

AHA INSTRUCTOR NETWORK – IMPORTANT INFORMATION FOR TRAINING CENTER COORDINATORS

<http://www.ahainstructornetwork.org>

The Training Center Coordinator login and password is only provided to the primary AHA TCC that has been identified by the Training Center, if you are a multi-disciplinary TC and have discipline coordinators and they want access to the network for the purposes of entering/tracking their instructors the primary TCC and discipline coordinators need to work together to accomplish this as our database can only identify ONE TCC. For those TCC's who are new to their role in the past few weeks you should be receiving an email from the network with login and password.

We have also received numerous calls/emails stating that it is taking a long time for the system to load mainly the Instructor Confirmation link. Due to the fact that this is a new network and the fact that it is something that was introduced throughout the USA you will experience delays logging into the system just based on the sheer volume of instructors (estimated at 250,000+). One other issue may be the speed of your computer.

Once everyone is registered this should cut down on connectivity issues.

BASED ON FEEDBACK FROM THE TRAINING NETWORK THE FOLLOWING ITEMS HAVE BEEN ADDRESSED AND THE FOLLOWING CHANGES WILL BE IMPLEMENTED

- TCCs will be receiving an email letting them know that if they received information for 2 accounts, they should be using their TCC account information. The other account is an Instructor account (they most likely included their name on the pre-approvals list so it was entered twice), and they should allow that account to expire.
- We are extending the time that instructors have to register before they expire to 60 days.
- We are extending the amount of time before the TCC receives reminders that instructors are awaiting their confirmation, as well as the amount of time the TCC has to take action before their SC is notified. These actions will give them more time to get into the system and get familiar with the confirmation process.

BELOW ARE QUESTIONS THAT THE AHA INSTRUCTOR NETWORK HAS RECEIVED AND AN EXPLANATION OR ACTION STEPS ARE PROVIDED AS WELL

TCC QUESTIONS

Sample questions: I can log in, but I can't see any links on the left or any Training Center Coordinator information. All the tabs at the top are dark. OR I keep getting reminders to confirm my instructors, but I don't know where to do this.

It doesn't appear that you have activated your TC Coordinator account. Please log in with your TC Coordinator username and password. Once you log in, you will be asked to change your username and password.(see attached) Then, you will need to complete the registration process. Once that has been completed, you will be taken to you special "TC Coordinator" view.

Once you log in, you will see a box on your left hand side titled "Training Center Maintenance". Within this box, there are 3 links: "My Instructor Confirmations", "My Instructor List" and "My Instructor Pre-Approvals". You can confirm your instructors on the "Instructor Confirmations" screen.

Sample question: I can't get my username and password to work for my TC Coordinator account.

The TCC should be using his/her TCC username/password to access all screens and to confirm/deny or add instructors. If the TCC cannot remember, did not receive or has forgotten the TCC username/password, National Center can reset it. The TCC just needs to send an email asking us to do so. The TCC does not need to have an instructor account and a TCC account because, as a TCC, he/she is seeing all instructor information and TCC information.

The TCC should send a request for this to ahainstructornetwork@heart.org.

Sample question: I sent in a list of my instructors, but I don't see any of them when I log in.

National has almost completed the data load, so please be patient while they work on getting all of this information loaded or the information provided to us was incorrect and we have to research information about the TC in order to enter their instructors.

Also, they will be issuing a cut-off date (3/31/06) for sending in lists to be loaded. We will announce this date at least two weeks prior to the cut-off date. After this date, there should be very few problems with this.

Log in using your TCC username and password. In the box on the left-hand side titled "Training Center Maintenance" you will see 3 links. Using the link "My Instructor Pre-Approvals", you will see a list of your instructors that have been entered into the system. Notice that there can be multiple pages of instructors and you can see all the instructors by clicking on the page numbers. These instructors have been sent an email with a username and password and will stay on this list until they come to register. At that point, they will move to your "My Instructor List" screen. After 30 days, these instructor accounts will be deleted. They can still come in and register a new account and align with your Training Center at that time.

