

AHA Guidelines Instructor Update Users' Guide As of February 1, 2011

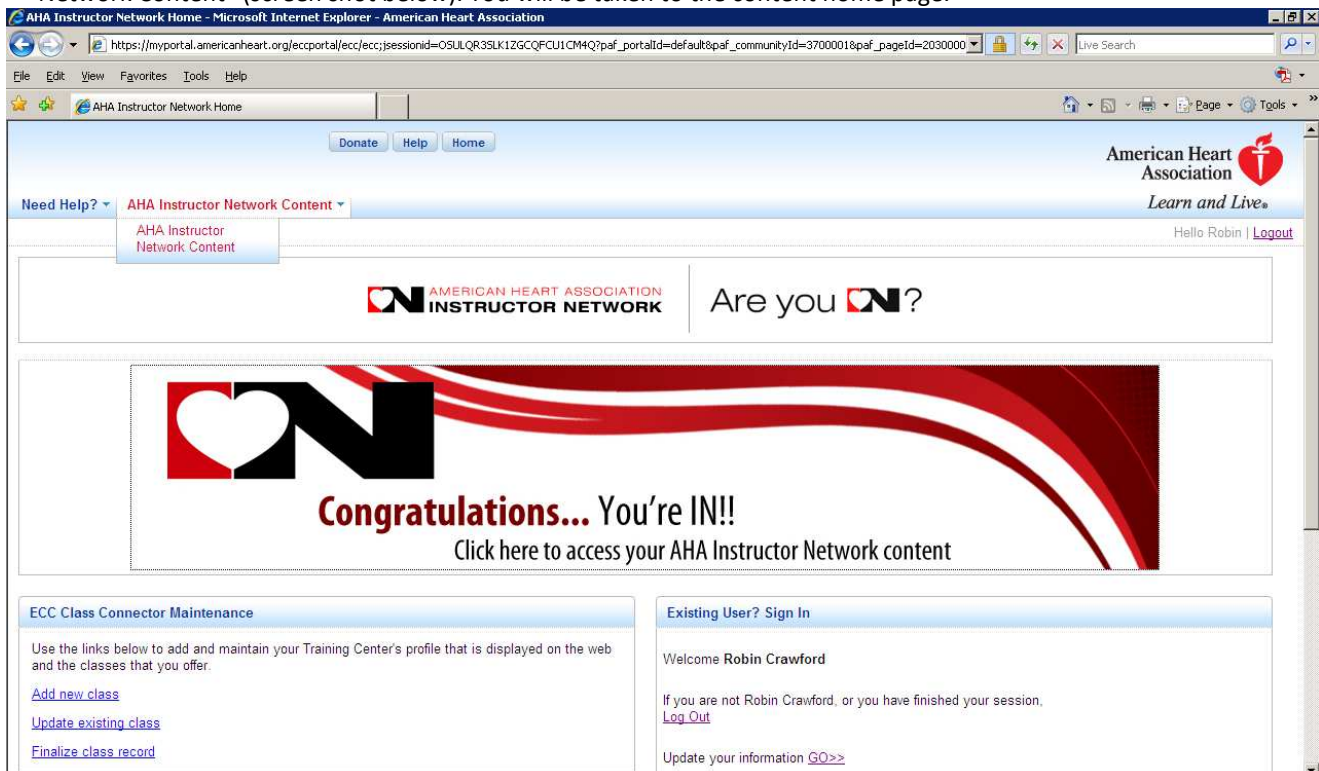
System Requirements:

- Users must have Internet Explorer, Windows Media, and Active X settings.
- Users should have a DSL or Cable connection.
- Users must use the browser Internet Explorer (IE) to claim and print certificates. Firefox or Netscape will not allow printing.
- Users cannot be inside AOL and work on our website, so they should open an Internet Explorer Window outside of AOL as AOL's security is too high. There should be an Internet Explorer link on the user's desktop or he/she can go to the start button at bottom left of the screen and then select Programs to find it.
- The online update courses feature audio, so users should have audio capability to review the course.
- The courses cannot be completed on Macintosh computers.

Launching an Update Course:

TIP: Before starting any of the online update courses, clear all temporary Internet files and cookies. To do this, from your browser menu, click "Tools," then "Internet Options." Under the "General" tab, click "Delete" next to "Browsing history." Then delete both Temporary Internet Files and Cookies.

1. Go to www.ahainstructornetwork.org and log into your account.
NOTE: You must be a registered and confirmed member of the AHA Instructor Network to access the courses. If you are not a registered and confirmed member, or need clarification on what this means, please contact your AHA Training Center Coordinator.
2. Once you are logged in as a registered and confirmed member, click the link under the tab that reads "AHA Instructor Network Content" (screen shot below). You will be taken to the content home page.



AHA Instructor Network Home - Microsoft Internet Explorer - American Heart Association

https://myportal.americanheart.org/eccportal/ecc/ecc;sessionId=OSULQR3SLK12GQCQFCU1CM4Q?paaf_portalId=default&paaf_communityId=3700001&paaf_pageId=2030000

File Edit View Favorites Tools Help

AHA Instructor Network Home

Donate Help Home

Need Help? AHA Instructor Network Content

American Heart Association
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Hello Robin | Logout

Are you **IN**?

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

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.

[Add new class](#)
[Update existing class](#)
[Finalize class record](#)

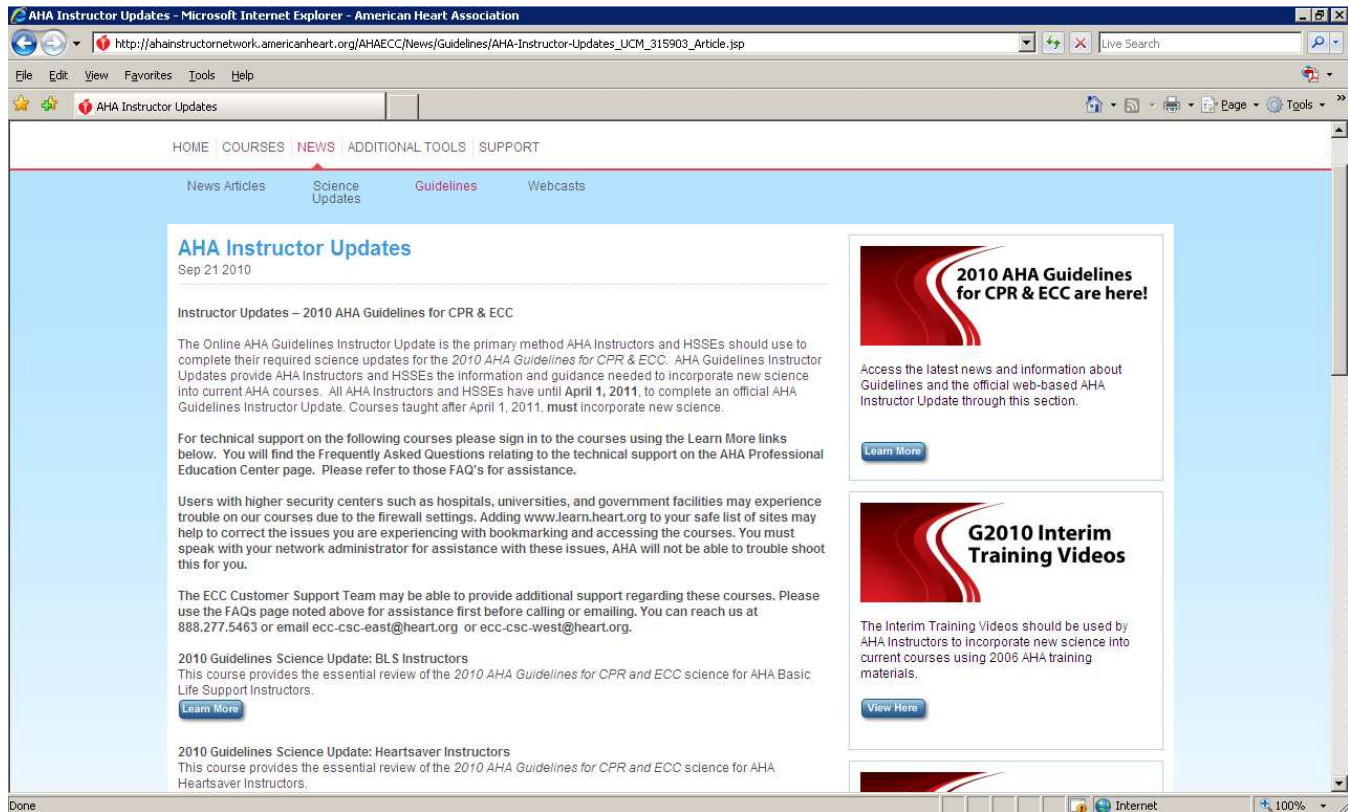
Existing User? Sign In

Welcome **Robin Crawford**

If you are not Robin Crawford, or you have finished your session,
[Log Out](#)

