

Troubleshooting Instructor Information in Atlas

If you are missing your Instructor information or are unable to assign or access your eCard inventory, **please read these troubleshooting steps**. Many of these steps are related to both Instructor information and accessing your eCard inventory.

Atlas Requirements

IMPORTANT: Atlas has specific requirements that must be met to be a fully functioning Instructor in Atlas and in eCards. These are the requirements that must be met:

- The account must be created using the same email address and password you used for the AHA Instructor Network.
- You must have a **current and claimed** Instructor eCard for the discipline you want to align *before* alignment can be requested.
- The **first accepted** alignment request will be the **Primary Alignment** for that discipline.
- You may send a primary or additional alignment request to a Training Center (TC) or Training Site (TS).
- You must be aligned with a TC or TS to access eCard inventory.
 - Consult with your TC Coordinator (TCC) or TS Coordinator (TSC), depending on your alignment, for eCard assignments.

Available Job Aids and Videos

All job aids referenced in this document can be found on the **Atlas Information and Resources page** at cpr.heart.org/atlasresources. All job aids can be found under the Atlas Job Aids heading on the page. Please bookmark this page and refer to it often.

Atlas First Steps for Instructors

1. You must have an account in Atlas.
 - a. Login to Atlas using the **same email address** and **password** you used for the AHA Instructor Network.
 - b. Complete the entire process of registering your account in Atlas – see the job aid titled **Job Aid: First Time Login (PDF)** (Figure 1)

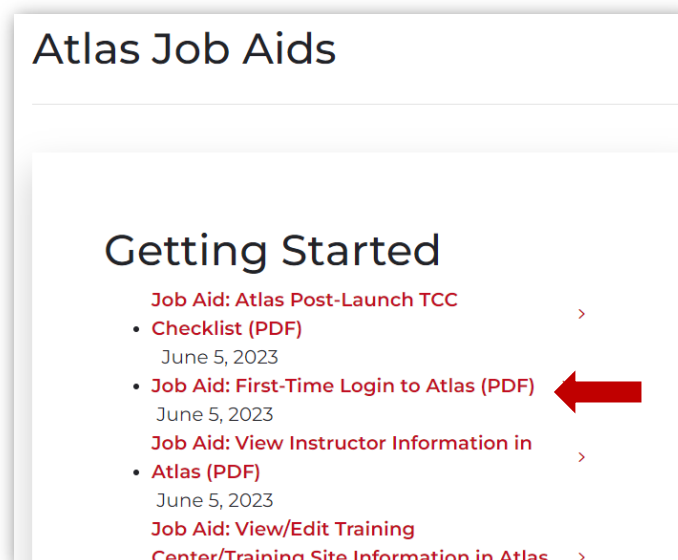


Figure 1

Atlas Troubleshooting Tips: Instructor Information or eCard Access

2. You must have a **current claimed *Instructor eCard*** in the discipline you want to align or teach.
 - a. The email address on your Instructor eCard must match the email address on your Atlas account.
 - i. If your email addresses do not match, please have your TCC update the email address on your Instructor eCard **in the eCard system** to match your Atlas login.
 - ii. Allow up to an hour for the information to reflect in Atlas.
 - b. If you do not already have a **current** eCard, your TC will need to issue an Instructor eCard through Atlas.
 - i. Your TC will need to issue an Instructor eCard through Atlas using the Class Management tool.
 - ii. Locate the job aid for Managing an Instructor Class in the Atlas Class Management tool - see the job aid titled **Job Aid: Atlas Class Management – Managing an Instructor Class (PDF)**.
 - c. If you have a current Instructor eCard but you have not **claimed** it, you will need to claim it by going to www.heart.org/cpr/MyCards and claiming your eCard. Allow up to an hour for the information to reflect in Atlas.

Request an Alignment

1. If your disciplines are showing under your account in Atlas, you may need to request alignment.
 - a. A video tutorial on how to request an alignment is available on the Atlas Information and Resources page at cpr.heart.org/atlasresources.
 - b. Scroll to the lower section of the page and look for the Alignment Series and click on the Instructor Initiated Alignment Video (Figure 2).

