

Heartsaver® First Aid Online Renewal Frequently Asked Questions

Q: What is it?

A: The AHA Heartsaver® First Aid Online course is designed to provide first aid information to non-healthcare professionals. It is presented in a self-paced online format which can be accessed anytime. When the online portion (Part 1) is followed by hands-on skills session with an AHA BLS or Heartsaver® First Aid Instructor (Part 2), the participant will earn a Heartsaver® First Aid card.

Q: Who is the intended audience?

A: The Heartsaver® First Aid Online course is designed for the non-healthcare professional, who may or may not have prior first aid experience.

Q: What is the course format?

A: The online portion of the course contains required exercises which must be completed before receiving a certificate of completion. A student may proceed in any preferred sequence. When a student logs off, each completed exercise will be saved automatically and marked as completed on the Course Home Page so that they can track progress.

Q: How long does it take to complete?

A: The online portion of the AHA Heartsaver® First Aid Online course generally takes students between 1 and 2 hours. Students may take the course in one sitting, or break it up into several sessions depending on individual needs. Users may log back in with the e-mail and password entered during registration.

Q: Is a skills session required?

A: A skills session is required in order demonstrate the critical skills required for successful first aid to a current AHA Heartsaver® or BLS Instructor and is the last step to earning a Heartsaver® First Aid certification card.

Q: How is a skills session scheduled?

A: Call your local American Heart Association Training Center for skills session information and scheduling. It is recommended that students schedule skills session within 60 days of completion of the course.

Q: What makes up the skills check?

A: Skills sessions are conducted in small groups with an AHA Heartsaver® or BLS instructor. The skills covered in the session are those that are highlighted in the Student Review Guide. These "Critical Skills" are marked as such throughout the training. Students may print the Student Review Guide and review it prior to the skills session. Students may note any questions on the Student Review Guide and discuss them with the instructor.

Q: *How long, after the completion of the online program, does a student have to complete the skills check?*

A: It is recommended that students take the skills session within 60 days of completion of the online portion.

Q: *Can I log in and out of the course?*

A: Students have up to one year to complete the course. During this time, they can log in and out as many times as they like. To log out, just click the "Click here to logout" link located at the top of the page after login. When ready to continue training, they may go back to www.onlineAHA.org and login with their registered e-mail and password.

Q: *Can course material be accessed after the online portion is completed?*

A: After completion, students may access the online portion for 12 months from the day of enrollment to refer to the course material for review and knowledge updates.

Q: *What should I do if my checkpoints won't check off?*

A: This could be due to browser settings. You can get troubleshooting tips and recommended settings on the [Browser Check](#) page. This link is also available on the bottom of the Course Home Page.

Q: *How do I get a receipt for my purchase?*

A: Students can print a receipt for orders on the "Order History" page. The "Order History" link is located on the left-hand sidebar on your Course Home Page.

Q: *Does the program require special computer or support software?*

A: Most Web browsers will have no problem using this site. The videos require the QuickTime or Flash plug-in. Click on [Browser Check](#) to make sure the browser is compatible.

Q: *What is the process for this course?*

A: Here are the steps for this course:

- Contact an AHA Training Center in your area about Heartsaver® First Aid skills session availability prior to purchasing.
- If you purchase in bulk, you will be able to view your keys in "Order History" on the side bar. Keys are 12-digit alphanumeric combinations that users can enter to gain access to the course.
- If you have received a key from your employer or from another source, you can activate the key once registered by clicking "Activate a key" on the My Courses page.
- After a key is activated, you will be able to re-enter the course at anytime using your registered e-mail and password.
- Follow the registration and purchase process on the Web site in order to obtain access to the Heartsaver® First Aid Online Course by direct purchase on the Web site.
- You will receive a 12-digit access key. Use this key to gain access to the course. After the key is activated, you will be able to re-enter the course at anytime using your registered e-mail and password.
- Complete all exercises
- View the videos as needed
- Complete the exam
- Complete the Heartsaver® First Aid Online evaluation

- Print the Certificate of Completion for Part 1 (the online portion) and the Student Review Guide
- Take your Certificate of Completion and Student Review Guide to the skills session
- Your AHA instructor will submit the necessary documentation to the training center for your Heartsaver® First Aid Course Certification Card.

Q: Who should be contacted if there are problems with the online course?

A: You can [contact us](#) by phone, e-mail, or postal mail with questions about the site, content, policy, or technical issues.