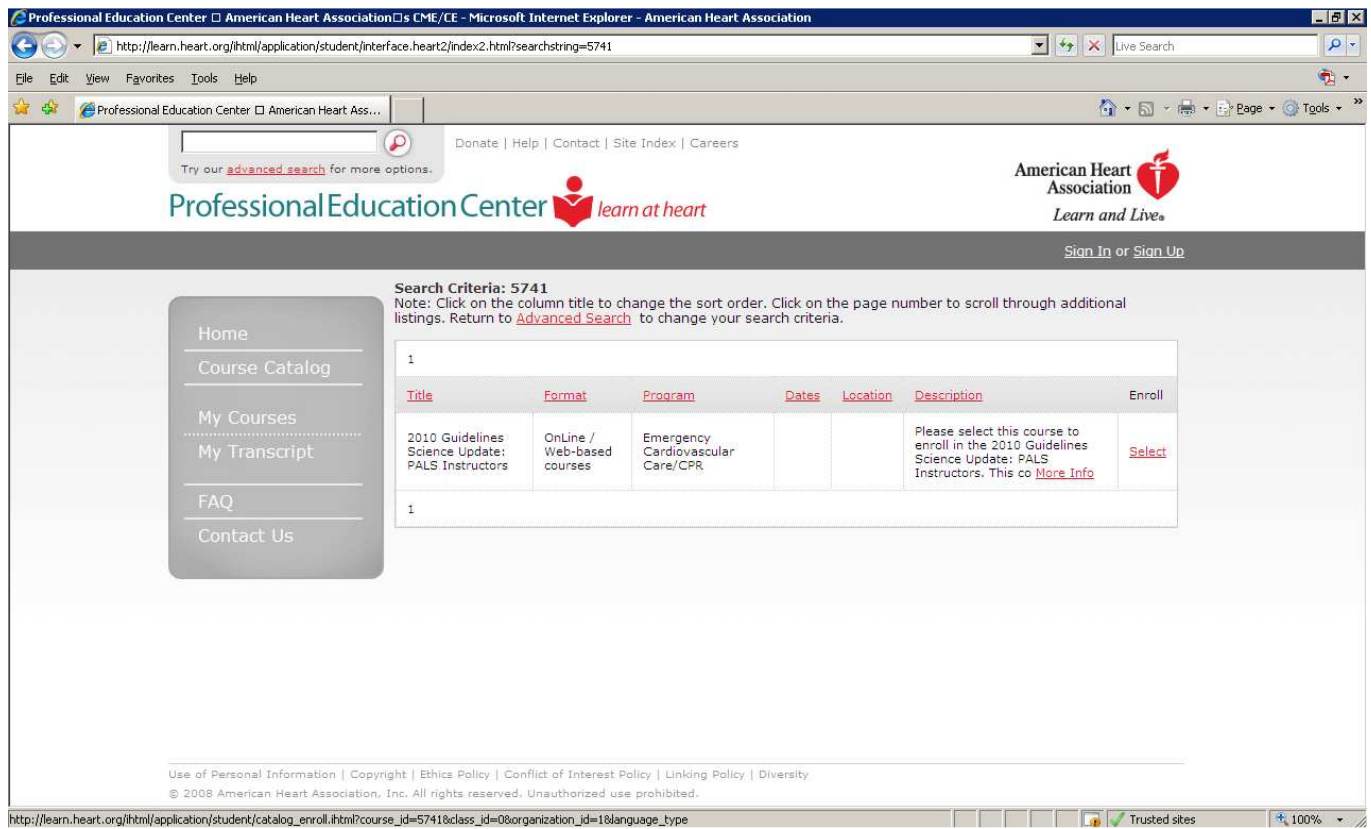
Update your information [GO>>](#)

- Using the navigation along the top of the screen, navigate to News, and then Guidelines, and then AHA Instructor Updates (screen shot below).

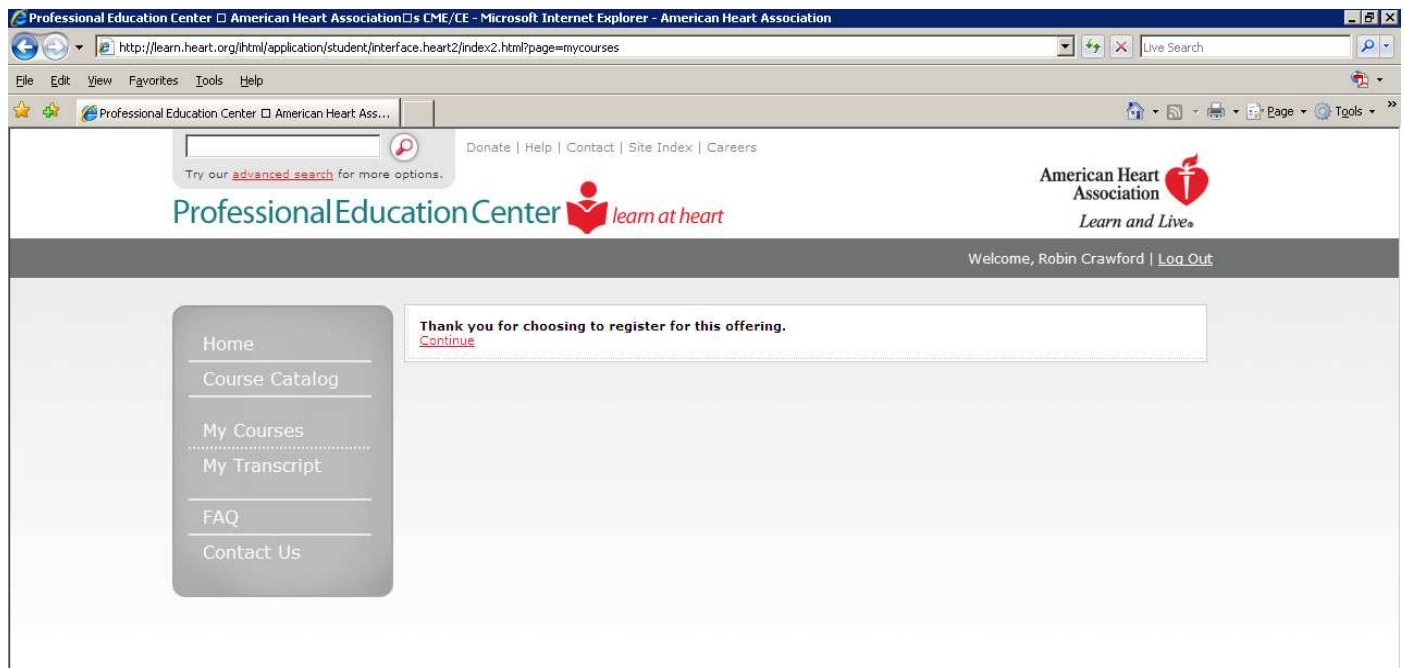


- Under the update course listings, you will see “Learn More” buttons. Click “Learn More” under the update course you want to complete. This will take you to the course listing on the AHA’s Professional Education Center (see screen shot below).

If you are asked again to enter a Username and Password, simply re-enter your AHA Instructor Network Username and Password.



5. In the Enroll Column, click on Select. The screen below will appear.



6. Click on "Continue." The course will now appear on your My Courses page (screen shot below).

Professional Education Center | American Heart Association | CME/CE - Microsoft Internet Explorer - American Heart Association


http://learn.heart.org/html/application/student/interface.heart2/index2.html?page=mycourses

File Edit View Favorites Tools Help

Professional Education Center | American Heart Ass...

Donate | Help | Contact | Site Index | Careers

Try our [advanced search](#) for more options.

