultants**<info@cprconsultants.com>

To: @ Danielle Williams

Thu 5/1/2025 2:30 PM

Reply Reply all Forward

Dear Danielle Williams,

Thank you for your registration for the following class:

Class:	Heartcode BLS with Skills Evaluation
Class Date:	Sat 8/3/2024 from 8:30 AM to 9:30 AM
Course Link	https://elearning.heart.org/course_enrolment?course=437&code=MzAzMDYzMjI=&rand= Instructions: You have been assigned a Heartcode ® BLS course on eLearning.heart.org by CPR Consultants, Inc. PLEASE READ BELOW: Please use the student resource page for "Troubleshooting Tips" on accessing and completing Online Course Training. Please review these tips before giving us a call. Student Resource Link: https://cprconsultants.com/student-resources/ 1. Complete Online Course Training before the scheduled Course Date 2. Email a copy of your certificate or bring a physical copy on the day of the course 3. If the online course is not completed or the certificate has not been received; we will not issue your ecard. Additional information: If you have any issues accessing or completing the online course please use the student resource page linked above; the topic name is "Troubleshooting Tips" You may pause/exit/re-start the course as often as necessary until completed. The online course does include an online manual Lastly, the AHA does provide technical support (888-242-8883) for their online testing program, Monday through Friday from 8a- 5p CT. Please do not wait until the day before your course to begin taking the online components in case you require technical assistance. If you are unable to attend this course date please call the office (919-850-9295) as you have three months from the date of the original course to reschedule. ** Classes are non-refundable. **
Receipt:	Click Here
Make a Payment:	Your order currently is showing a balance due. Click Here to make a credit card payment.
Location:	CPR Consultants Raleigh
Directions:	7404 Chapel Hill Road, Suite G, Raleigh, NC 27607

If you are using a company computer to complete online course training; please be sure that you are not logged into someone else's AHA account. Otherwise the keycode will no longer be usable and will incur additional charges.

****If you have not received a course link within 72 hours of your course date, please email info@cprconsultants.com.****

Step 2: Sign in/Activate

The link will direct you to AHA eLearning. (Pictured below)

The screenshot shows the American Heart Association eLearning website. At the top, there is a navigation bar with the AHA logo, the text "American Heart Association eLearning", and links for "Sign in" and "Sign up". Below the navigation bar, there is a breadcrumb trail: "Home / Courses / Heartcode® BLS Online". The main content area features a large image of a laptop displaying a heart diagram with the text "BLS BASIC LIFE SUPPORT". To the right of the image, the title "Heartcode® BLS Online" is displayed, followed by a description: "HeartCode® BLS Online is a self-directed, comprehensive eLearning program that uses adaptive learning technology to allow learners to acquire and demonstrate Basic Life Support skills using a personalized learning path that adapts in real time to a learner's performance. The program is designed for healthcare professionals who need Basic Life Support training for their clinical duties. HeartCode® BLS Online consists of a cognitive portion that is completed online." Below the description, there is a red "Activate" button. Underneath, the "Course Description" section is titled "How Does this Course Work?". It shows a flowchart: "Step 1: Complete the Online Course Portion" (represented by an AHA logo) plus "Step 2: Pass Hands-On Session with Training Center (sold separately)" (represented by a hand icon) equals "Course Completion Card - Proof of your CPR & First Aid Training" (represented by a checkmark icon). To the right of the flowchart, there is a "Resources" sidebar with links for "Continuing Education" and "FAQ". At the bottom, there is a paragraph: "HeartCode® BLS Online is a self-directed, comprehensive eLearning program that uses adaptive learning technology to allow learners to acquire and demonstrate Basic Life Support".

Click on the word **ACTIVATE**

You must then sign in or sign up for an account.

If you have forgotten your credentials you will need to use the forgot login/password function or contact AHA customer support.

If you are asked for a Training Center Access code or asked to pay, you are on the wrong page. Please close all browsers and start again. If you continue to experience issues, please contact AHA support.

Contact ECC Customer service

By Phone: 888-242-8883

Mon - Fri: 8 a.m. - 5 p.m CST

By Email: eLearning.help@Heart.org

You should now be signed in/up and can begin your online course training.

Step 3: Complete the course survey.

Once the online course is completed it will ask you to exit the course. This will generate a short survey. Once the survey is completed your completion certificate will generate. Please bring a copy of your completion certificate to your skills evaluation.

- Please note that online course links can only be used by one student and once accessed, the link becomes non-refundable. Once a course is activated, it will expire after 12 months. If you need another keycode you will be charged. Students can pause/exit/re-start the course as often as necessary until completed. Once the online course is completed, students must complete the in-person skills evaluation within 60 days.
- HeartCode Online course should be completed prior to the hand-on skills evaluation. Ecards cannot be issued until the online course is complete. Ecards cannot be issued after 60 days.

If you are unable to attend your scheduled course date, please contact the office (919-850-9295 or info@cprconsultants.com) to reschedule.