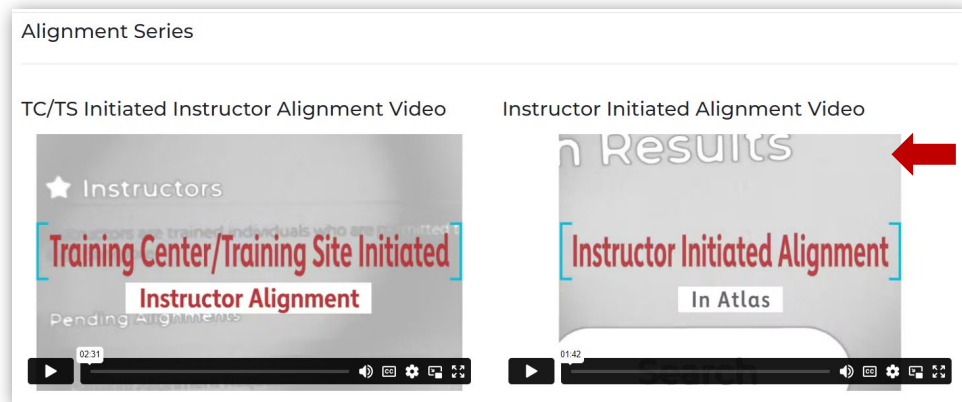


Figure 2

- c. The step-by-step instructions are below:
 - i. Log into atlas.heart.org.
 - ii. There are several ways to find a TC or TS to request an alignment with:
 - a. Select the Training Center Search link under the Quick Links menu from the Instructor Dashboard (Figure 3)

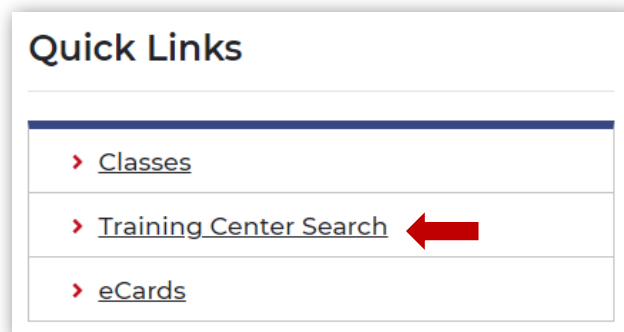


Figure 3

- b. Select My Alignments from the Training Center dropdown menu on the Home page (Figure 4).

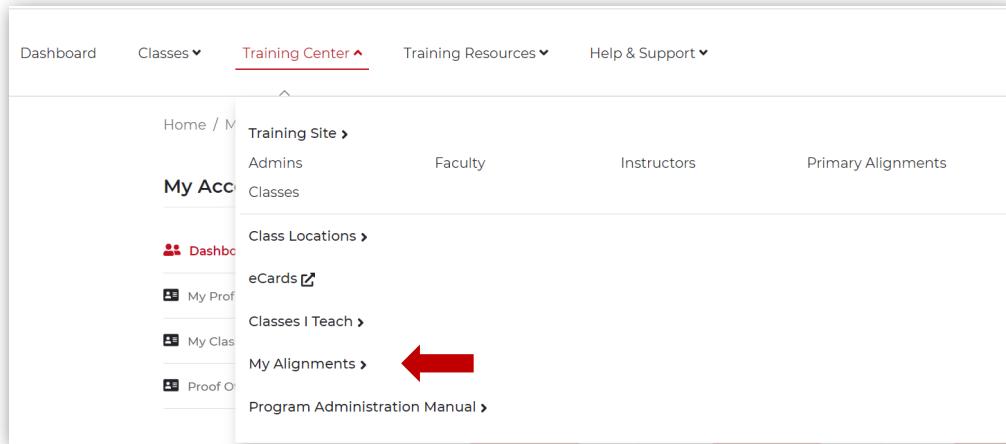


Figure 4

- c. Select View More next to My Disciplines from the Instructor Dashboard (Figure 5).

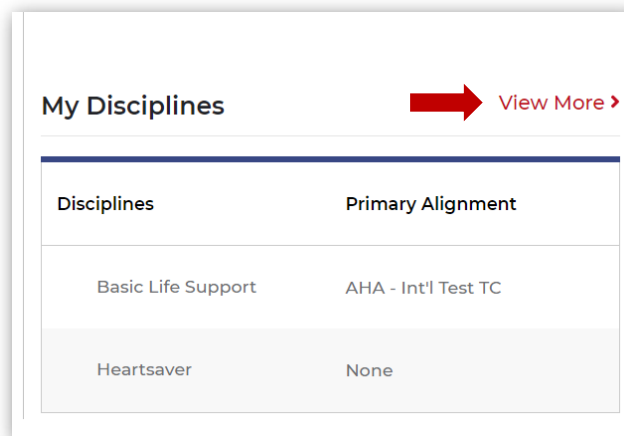


Figure 5

- iii. Selections b. and c. above will take you to the My Alignments page; select Find a Training Center (Figure 6).