Professional Education Center  *learn at heart*

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Welcome, Robin Crawford | [Log Out](#)

My Courses

Title	Selection	Download	Class Calendar
2010 Guidelines Science Update: ACLS Instructors	Launch		
2010 Guidelines Science Update: PALS Instructors	Launch		
2010 Guidelines Science Update: Heartsaver Instructors	Launch		
2010 Guidelines Science Update: BLS Instructors	Launch		

Home
Course Catalog
My Courses
My Transcript
FAQ
Contact Us

7. Click the link that reads “Launch” next to the course you wish to complete. Your Course Outline page will appear (screen shot below).

http://learn.heart.org/?dvar=1&enrollment_id=1203316&course_id=5771&class_id=0&course_navbar=2& - Microsoft Internet Explorer -

Test - 2010 Guidelines Science Update: PALS Instructors

American Stroke Association
A Division of American Heart Association

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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
	General Information and Course Completion Instructions - 2010 Update PALS MUST VIEW IN ORDER TO CONTINUE		
	Test - 2010 Guidelines Science Update: PALS Instructors Course PLEASE CLICK TO START COURSE		
	Test - 2010 AHA Guideline Update Post-test - PALS		100
	Print Certificate of Completion		
Total Score		0	100.0

The minimum score to successfully complete this offering is: 80%

[Refresh](#) [Close](#)

8. Click on the “General Information and Course Completion Instructions” link. You will be taken to the following page.

http://learn.heart.org/?dvar=1&enrollment_id=1203316&course_id=5771&class_id=0&course_navbar=2& - Microsoft Internet Explorer -

General Information and Course Completion Instructions - 2010 Update PALS MUST VIEW IN ORDER TO CONTINUE

2010 AHA Guidelines for CPR and ECC: AHA Instructor Updates

Participation and Successful Completion
Successful completion of this activity includes the following: (1) Register and view the course online. (2) Complete the post-course written examination (3) Print your Completion Certificate from your own printer.

Hardware/Software Requirements
You must use the browser Internet Explorer (IE) to claim and print certificates on our site. Firefox or Netscape will not allow printing. You cannot be inside AOL and work on our web site, so open an Internet Explorer Window outside of AOL as their security is too high. There should be an Internet Explorer link on your desktop or you can go to the start button at bottom left of your screen and then select Programs to find it.

Target Audience
The Instructor Update focuses on the major changes presented in the 2010 AHA Guidelines for CPR and ECC that AHA ECC instructors must know. Possible audience members may also include healthcare providers and lay responders interested in the 2010 Guidelines. Only American Heart Association ACLS, BLS, PALS, Heartsaver Instructors and Heartsaver Skill Evaluators are required to complete this update.



Description
The 2010 Guidelines Science Update for PALS Instructors summarizes the key issues and changes in the 2010 American Heart Association Guidelines for CPR and ECC. It has been developed for instructors to focus on the major changes in resuscitation science and guidelines recommendations and prepare the instructor to include the 2010 Guidelines into courses using Interim Course Materials. This update is intended to give only a high-level overview of the major changes since 2005; it does not reference all of the supporting published studies. For detailed information and references, the viewer is encouraged to read the 2010 Guidelines for CPR and ECC published online in *Circulation* in October 2010. Instructors who intend to include the 2010 Guidelines in their courses must carefully review the 2010 Guidelines for CPR and ECC the

Return to Course Outline





9. Read through the General Information and Course Completion Instructions, and then click the button labeled, "Return to Course Outline." You will be taken back to your Course Outline page. The status next to the General Information link should read "completed" (screen shot below).
10. Click on the link that includes the title of the science update course and reads, "Please click to start course."

http://learn.heart.org/?dvar=1&enrollment_id=1203316&course_id=5771&class_id=0&course_navbar=2& - Microsoft Internet Explorer -

Test - 2010 Guidelines Science Update: PALS Instructors

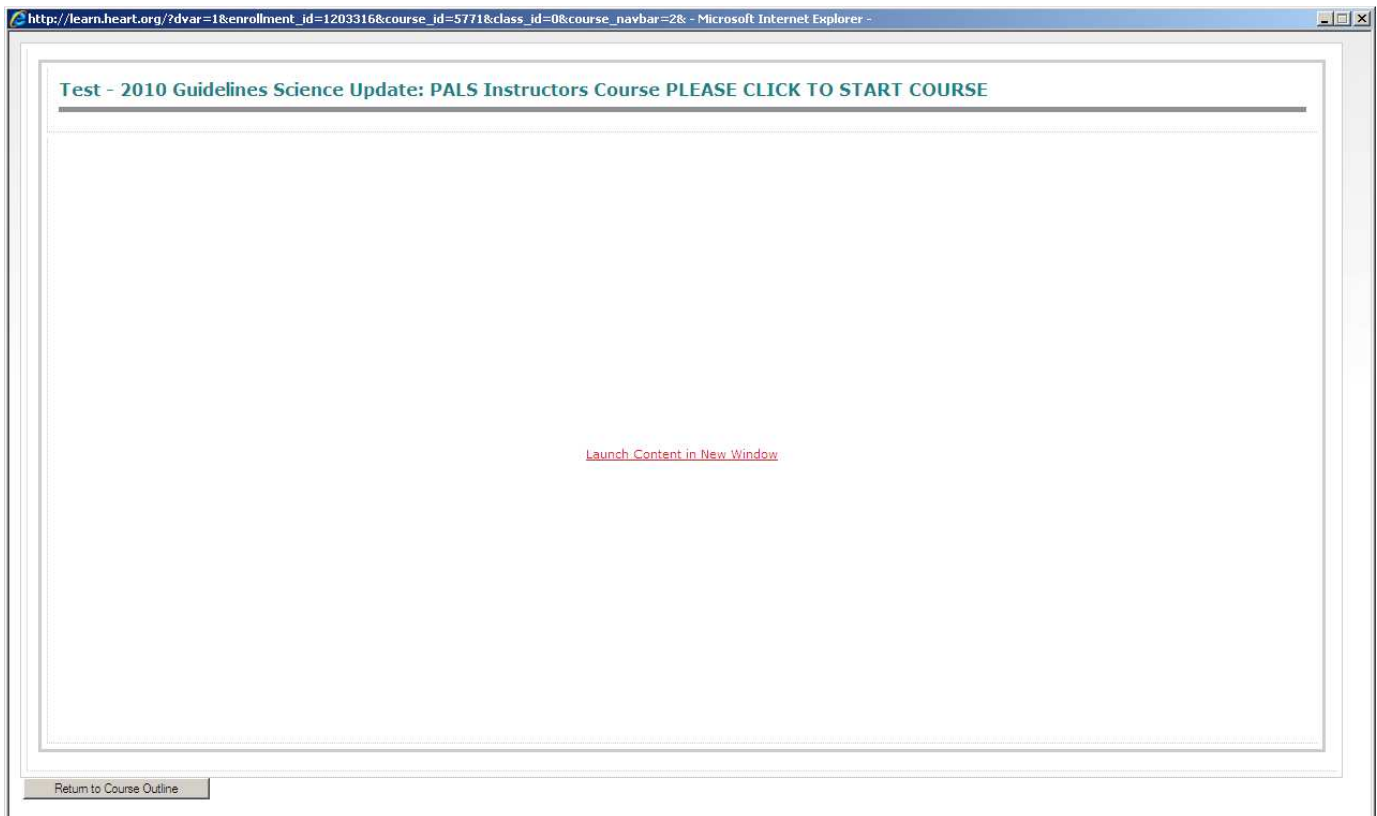
Robin Crawford Note: This page contains the current status for each element of the offering. If applicable, individual test/exam results and the weight of each test/exam are displayed below.

