

# Help with logging into, finding and using the AHA Instructor Updates.

## STEP A - Signing up for the AHA Instructor Network.

1. If you have not already registered with the network click on the Register link (please see below) and follow the directions. If you have already registered with the network you can move to step B.
2. Sign up for the disciplines you teach (ACLS, BLS or PALS.) You can sign up for one or all of the disciplines if you are an instructor for that discipline **DO NOT SIGN UP FOR HEARTSAVER SKILLS EVALUATOR! YOU WILL RECEIVE A DENIAL!** This is a special designation for non-instructors, as an instructor you already have access to this information.
3. IREMSC will receive an email within 48 hours of your registration asking us to confirm if you are an instructor. You will receive a confirmation email from AHA once you have been confirmed.
4. Once you are confirmed you may access the network at anytime.

**IF YOU HAVE ALREADY COMPLETED THIS STEP YOU CAN MOVE TO STEP B.**

The screenshot shows the AHA Instructor Network Home page in a Mozilla Firefox browser. The page features a navigation bar with 'Donate', 'Help', and 'Home' links. The American Heart Association logo and 'Learn and Live' tagline are in the top right. A yellow box with the text 'IF YOU HAVE NOT REGISTERED BEFORE CLICK REGISTER HERE' has an arrow pointing to the 'Register' link in the top right. Below the navigation bar, the page says 'AMERICAN HEART ASSOCIATION INSTRUCTOR NETWORK' and 'Are you AHA?'. A large red graphic on the left says 'Welcome to the Login page of the Instructor Network. Experiencing Login or Registration problems? Click here for help.' A yellow box with the text 'IF YOU HAVE REGISTERED BEFORE & HAVE RECEIVED A CONFIRMATION ENTER YOUR USERNAME & PASSWORD HERE' has two arrows pointing to the 'Existing User? Sign In' section, which contains fields for 'Username:' and 'Password:', a 'Remember Me' checkbox, and a 'Submit' button. A link for 'Forgotten your username and password?' is also present. A sidebar on the right titled 'New User? Register Now' contains text about joining the network and a 'Register Today' link. At the bottom, there is a small red warning: '!!!Your username and password are case and space sensitive!!!'.

## STEP B - Signing up for the 2010 Guidelines Update.

1. You MUST use Internet Explorer for this program to work.
2. Log in to the AHA Instructor network.
3. Once you are logged in click on the "Congratulations You're In banner (see below.).

AHA Instructor Network Home - Mozilla Firefox

americanheart.org https://myportal.americanheart.org/eccportal/ecc/ecc?pfaf\_portalId=default&pfaf\_communityId=3700001&pfaf\_pageId=20300001&pfaf\_dm=

Donate Help Home

American Heart Association  
Learn and Live.

Need Help? AHA Instructor Network Content

Hello David | Logout

**CLICK ON THIS BANNER**

AMERICAN HEART ASSOCIATION  
INSTRUCTOR NETWORK

Are you **IN**?

**Congratulations... You're IN!!**  
Click here to access your AHA Instructor Network content

**Training Center Maintenance**  
Click on the links below to manage your Instructor Roster and confirm your Instructors!  
[My Instructor Confirmations](#)  
[My Instructor List](#)  
[My Instructor Pre-Approvals](#)

**ECC Class Connector Maintenance**  
Use the links below to add and maintain your Training Center's profile that is displayed on the web and the classes that you offer.

**Existing User? Sign In**  
Welcome David Rockney  
If you are not David Rockney, or you have finished your session,  
[Log Out](#)  
Update your information [GO>>](#)  
Your ECC Contacts [GO>>](#)

Done

4. Click on the News Link

Home - Mozilla Firefox

americanheart.org https://myportal.americanheart.org/eccportal/ecc/ecc?pfaf\_portalId=default&pfaf\_communityId=3700001&pfaf\_pageId=20300001&pfaf\_dm=

Home

AMERICAN HEART ASSOCIATION  
INSTRUCTOR NETWORK

BETA

DONATE

How Can We Help?

HOME | COURSES | TRAINING CENTERS | NEWS | ADDITIONAL TOOLS | SUPPORT

**CLICK ON NEWS**

AMERICAN HEART ASSOCIATION  
INSTRUCTOR NETWORK

Welcome to the AHA Instructor Network!

