AHA Card Requests

Prepared/Revised By:	Paige Harris	**Date:**	8/2/2023
Purpose:	To assist students, instructors, and employers with accessing duplicate American Heart Association cards.		
Requirements:	Need access to Lumens and to the AHA site (www.heart.org)		

Student Requests

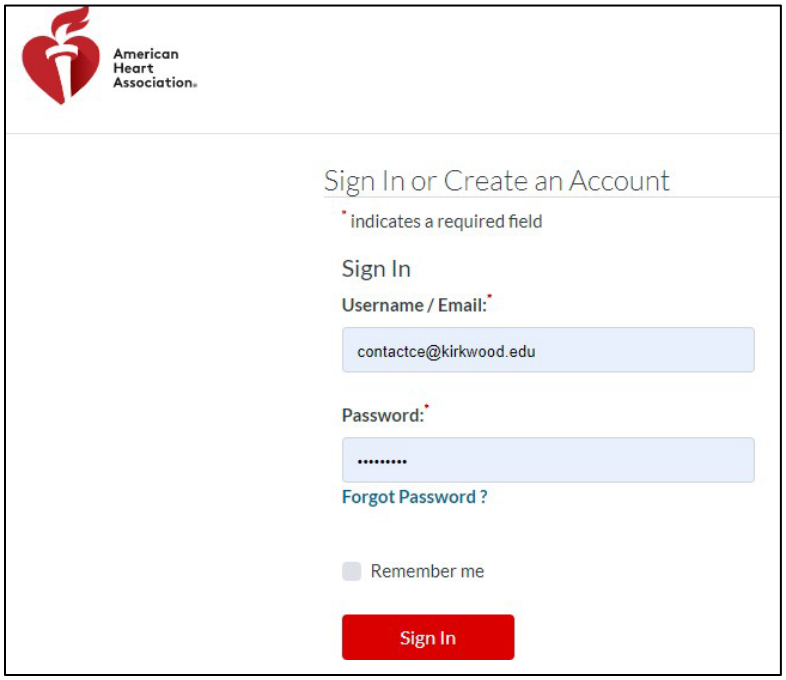
Students who attend American Heart Association (AHA) classes receive a completion card. These cards are emailed to students (from eCards@heart.org) after the class is completed; however, students sometimes need a duplicate. If a duplicate is needed, we will email those at no charge:

1) Confirm that the student's contact information is correct in Lumens

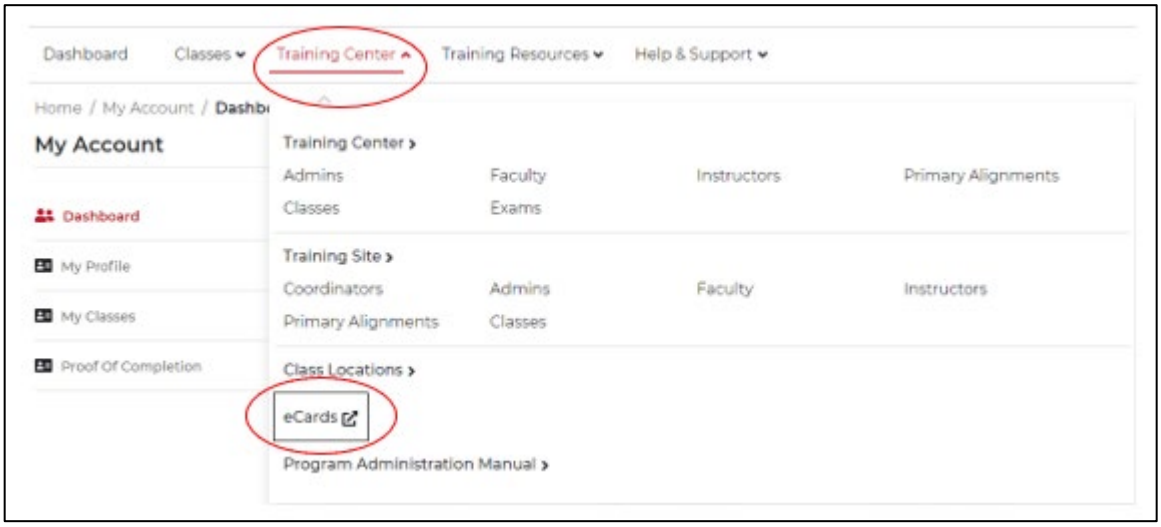
2) Verify that the student completed the class in Lumens