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

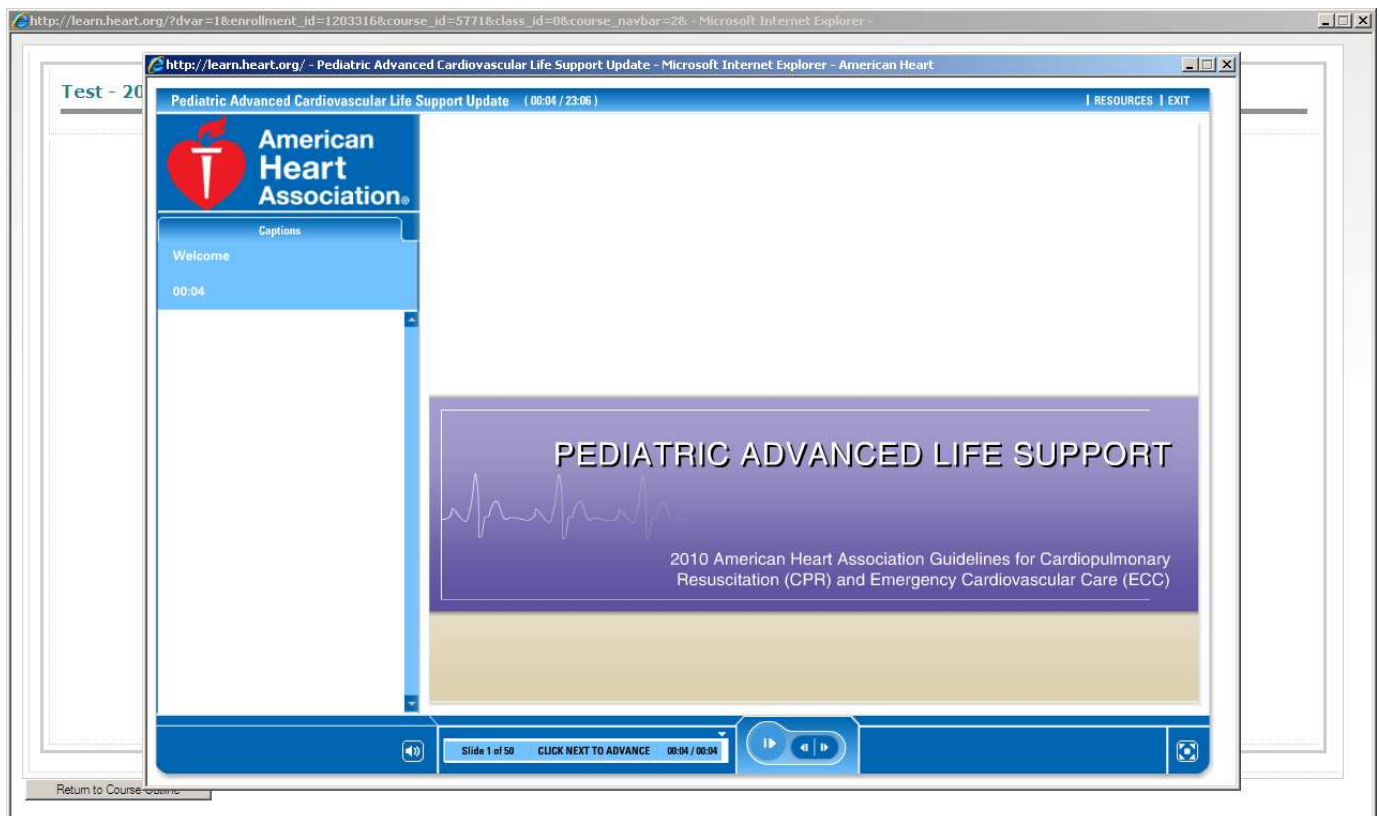
The minimum score to successfully complete this offering is: 80%

Refresh Close

11. The Course Launch page will appear (screen shot below). Click the link on the page to launch the course in a new window.

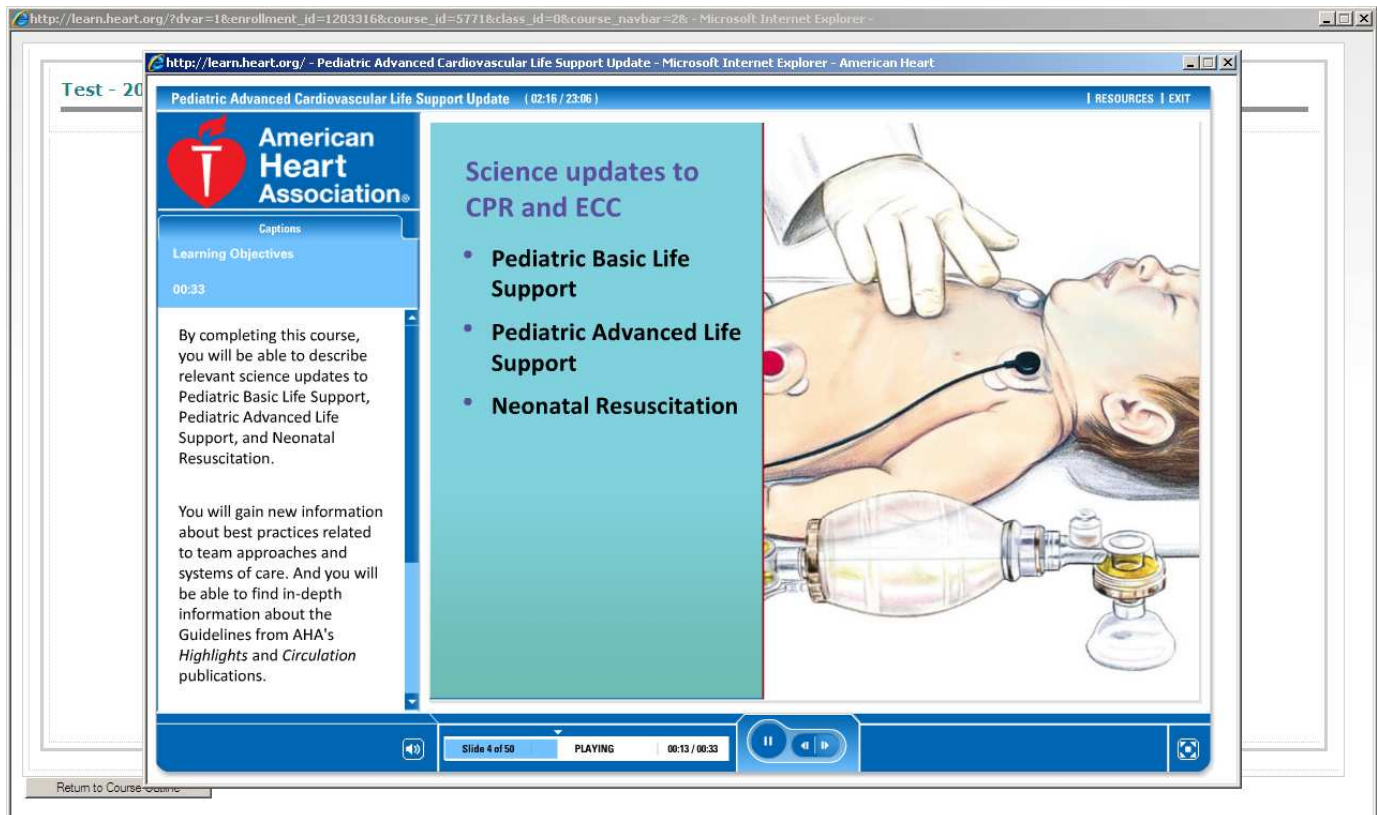


12. The course home page will then open (screen shot below).



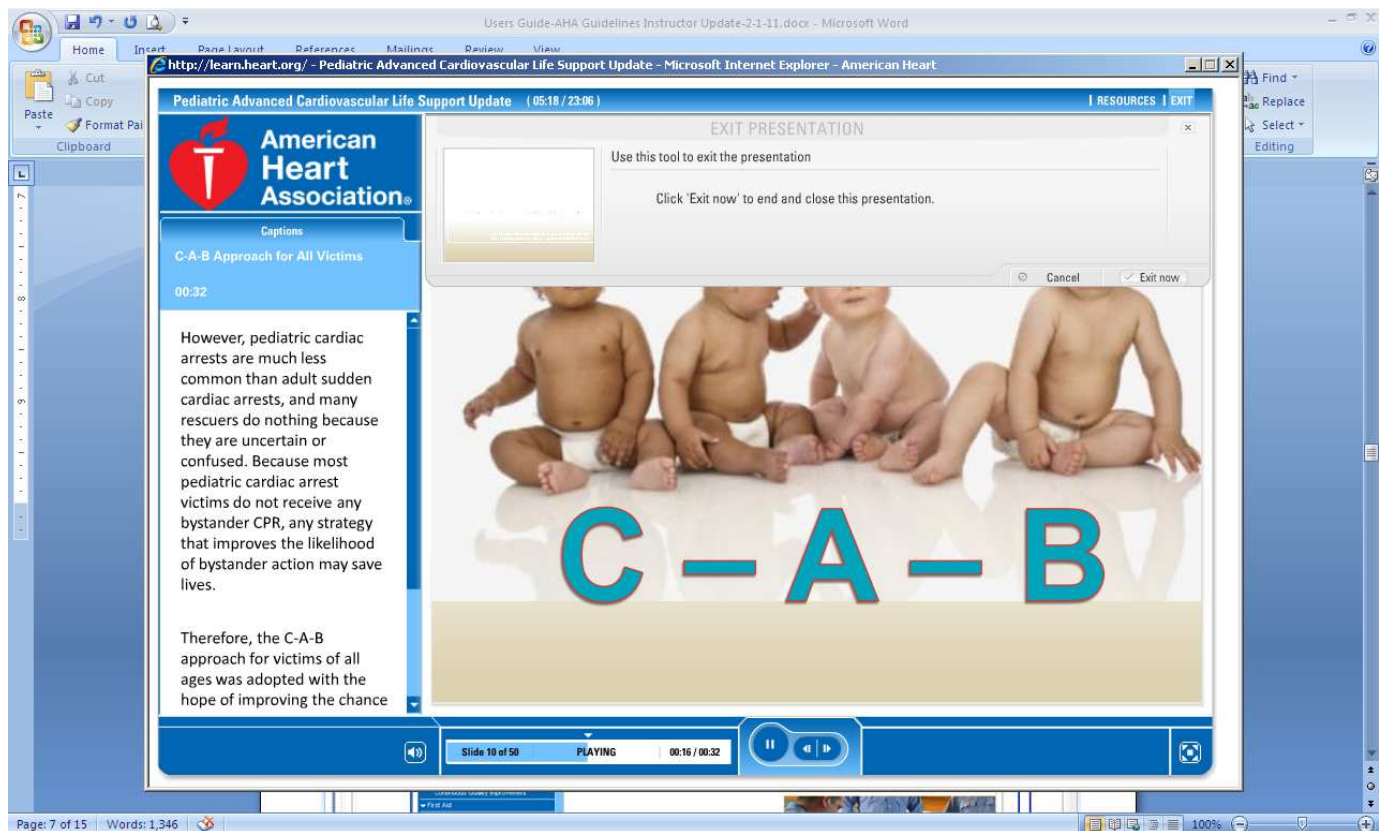
Playing/Watching a Course:

- Once the course has launched, keep all windows for the course active as you proceed through the course. Closing a course window or logging out of the AHA's Professional Education Center will reset the course and you will lose your progress.
- Advance through the course using the "play/pause" button at the bottom of the screen (screen shot below). While each section is playing, you will see a "pause" symbol; when the section is complete, the button will change to "play" mode and begin lightly flashing. Also, while each slide is playing, you will see a progress bar for that slide at the bottom of the screen.

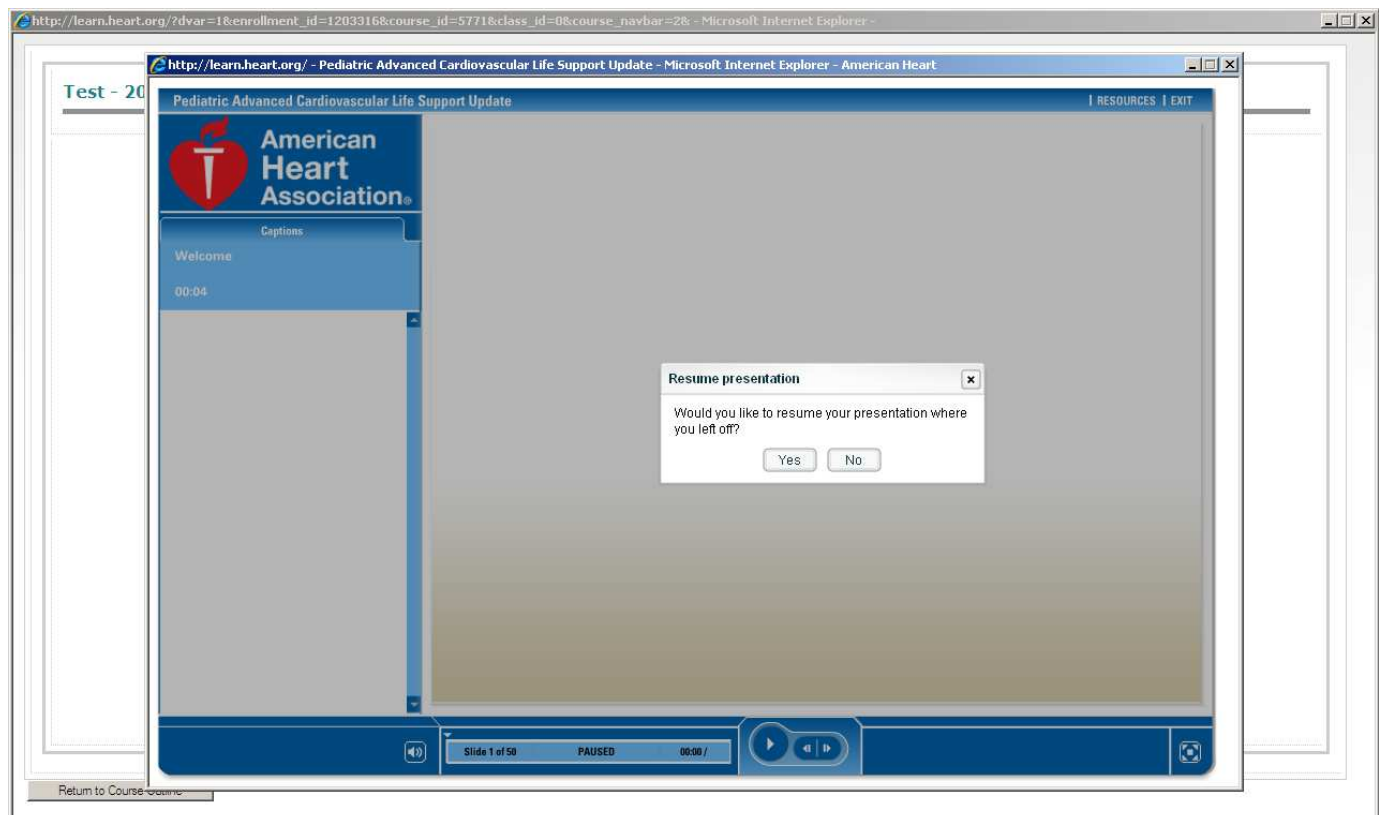


- During the course, if you need to exit, click the Exit button in the top right-hand corner of the screen, and then click "Exit Now" (screen shot below). You must exit the course this way in order to save your progress. **Do not exit the entire web browser (X), or your progress will be lost.**

TIP: If your exit buttons do not appear to be working, please try clearing your temporary Internet files and cookies, then try again.



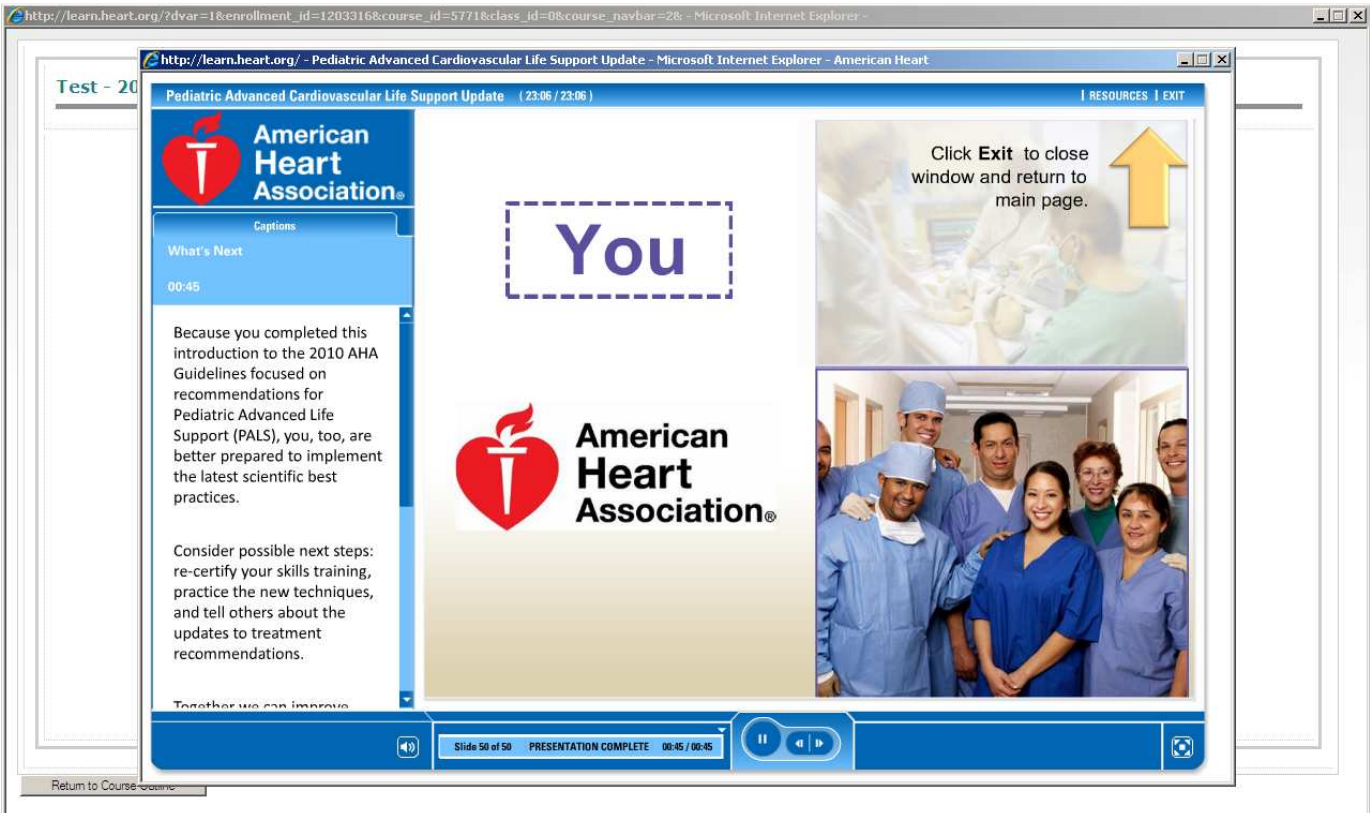
- When you return to the course later, you will receive the “Resume presentation” alert below. Always click the “Yes” button; clicking “No” will reset your bookmarks and you will lose your progress in the course.