Thanks for everything you do to support the AHA mission of saving lives through CPR, First Aid, and ECC training. At this site, you – AHA Training Center Coordinators, Instructors, and Heartsaver Skills Evaluators – can access your:

- Course Information & Tools
- Forms & Templates
- Frequently Asked Questions & Support Tools
- Latest News & Communications
- The AHA's Program Administration Manual (PAM)
- Site navigation FAQs in the Support area

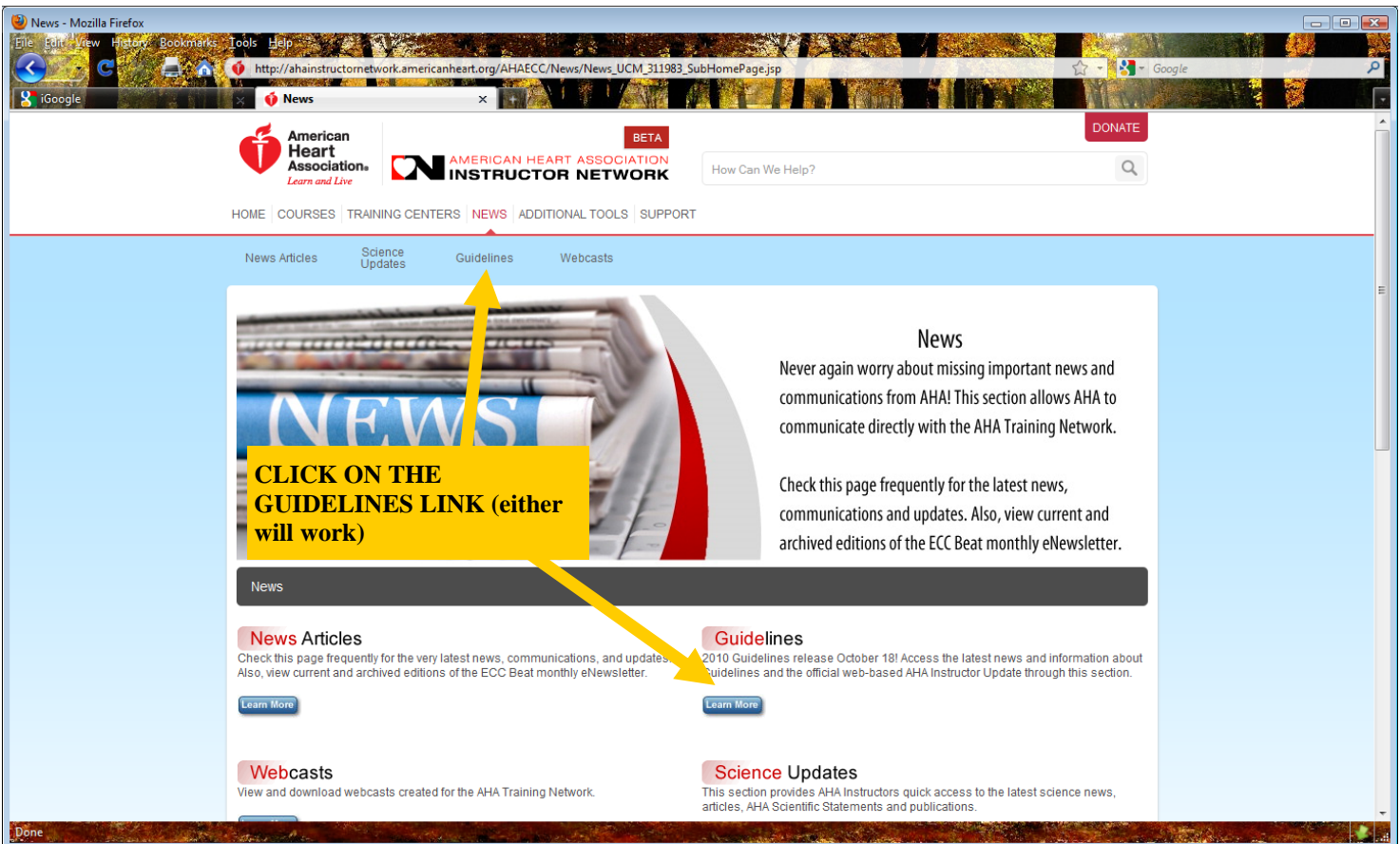
Program Administration Manual (PAM)