3) Visit https://atlas.heart.org/ and login with the credentials below:

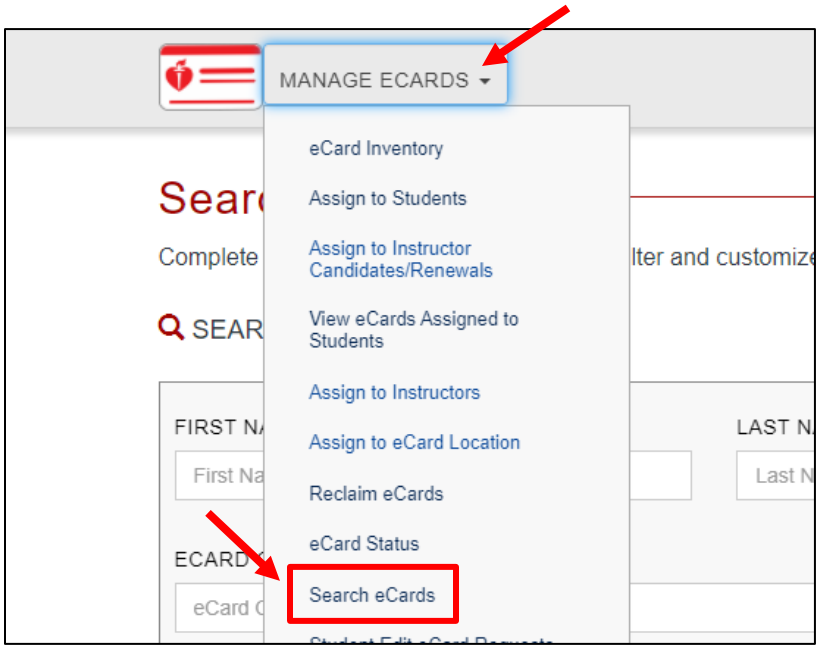
    a. Username: contactce@kirkwood.edu
    b. Password: Kirkwood1



4) Select the "Training Center" dropdown, followed by "eCards"