Accessing/Taking a Course Post-test:

The post-test for each course is located outside of the media player, in the Course Outline. After you have completed a course, follow these steps to access the post-test:

1. At the end of the course, while still inside the media player, click on Exit, then Exit Now. You will see a large arrow in the upper left-hand corner indicating the location of this button. This may close your player automatically and take you to the "Launch Course" window.



2. On the Course Launch screen, click the link that reads, "Return to Course Outline."



- On the Course Outline screen, you will then see that the post-test is hyperlinked and available for you to access. Click the link to be taken to the post-test.

http://learn.heart.org/?dvar=1&enrollment_id=1203316&course_id=5771&class_id=0&course_navbar=2& - Microsoft Internet Explorer -

Test - 2010 Guidelines Science Update: PALS Instructors

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Status	Activity / Element - Click on item(s) below to open.	Score	Weight
completed	General Information and Course Completion Instructions - 2010 Update PALS MUST VIEW IN ORDER TO CONTINUE		
passed	Test - 2010 Guidelines Science Update: PALS Instructors Course PLEASE CLICK TO START COURSE		
	Test - 2010 AHA Guideline Update Post-test - PALS		100
	Print Certificate of Completion		
Total Score		0	100.0

The minimum score to successfully complete this offering is: 80%

[Refresh](#) [Close](#)

- When you have successfully completed the post-test, click "Submit" (screen shot below).

http://learn.heart.org/?dvar=1&enrollment_id=1203316&course_id=5771&class_id=0&course_navbar=2& - Microsoft Internet Explorer -

☐ Pulse checks of infants should be monitored at the brachial locations

5. PALS - Once circulation is restored, the PALS provider should monitor arterial oxyhemoglobin saturation to what value?

☐ Maintain arterial oxyhemoglobin saturation at 84% to 94%

☐ Maintain PETCO2 level <10mm Hg

☐ Maintain arterial oxyhemoglobin saturation at <94%

☐ Maintain arterial oxyhemoglobin saturation at >94% to 99%

6. PALS - The 2010 pediatric defibrillation recommendation has changed from the 2005 Guidelines. Which of the following is true about the energy dose for pediatric defibrillation?

☐ Use 40 J for all pediatric patients

☐ Use an initial biphasic energy dose of up to 2 J/kg

☐ Use a maximum energy level of 2 - 4 J/kg for second and subsequent shocks

☐ Use at least 4 J/kg for second and subsequent shocks, not to exceed 10 J/kg or the adult maximum dose

5. Once your test has been submitted, click the “Return to Course Outline” button (screen shot below).

http://learn.heart.org/?dvar=1&enrollment_id=1117244&course_id=5739&class_id=0&course_navbar=2& - Windows Internet Explorer

You Selected Answer #1, Correct

6. HS - Many key issues in pediatric basic life support are the same as those in adult basic life support. The following exception applies to infants:

☒ Depth of compressions corresponds to 1/3 of the anterior-posterior diameter of the chest, approximately 1 1/2 inches (about 4 cm) in most infants.

☐ AEDs should never be used on infants

☐ Pulse checks of infants should be monitored at either carotid or femoral locations

You Selected Answer #1, Correct

7. HS - Which of the following methods might improve bystander willingness to perform CPR?

☐ Formal training in CPR

☐ Hands-Only CPR

☐ EMS dispatchers providing instructions over telephone to bystander

☒ All of the above



You Selected Answer #4, Correct

Your Overall Score for this test 100% For Answering 7 Correct out of 7 Questions.

6. On your Course Outline, you should now see “completed” or “passed” as the status next to each section (screen shot below).





http://learn.heart.org/?dvar=1&enrollment_id=1203316&course_id=5771&class_id=0&course_navbar=2& - Microsoft Internet Explorer -

Test - 2010 Guidelines Science Update: PALS Instructors

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passed	 Test - 2010 Guidelines Science Update: PALS Instructors Course PLEASE CLICK TO START COURSE		
passed	 Test - 2010 AHA Guideline Update Post-test - PALS	100.00	100
	 Print Certificate of Completion		
Total Score		100	100.0

The minimum score to successfully complete this offering is: 80%

[Refresh](#) [Close](#)

Accessing & Printing a Course Certificate of Completion:

Follow these steps to print your certificate:

1. Once you've successfully completed the course post-test, click the button that reads, "Return to the Course Outline" (screen shot below).

http://learn.heart.org/?dvar=1&enrollment_id=1117244&course_id=5739&class_id=0&course_navbar=2& - Windows Internet Explorer

You Selected Answer #1. Correct

6. HS - Many key issues in pediatric basic life support are the same as those in adult basic life support. The following exception applies to infants:

☒ Depth of compressions corresponds to 1/3 of the anterior-posterior diameter of the chest, approximately 1 1/2 inches (about 4 cm) in most infants.

☐ AEDs should never be used on infants

☐ Pulse checks of infants should be monitored at either carotid or femoral locations

You Selected Answer #1. Correct

7. HS - Which of the following methods might improve bystander willingness to perform CPR?

☐ Formal training in CPR

☐ Hands-Only CPR

☐ EMS dispatchers providing instructions over telephone to bystander

☒ All of the above

You Selected Answer #4. Correct



Your Overall Score for this test 100% For Answering 7 Correct out of 7 Questions.

[Return to Course Outline](#)

- On the Course Outline page, make sure that all sections have a status of either completed or passed. (see below)





http://learn.heart.org/?dvar=1&enrollment_id=1203316&course_id=5771&class_id=0&course_navbar=2& - Microsoft Internet Explorer -

Test - 2010 Guidelines Science Update: PALS Instructors

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passed	 Test - 2010 AHA Guideline Update Post-test - PALS	100.00	100
	 Print Certificate of Completion		
Total Score		100	100.0

The minimum score to successfully complete this offering is: 80%

[Refresh](#) [Close](#)

- On the Course Outline page, click the link that reads, "Print Certificate of Completion."

- The page below will appear.

http://learn.heart.org/?dvar=1&enrollment_id=1203316&course_id=5771&class_id=0&course_navbar=2& - Microsoft Internet Explorer -

Enrollment Record Updated

[Help](#) [Update](#) [Claim And Print](#)

Instructions

Introduction

This interface was designed to enable you to print certificates associated with your educational activities. Please review the instructions and information below prior to claiming your certificate.

Step 1 Click on the drop down field "Select Certificate" to choose which type of certificate you want to print. After you select the certificate – you will be taken to a preview screen for that certificate.

Step 2 In the field marked "Hours" enter the actual amount of time you spent in the educational activity. Please enter the time to the closest 15-minute increment.

For example:

- If you attended a workshop for 7 hours and 15 minutes – enter 7.25 in this field.
- If you studied an on-line offering for 30 minutes – enter 0.5 in this field.

Step 3 Click the "Update Button". The certificate screen will refresh and as applicable will select the calculated CME/CE credit hours awarded based upon the time claimed.