2010 AHA Guidelines for CPR & ECC on hand

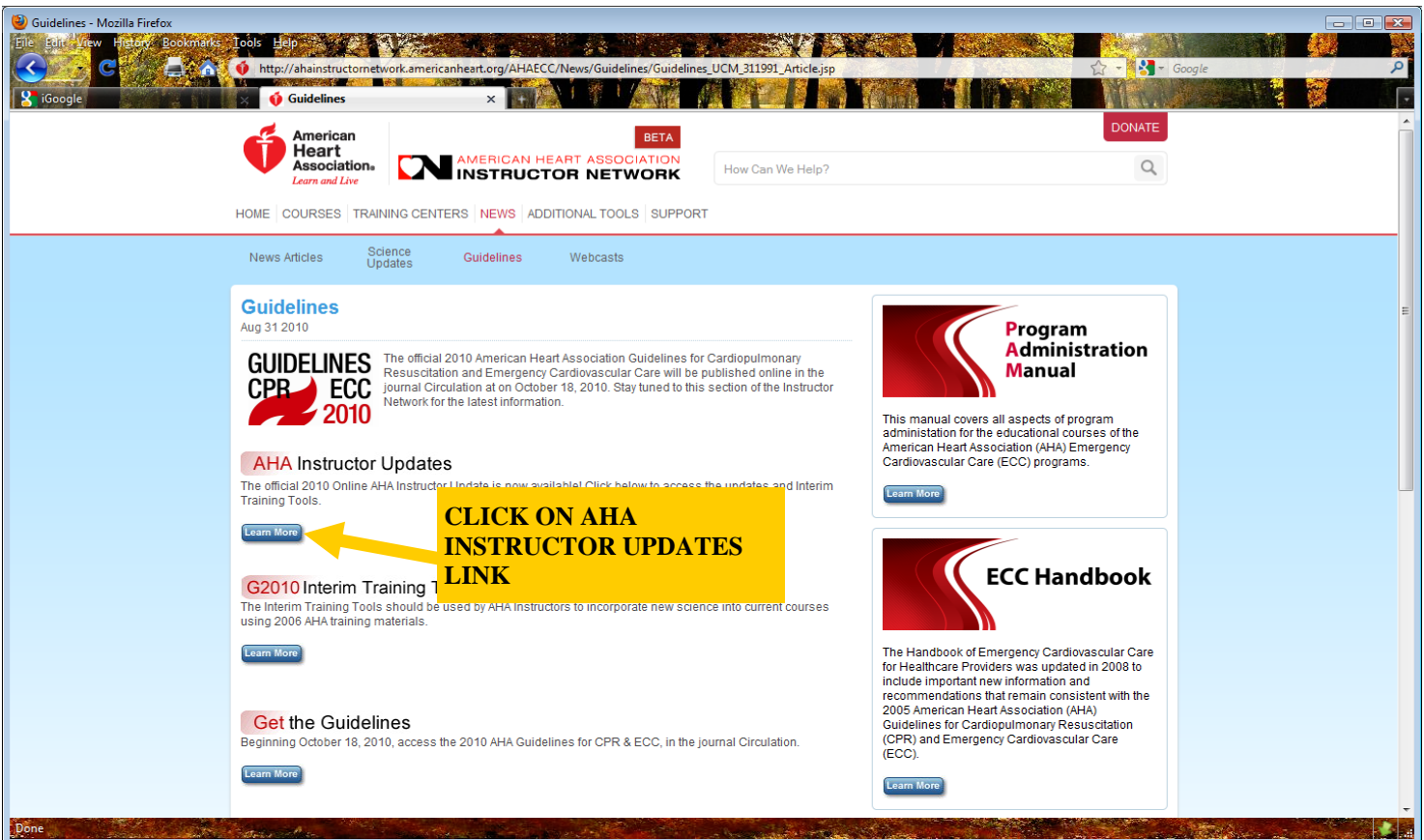
Looking For ?

https://aha.instructornetwork.americanheart.org/AHA/ECC/Home/Home\_UCM\_311961\_SubHomePage.jsp#