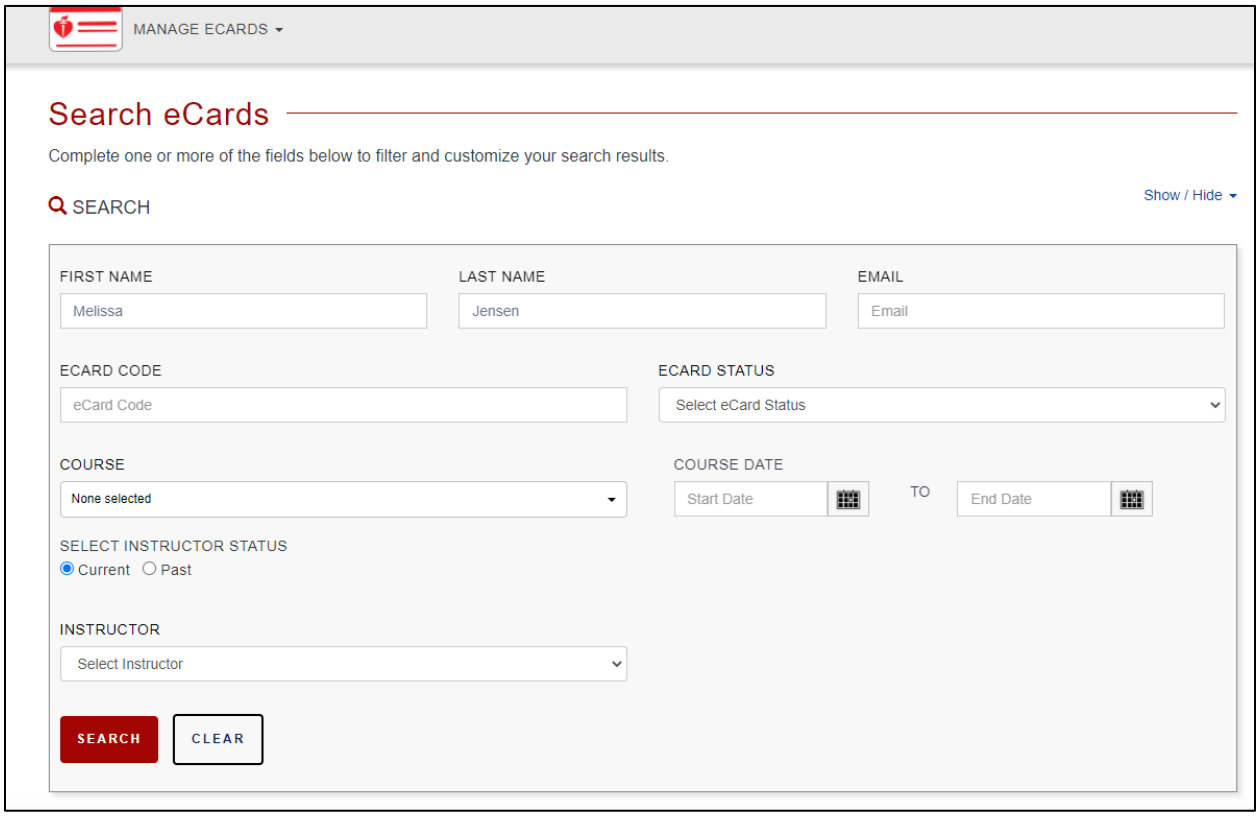


5) Select the "Manage eCards" dropdown, followed by "Search eCards"

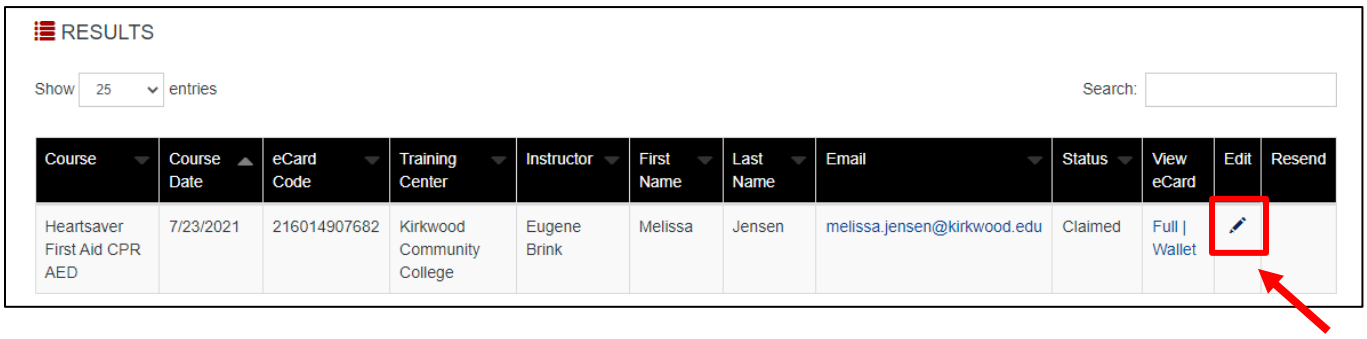


6) Enter the student's name into the search box.