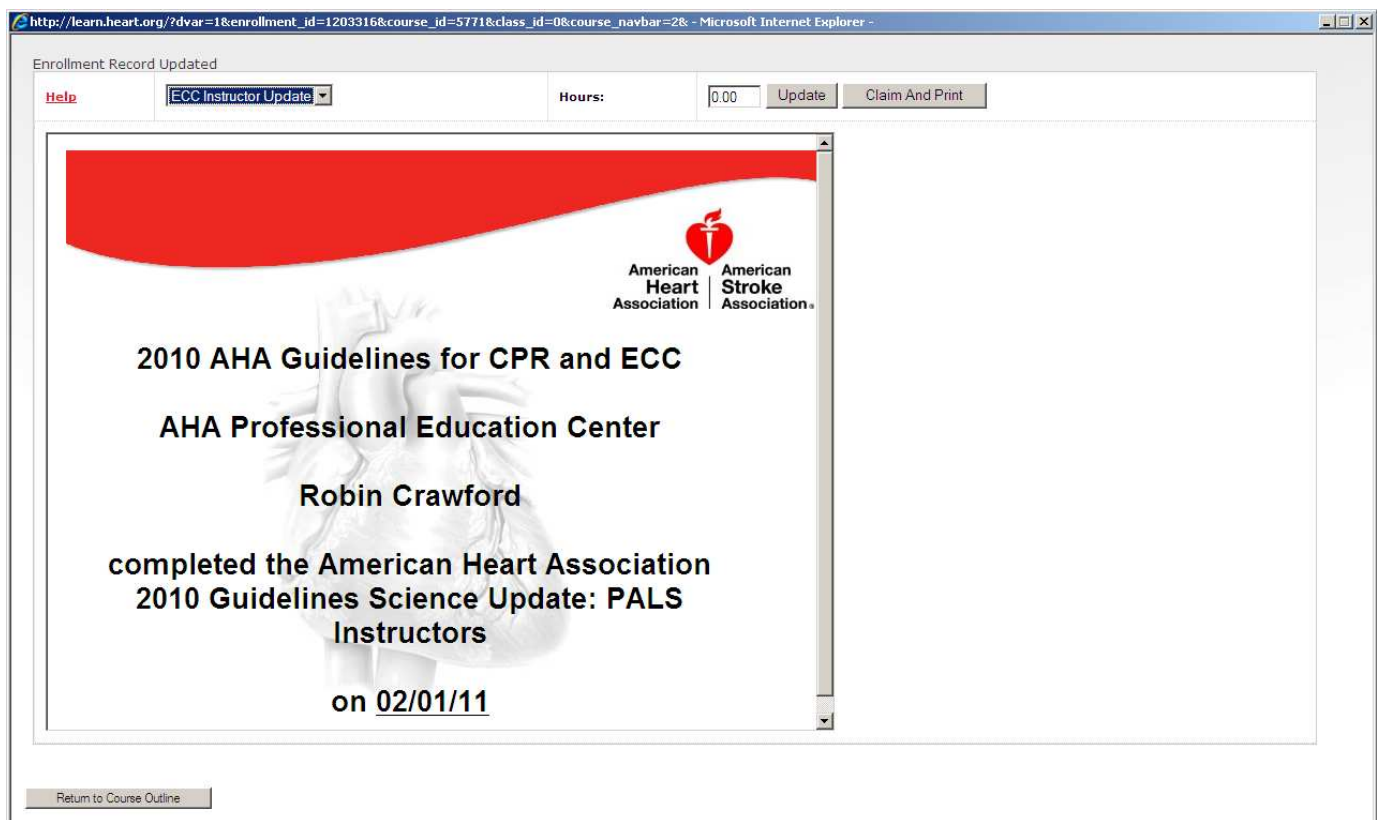
Step 4 Click the "Claim and Print Certificate" Button. You will then need to click the print button on your computer when prompted.

Please note:

Once you claim and print your certificate you will not be able to modify the amount of time you have claimed in the Hours field. You will be able to reprint your certificate as many times as you like, but you will not be able to claim

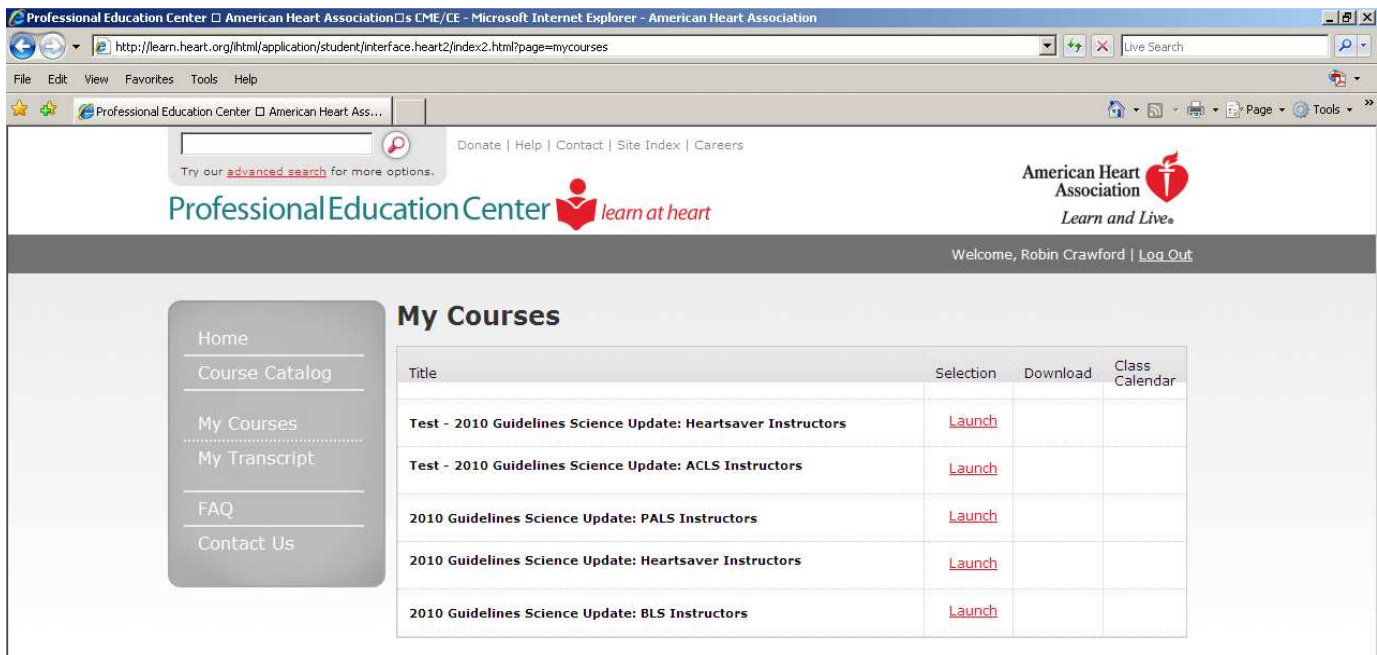
[Return to Course Outline](#)

- At the top of that page, select “ECC Instructor Update” from the “Select Certificate” dropdown box. Your certificate will appear (screen shot below). Click the button that reads, “Claim and Print.”



If you have exited your course, and are returning to print your certificate, follow these steps:

- Log into your AHA Instructor Network account and return to the Instructor Update courses by clicking “Learn More.” You will be taken to your “My Courses” page (screen shot below).



- On the left-hand side of the screen, select “My Transcript.”

- Once in your My Transcript screen, click the click that reads “Completed Satisfactorily” next to the course you’ve completed in the Final Results column (screen shot below).

Professional Education Center | American Heart Association | CME/CE - Microsoft Internet Explorer - American Heart Association

http://learn.heart.org/html/application/student/interface.heart2/index2.html?page=mycourses

File Edit View Favorites Tools Help

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My Transcript

Click [here](#) to print your entire transcript.

Title	Selection	Dates and Progress	Final Results
Test - 2010 Guidelines Science Update: PALS Instructors	Launch		02/01/2011 - Completed Satisfactorily
Test - 2010 Guidelines Science Update: BLS Instructors	Launch		01/31/2011 - Type Instructor Update 0.00 01/31/11 Completed Satisfactorily
2010 Guidelines Science Update: ACLS Instructors	Launch		01/20/2011 - Completed Satisfactorily

- A new window will open. At the top of that window, select “ECC Instructor Update” from the “Select Certificate” dropdown box. Your certificate will appear (screen shot below). Click the button that reads, “Claim and Print.”

