



How to request ecards

1. Instructors should enter their class details into enrollware at least 7 days before class start date, Be sure to list correct course locations and times.
2. A Day Before the class ensures you are ready to teach, have all paperwork needed, and needed supplies to teach your course.
3. During the course have your students sign in hand written or electronically on the course roster, be sure to complete the course roster accurately, I have attached an example for your reference. At a minimum you must get the students Full legal name, a unique email address, and phone number to issue ecards. An address should also be provided. You can't use the same email for 20 students. All emails must be unique. Ecards will be sent to this email address so please ensure the name and email address are correct.
4. Complete all relevant sections of the Adult, Child, Infant, & First Aid skills competencies, all instructors must have skills sheets and course evaluations done on all your students, scanned and uploaded to Enrollware.com. All paperwork must be kept sacred and is confidential for a period of 3 years.
5. Ensure all students meet the course requirements for course completion, we don't give out cards to people who are unable to complete the course requirements, they should be remediated or asked to come back to complete the course a second time.
6. Optional Exams: Exams in heartsaver are optional, Exams for BLS, ACLS, and PALS are required to pass the course. (to get copies of these exams you can email candice@emstrainingny.com).
7. Now return to enrollware to finalize your class roster, to do this you must add all your students name and demographic information, pass/fail or grade, and status complete/incomplete, also sign on the bottom that the course was completed according to AHA guidelines. Once done, hit finalize, if there are any errors you may see them at this point and this is your time to correct them.
8. Name, email address, and phone number is the minimum required information that must be entered into enrollware.
9. Once finalized emailed candice@emstrainingny.com to request cards for your class and to inform me that your roster has been finalized i will confirm that your roster has been completed and send the cards to your students.
10. Reminder: Individual instructors are not allowed to purchase AHA ecards from the American Heart Association only training centers and sites can do this. This is meant to regulate and ensure the only students who complete the course in its entirety will get a certification card.
11. An invoice will be sent to the instructor to pay for cards for their entered courses. If you notify me of your need for additional cards or cards in bulk that will help expedite card issuance to your students.
12. Once students claim their ecards, they are all done.