If an instructor just comes in and completes a new registration and aligns with your TC, then you will see them on your "My Instructor Confirmations" screen. Once you have confirmed them, they will move to your "My Instructor List" screen.

Sample question: These instructors aren't aligned with me. I don't have instructors by this name.

Instructors may have been incorrectly entered under the wrong Training Center. The TCC simply needs to deny the instructors as aligned with the TC. Just log in with your TCC username and password and click on "My Instructor Confirmations". Select the instructor's name and click on the "Deny" button.

INSTRUCTOR QUESTIONS

Sample question: I can't get my username and password to work.

Some users are getting confused with changing their usernames and passwords after they initially log in, and they are using the original log-on instead of the changed log-on. The instructor can request his/her username and password or reset the password by sending an email to ahainstructornetwork@heart.org.

Sample question: I already completed registration and I received an email stating that I need to come and complete registration again. What do I need to do?

It looks like you were pre-approved by your TC and you registered yourself as well. If you did complete registration and have been aligned/confirmed as an instructor, then you are fine. You can just ignore the reminder emails for your pre-approved account. You will receive a couple more, but then your old account will be deleted.

Sample question: I do not see my TC listed under the dropdown of TCs. Why aren't they showing up?

Contact The ECC Service Center 888-277-5463 and we can verify everything is correct in the database and then follow-up with the instructor network for resolution.

Sample question: I was pre-approved under the incorrect TC. How can I fix this?

All you need to do is log in and complete your registration. During registration, you will be able to select which TC you are aligned with for each discipline.

If you have already registered and aligned with the correct TC, then you can just disregard these messages. You will receive another couple of reminders and then this account will be deleted from the system.

Sample question: I cannot find the "Update Profile" link (and they have not completed registration – i.e. their username begins with ecc_xxx or Paula5TB6, etc).

It doesn't appear that you have logged in or completed the registration process with the site. Once you log in with the information below, you will be able to change your username and password and then complete the registration process. After you have completed the registration process, you will see the words "Update Profile" listed directly below **"Welcome Janelle Bowers"** on the top right-hand side.

Sample question: I selected the wrong TC and it won't let me update my selection.

You will not be able to update this until the TC that you selected denies you. You will receive an email notifying you of this action. At that point, you will be able to go log in and click on "Update Profile". On the update profile screen, you can select "Change your instructor affiliations". You will be able to select the correct TC from the drop down.

HOW TO CHANGE YOUR USERNAME & PASSWORD

American Heart Association - Microsoft Internet Explorer - American Heart Association

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail My Yahoo! Sign In

Address http://ahainstructornetwork.americanheart.org/pageflows/registration/changeUserPassword.jsp?_requestid=4587

SEARCH DONATE HELP CONTACT SIGN IN HOME

My AmericanHeart

My Training Center Information My Instructor Information Instructor Tips & Tools Instructor Education AHA Courses

American Heart Association
Learn and Live™

Change Username and Password

Change Username and Password

Since we created your username and password for you, you need to take a moment to change them. Please enter the username assigned to you in the "Assigned Username" field and select a new username and enter it in the "New Username" field.

Enter your assigned password in the "Assigned Password" box and enter a new password in the "New Password" and "Verify Password" boxes. Then click Submit.

After you change your username and password, you will be prompted to complete your registration with the Instructor Network.

Assigned Username*
Geoffrey3R6AFX

New Username
(Minimum of 4 characters)

Assigned Password*

New Password*
(Minimum of 6 characters)

Confirm Password*
(Minimum of 6 characters)

Submit

1. Leave the "Assigned Username" in the assigned username field
2. Enter a new username in the "New Username" field.
3. Enter your assigned "password" in the Assigned Password field (the one that was listed in the email = password)
4. Enter a new password in the "New Password" field
5. Confirm your **new** password in the "Confirm Password field"
6. Click on the Submit button.