Professional Education Center | American Heart Association | CME/CE - Microsoft Internet Explorer - American Heart Association

http://learn.heart.org/html/application/student/interface.heart2/index2.html?page=mycourses

File Edit View Favorites Tools Help

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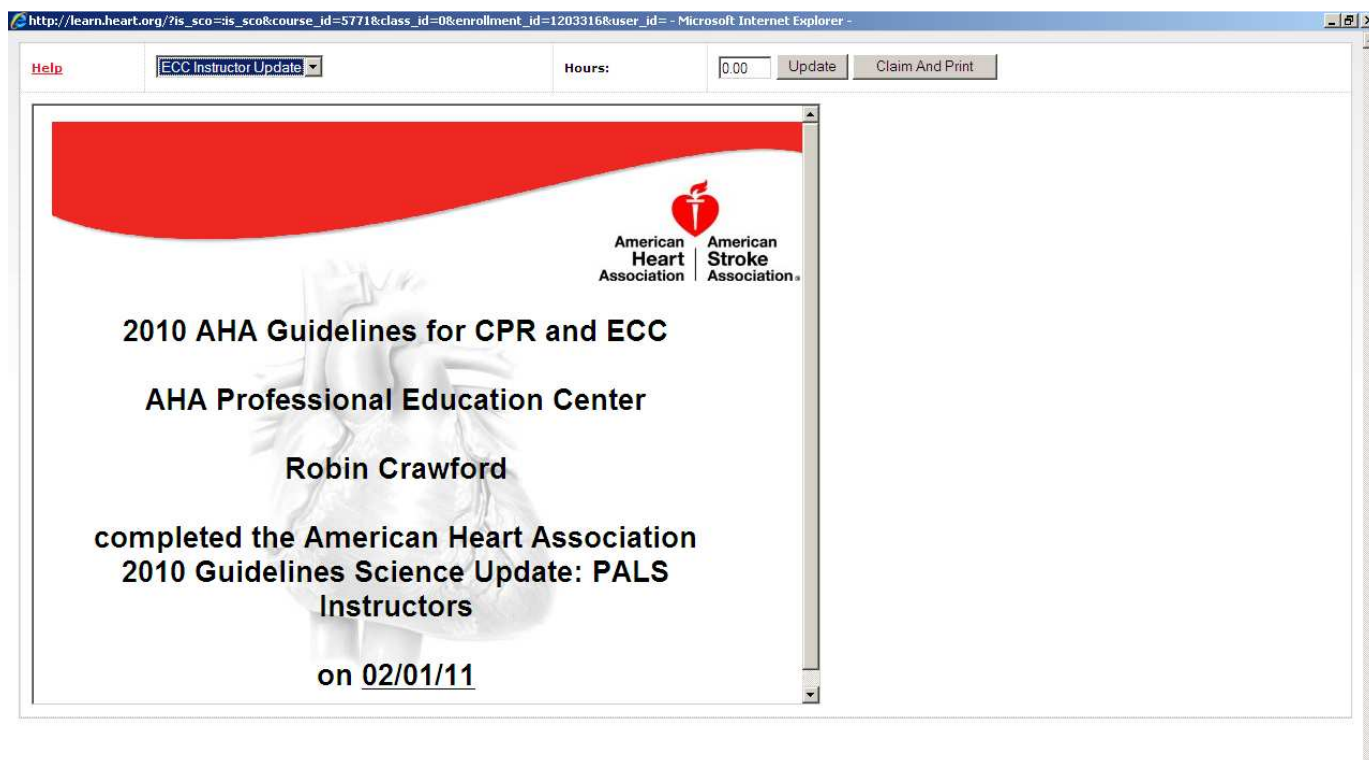
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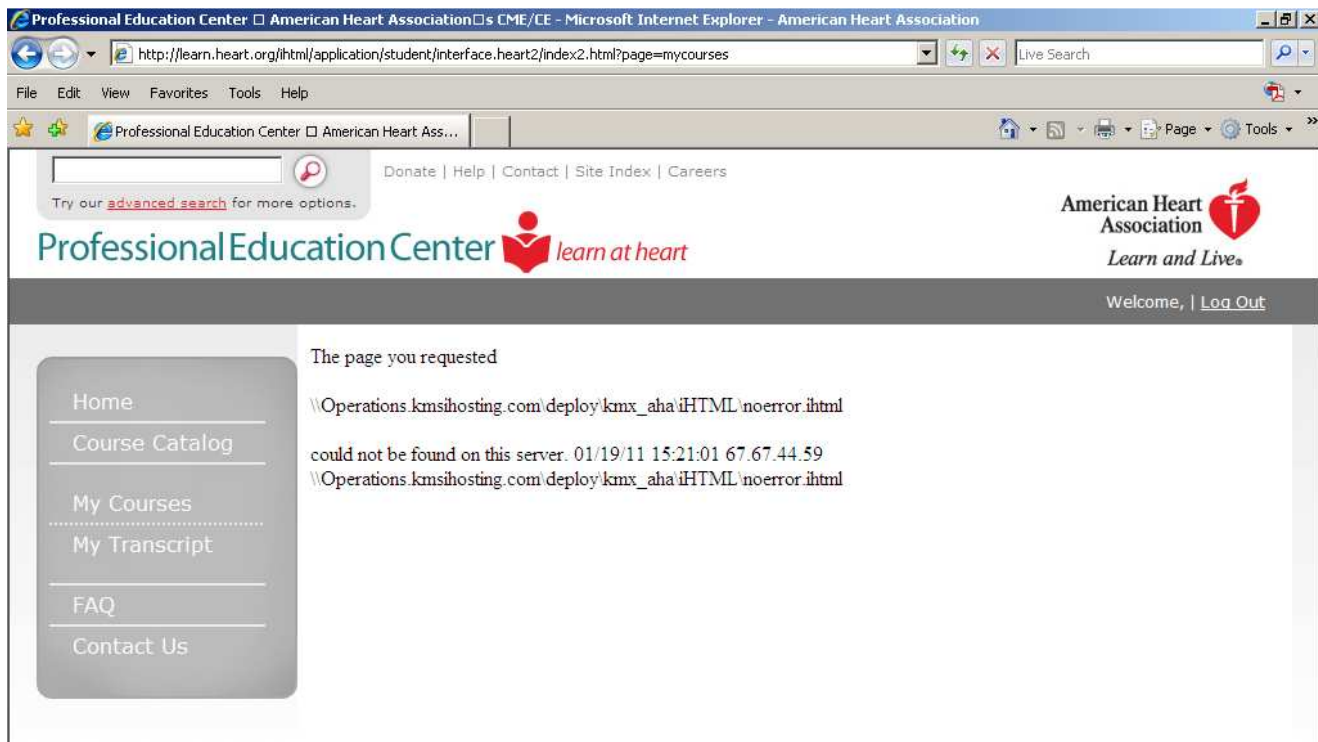


Troubleshooting Tips:

- If a course will not launch, your browser may be blocking the pop-up. Hold down your Ctrl key while clicking on the hyperlink "Launch." The Ctrl key temporarily disables all pop-up blockers. If this does not work, you can manually turn off your pop-up blockers by selecting the Tools menu on your browser. A drop-down menu will appear. Place your cursor on Pop-Up Blocker and then choose the setting Turn Off Pop-Up Blocker.
- If you receive the server error below, you should first delete temporary Internet files and check your cookie settings. To do this, follow these steps:
 1. From your Internet browser menu, click "Tools," then click "Internet Options."
 2. Under the "General" tab, click "Delete" next to "Browsing history."
 3. Then delete both Temporary Internet Files and Cookies.
 4. Click Close, then OK.

You may also want to try adding the domain www.heart.org to the trusted sites zone in your Internet browser.

If you still receive this error and are working through your employer's computer system, please contact your network administrator about privileges to run this content.



Technical Support:

Q: I am having technical difficulties, how do I get help?

A: If you are having difficulty with this system, please first refer to the FAQ section of the Professional Education Center website: <http://learn.heart.org/ihtml/application/student/interface.heart2/faq.html>. If you need further assistance, you may contact ECC Customer Support Center at 1-888-CPR-LINE (1-888-277-5463), Monday – Friday, 7:00 a.m. – 6:00 p.m., Central Time. You also may send an email to ahainstructornetwork@heart.org. International users may email eccinternational@heart.org.

Please note that call hold times and email response times may be significant.