5. Click on the Guidelines Link



6. Click on AHA Instructor Updates learn more link.





7. You will end up on the update page. Scroll down until you see the 2010 Guidelines Science Update links for each discipline.
8. Click each discipline that you are an instructor for. **YOU DO NOT NEED TO DO THE HEARTSAVER INSTRUCTOR UPDATE. This is covered under the BLS Instructor Update.**

The screenshot shows the 'AHA Instructor Updates' page in a Mozilla Firefox browser. The page contains several sections with 'Learn More' buttons. Annotations include:

- A yellow arrow pointing to the 'Learn More' button for '2010 Guidelines Science Update: BLS Instructors' with the text 'Do if you are a BLS Instructor'.
- A red arrow pointing to the 'Learn More' button for '2010 Guidelines Science Update: Heartsaver Instructors' with the text 'Do Not Do'.
- A yellow arrow pointing to the 'Learn More' button for '2010 Guidelines Science Update: ACLS Instructors' with the text 'Do if you are a ACLS Instructor'.
- A yellow arrow pointing to the 'Learn More' button for '2010 Guidelines Science Update: PALS Instructors' with the text 'Do if you are a PALS Instructor'.

Other visible content includes 'Users' Guide AHA Guidelines Instructor Update', 'FAQ AHA Guidelines Instructor Update', '2011 Product Release Updates', and sidebars for 'G2010 Interim Training Tools' and 'Looking For...?'.

8. Once you click a discipline you will be directed to the page shown below. Click the select link.

The screenshot shows the 'Professional Education Center' search results page. The search criteria is '5739'. A table lists search results, with a yellow arrow pointing to the 'Select' link in the 'Enroll' column of the first result.

Title	Format	Program	Dates	Location	Description	Enroll
2010 Guidelines Science Update: Heartsaver Instructors	OnLine / Web-based courses	Emergency Cardiovascular Care/CPR			Please select this course to 2010 Guidelines Science Update: Heartsaver Instructors. This course pro <a href="#">More Info</a>	<a href="#">Select</a>

Annotations include a yellow arrow pointing to the 'Select' link and a yellow box with the text 'Click select' below it.

9. Once you have selected the course you will be directed to this screen click on continue.

The screenshot shows a web browser window with the URL <http://learn.heart.org/ihml/application/student/interface.heart2/index2.html?searchstring=5740>. The page header includes the American Heart Association logo and the text "Learn and Live". A navigation menu on the left lists: Home, Course Catalog, My Courses, My Transcript, FAQ, and Contact Us. The main content area displays a message: "Thank you for choosing to register for this offering." with a red "Continue" link below it. A yellow arrow points from a yellow box labeled "Click continue" to the "Continue" link. At the bottom of the page, there is a footer with links for "Use of Personal Information", "Copyright", "Ethics Policy", "Conflict of Interest Policy", "Linking Policy", and "Diversity", along with the copyright notice "© 2008 American Heart Association, Inc. All rights reserved. Unauthorized use prohibited."

10. You will then be directed to the “My Courses” Page. Click launch for the course you want to take. Most instructors will only have one option.

The screenshot shows the "My Courses" page in the Professional Education Center. The page header is identical to the previous screenshot. The navigation menu on the left is the same. The main content area is titled "My Courses" and contains a table with the following data:

Title	Selection	Download	Class Calendar
2010 Guidelines Science Update: ACLS Instructors	<a href="#">Launch</a>		
2010 Guidelines Science Update: Heartsaver Instructors	<a href="#">Launch</a>		
2010 Guidelines Science Update: BLS Instructors	<a href="#">Launch</a>		

A yellow arrow points from a yellow box labeled "Click launch" to the "Launch" link in the third row of the table. The footer is the same as in the previous screenshot.