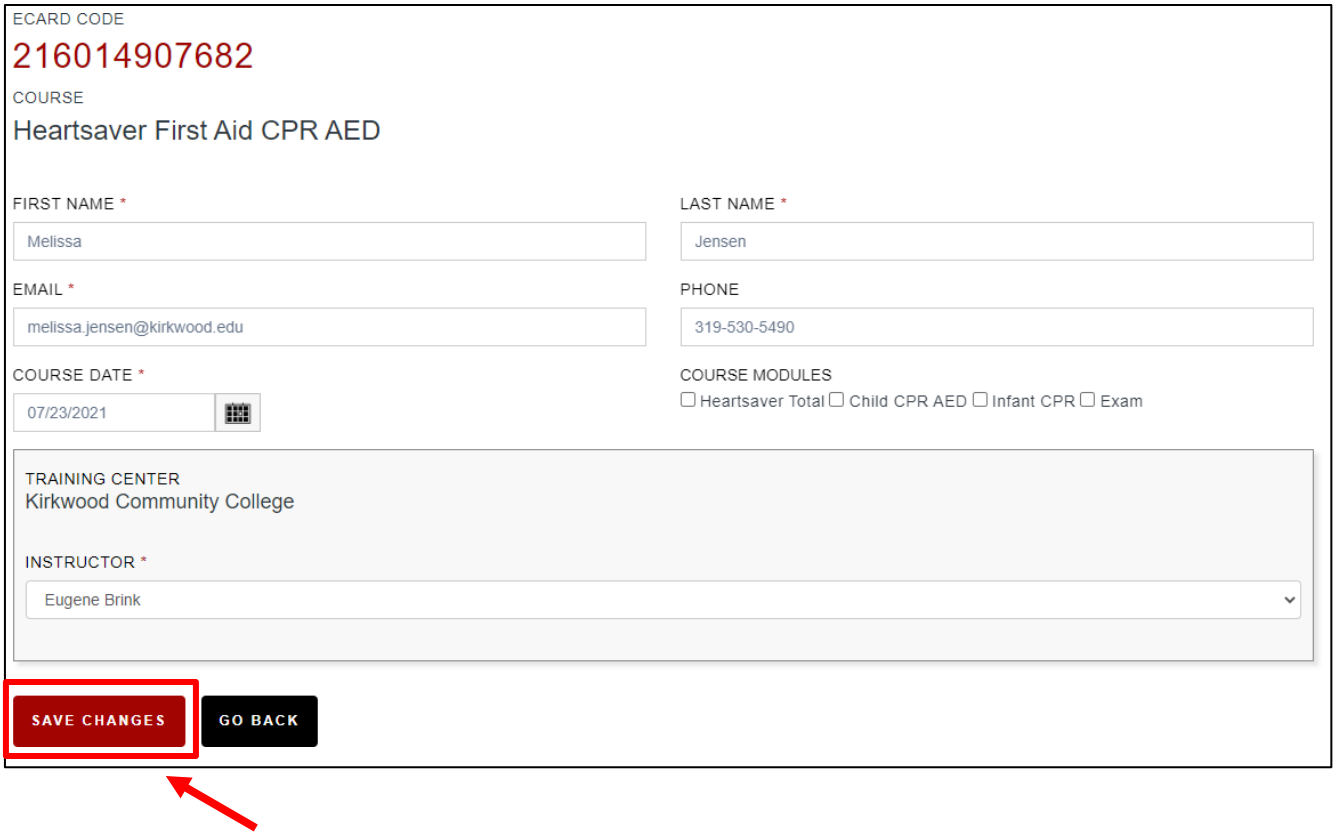
NOTE: If the search is unsuccessful there may be a misspelling in the student's name – try searching by email only or name only.



7) The results of the search will appear under the search box.

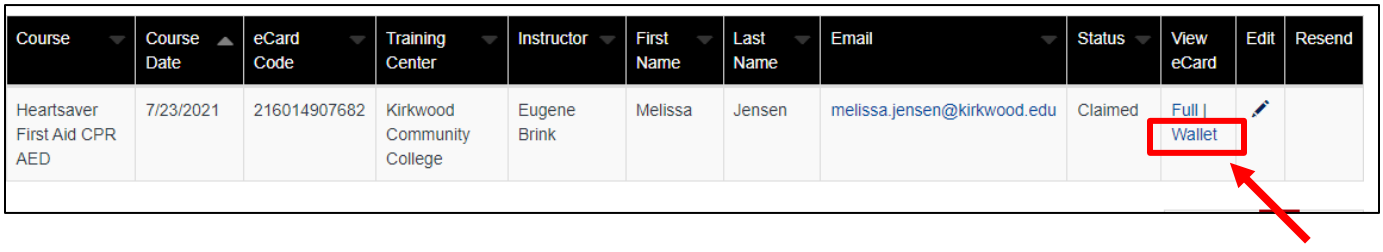


a. When the result appears, first check to verify that the name and email are correct. The data listed should match what is in Lumens. If not, select the pencil under the Edit column to update the record. Once complete, select "Save Changes."



b. If the student's card has been claimed previously, you will see the words "Full | wallet" under the View eCards column. This verifies that the card has been claimed previously. If you do not see this, skip to step e.