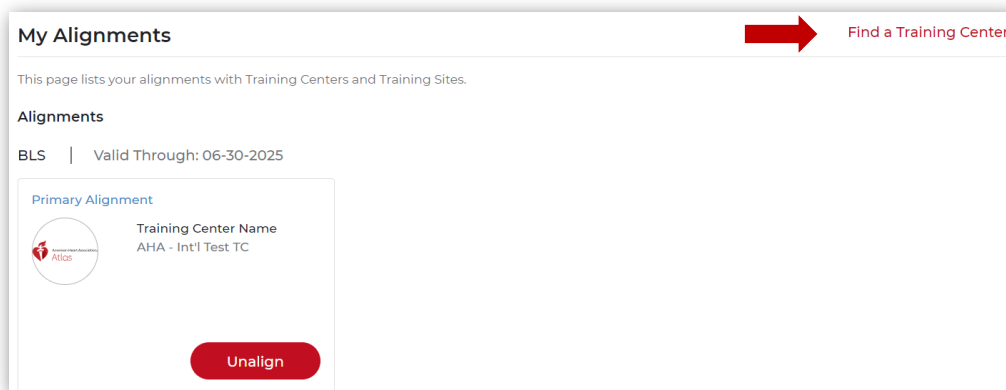


Figure 6

- iv. On the Training Center and Training Site Search Results page (Figure 7):

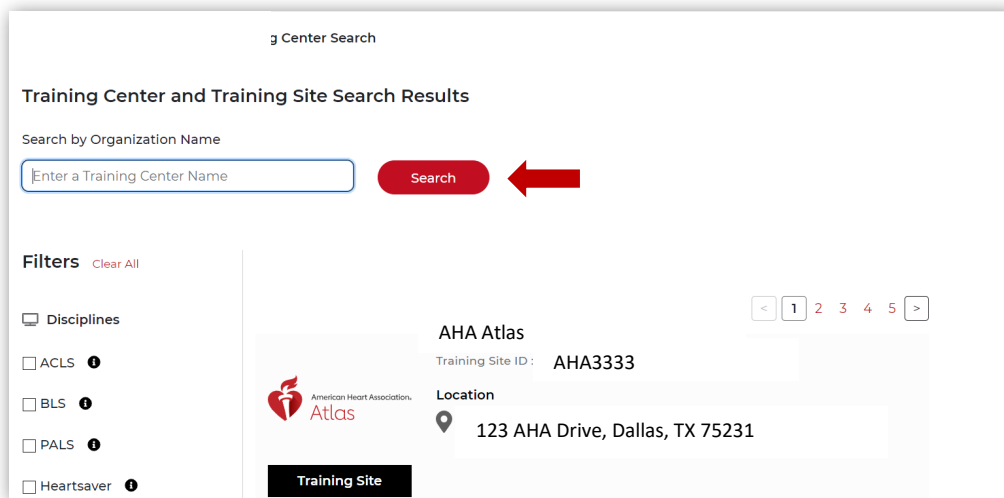


Figure 7

- a. Search by typing in the ***name or partial name*** of the TC or TS with which you want to align.
- b. Use the search filters to enter the discipline and location, if needed.
- c. Click the Search button.
- v. From the Training Center or Training Site Results display, select the Request Alignment button (Figure 8).

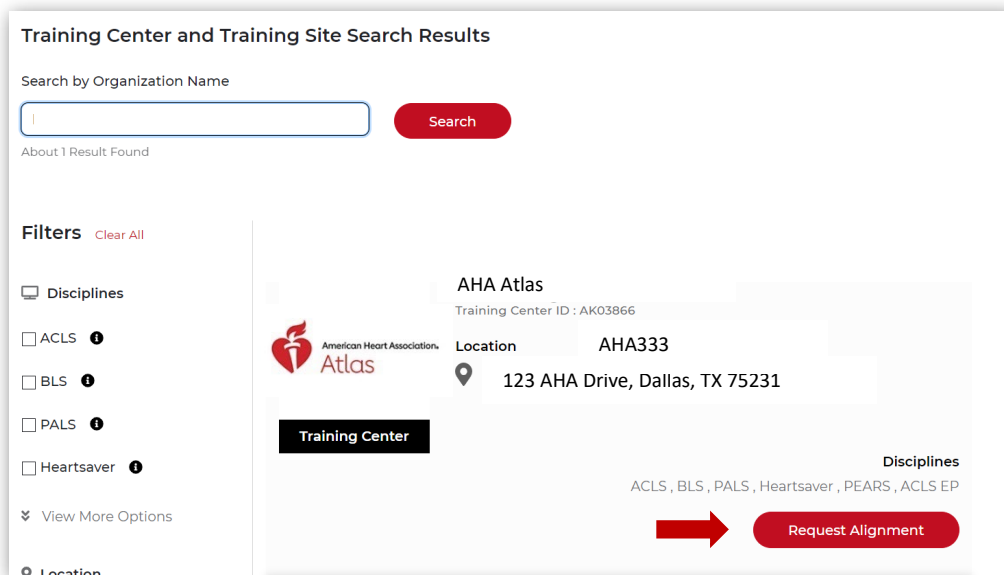


Figure 8

- vi. A pop-up will appear displaying the number of disciplines the TC or TS has for alignment (Figure 9).