11. A new screen will pop up. Click on each link as they become available. Follow the direction to complete each module. Once you have completed all the modules you will need to print out the Certificate of Completion. You will need to fax, email or mail the Certificate of Completion to us at IREMSC. Our fax is 907-456-3970, email [ssteale@interioremscouncil.org](mailto:ssteale@interioremscouncil.org), mailing address is 2503 18th Avenue \* Fairbanks, AK 99709

Professional Education Center – American Heart Association’s CME/CE - Mozilla Firefox  
[http://learn.heart.org/ihml/application/cbt.ihml?dvar=1&enrollment\\_id=1131608&course\\_id=5738&class\\_id=0&course\\_navbar=2&organization\\_course\\_navbar=1&course\\_navbar\\_url=/ihml/application/member\\_history\\_new\\_mobile.ihml&imss\\_window=f](http://learn.heart.org/ihml/application/cbt.ihml?dvar=1&enrollment_id=1131608&course_id=5738&class_id=0&course_navbar=2&organization_course_navbar=1&course_navbar_url=/ihml/application/member_history_new_mobile.ihml&imss_window=f)

2010 Guidelines Science Update: BLS Instructors

American Stroke Association  
A Division of American Heart Association

American Heart Association  
Learn and Live.

David Rockney

Note: This page contains the current status for each element of the offering. If applicable, individual test/exam results and the weight of each test/exam are displayed below.

Status	Activity / Element - Click on item(s) below to open.	Score	Weight
completed	<a href="#">General Information and Course Completion Instructions - 2010 Update BLS MUST VIEW IN ORDER TO CONTINUE</a>		
incomplete	<a href="#">2010 Guidelines Science Update: BLS Instructors Course PLEASE CLICK TO START COURSE</a>		
	<a href="#">2010 AHA Guideline Update Post-test - BLS</a>		100
	<a href="#">Print Certificate of Completion</a>		
<b>Total Score</b>		0	100.0

The minimum score to successfully complete this offering is:

Refresh Close

**PRINT CERTIFICATE ONCE YOU HAVE COMPLETED THE MODULE**

**Click each link until you have completed the course**

12. You will need to go back to the “My Courses” page if you are an instructor for multiple disciplines (ACLS, BLS and/or PALS). You will need a certificate for each discipline.
13. Congratulations you have completed the 2010 Guidelines Science Update!

## AHA Instructor Network FAQ’s

**Q. I have forgot my password can you help me find it?**

A. Unfortunately IREMSC does not have access to that portion of the AHA website. You must use their “Forgotten your username and password?” feature. The link is located under the login boxes on the main screen.

**Q. I have forgot my username can you help me find it?**

A. Yes if you have signed up previously we can look up your user name and tell you what email address you have chosen as a default.

***Q. I have received a denial email of the Heartsaver Skills Evaluator why?***

A. The Heartsaver Skills Evaluator is a special designation for non-instructors. As AHA instructors you already have access to this information because of your designation. This designation is redundant and not needed since you already have access to this information.

***Q. My screen has frozen or I can't print off the certificate can you help me?***

A. This is a known issue and AHA is working on it, below is a copy of an e-mail from the AHA regarding this issue.



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Dear AHA Training Network:

We are aware that many of you are experiencing problems with the AHA Guidelines Instructor Update courses. We apologize for these issues and are working quickly and diligently to resolve them. If you have contacted us via phone or email and have not been able to reach us, please know that we are making every effort to service customers as quickly and thoroughly as possible. We appreciate your patience during this time.

As solutions to known course problems are identified, we will communicate those solutions via email(s) to the Training Network and through the News>News Articles web page of the AHA Instructor Network.

**If you have taken a course and are experiencing an error regarding your course still showing as “incomplete” after you have viewed it completely, please do not attempt to go through the course again. This is a known issue and is our top priority to fix. We will provide direction via email and through the News Articles page as soon as we identify the solution.**

For other help navigating the course, please see the FAQ and Users' Guide we have posted on the AHA Instructor Network (go to News, then Guidelines, then AHA Instructor Updates to access). These tools also are available on our public site at this page: <http://static.heart.org/eccguidelines/aha-instructor-updates.html>.

Please be assured we are taking the necessary steps and are working diligently on many levels to address each individual concern as well as Training Network-wide system issues. Thank you for your partnership and your commitment to lifesaving education.

Sincerely,  
ECC Programs

**For more detailed instructions please see the AHA published “User’s Guide AHA Instructor Update” found here [http://ahainstructornetwork.americanheart.org/idc/groups/ahaecc-public/@wcm/@ecc/documents/downloadable/ucm\\_321683.pdf](http://ahainstructornetwork.americanheart.org/idc/groups/ahaecc-public/@wcm/@ecc/documents/downloadable/ucm_321683.pdf)**