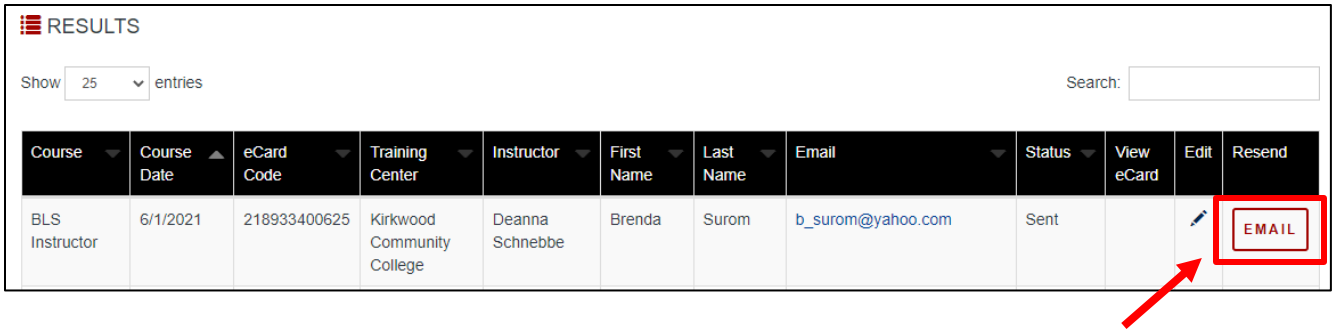
c. To resend a claimed card to a student, select "wallet" under the View eCard column.



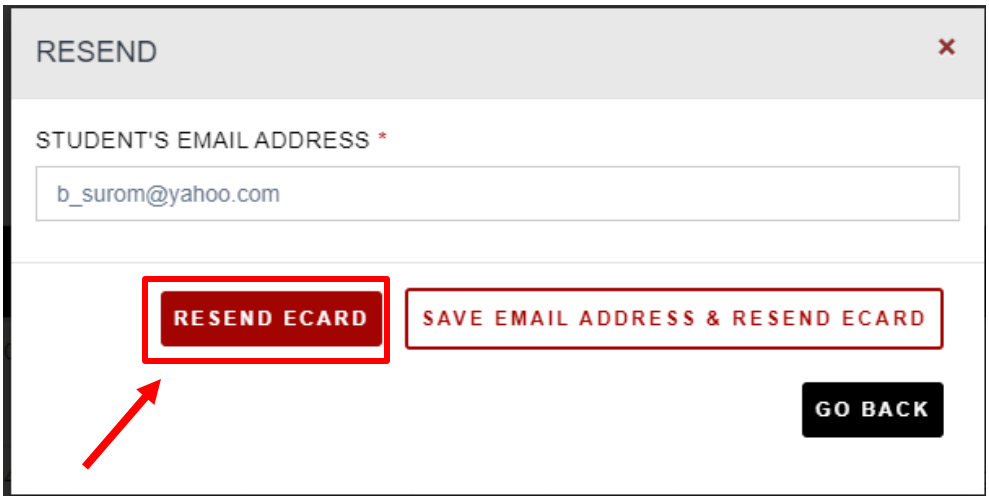
Course	Course Date	eCard Code	Training Center	Instructor	First Name	Last Name	Email	Status	View eCard	Edit	Resend
Heartsaver First Aid CPR AED	7/23/2021	216014907682	Kirkwood Community College	Eugene Brink	Melissa	Jensen	melissa.jensen@kirkwood.edu	Claimed	Full | Wallet		

d. A copy of the student's card will now appear. You may now download the AHA card as a TIFF file and send in an email to the student

e. If the student's card has <u>not</u> been claimed previously, your search result will appear with nothing in the View eCard column. Instead, you will see the word "email" under the Resend column. Select "Email"



a. Enter the student's email and select "Resend eCard"



Instructor Requests

When an instructor calls requesting verification of their student's claimed cards, we will email the instructor the instructions below. OPS will not look up entire classes or verify students for the instructor. If the instructor has difficulties or pushes back after the directions were sent, we can assist or connect that instructor with the Program Developer.

The following are instructions that can be emailed to the instructor:

Thank you for reaching out to Kirkwood Continuing Education! To verify if an AHA card has been claimed, to resend a card, or to fix a card misspelling, please click the following link: Instructor eCard Verification Instructions. If further assistance is needed, please contact our registration team at 319-398-1022.