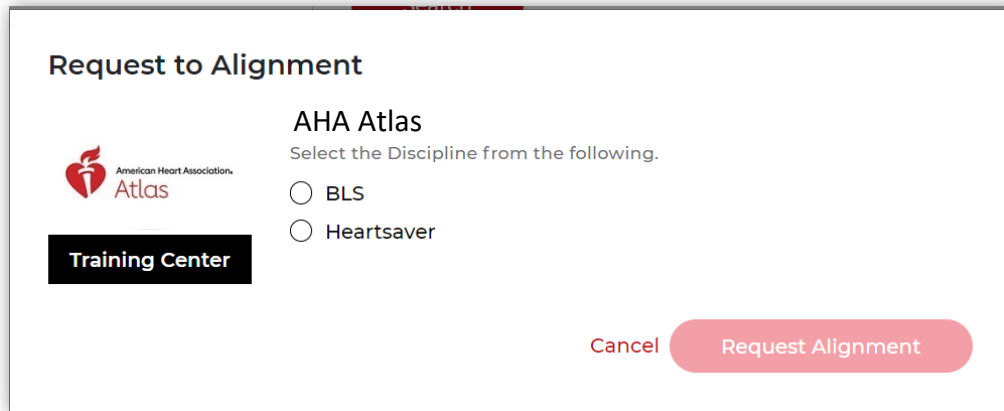


Figure 9

- vii. The Request Alignment display will match disciplines the Instructor has or discipline the TC or TS has.
 - a. The user must select the desired discipline.
 - b. Next, the user will select Request Alignment.
- viii. A confirmation message will appear on the Training Center/Training Site Search Result page that says, “Request sent successfully”.

eCard Platform/System

2. There are two ways to get to the eCard platform/system.
 - a. From the Training Center tab on your Dashboard (Figure 10):
 - i. Click the down arrow.
 - ii. Select eCards in the list.

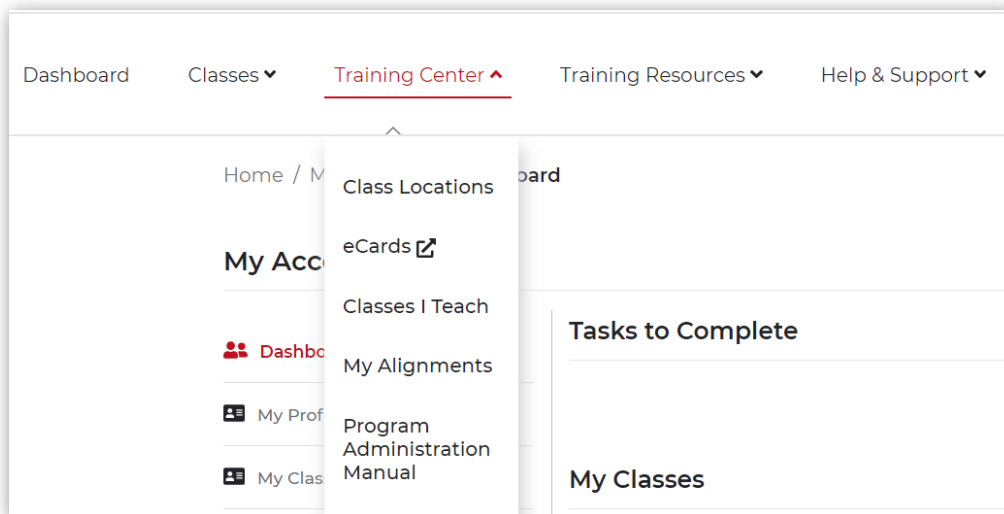


Figure 10

- b. Or scroll to down your dashboard display:
 - i. At the bottom right, find the Quick Links.
 - ii. Click eCards (Figure 11).

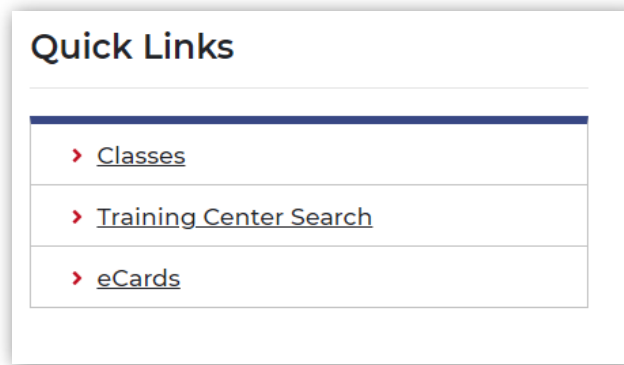


Figure 11

- c. This will open a new browser tab and the eCard platform/system.