Dear American Heart Association Training Center,

Beginning **January 1, 2018,** all US-based AHA Training Centers (TCs) will be required to use AHA eCards for issuing course completion cards to providers and students who successfully complete the requirements of AHA courses.

For those AHA TCs not currently using eCards, this conversion to eCards will be required upon renewal of your AHA TC Agreement (TCA). For example, if your TCA is scheduled to be renewed in March 2018, your TC will move to eCards only at that time. Also, TCs currently issuing both eCards and print cards will convert to eCards only upon TCA renewal.

Why is the AHA requiring eCards?
The simple answer is quality improvement. Not only do eCards provide higher security than print cards and reduce the risk of counterfeit cards, they also will allow for data-driven, continuous quality improvement in AHA CPR and ECC training. Improving the quality of training - and therefore victim and patient outcomes - is at the heart of everything AHA CPR and ECC does to further our lifesaving mission.

We're committed to continuously improving your eCards experience.
Whether you're new to eCards or already a user, you'll see several improvements coming soon, or recently released, that will help to make issuing eCards easier and more efficient than ever. Some enhancements to eCards include:

- eCard Locations - This recently added feature allows TCCs to share the task of eCard issuance with as many eCard Locations as needed to alleviate card management. For more information on eCard Locations and eCard Admins, please view the eCard Locations tutorial videos here.

- New, more user-friendly design - We've worked with the AHA Training Network through focus groups and analysis of support inquiries, to find out what is and isn't working well in the current eCards tool. Based on these insights, we're redesigning the tool to streamline functions and reduce steps and screens. Look for the new design coming later this summer!

- New and additional help and resources - With the redesigned tool we'll be introducing new, updated video tutorials, as well as downloadable quick reference flyers, which will be imbedded throughout the tool. We are committed to providing you the information, tools, and resources you will need during this eCard transformation time.

Getting Started
Of course, if you're not already an eCard user, you don't need to wait until your TCA renewal to get started! Simply place your first eCard order through any of AHA's three trusted US Distributors using the same process you use to order other AHA products. Once your Distributor has fulfilled your order, you will see your inventory of eCards in the eCards tool on the AHA Instructor Network.

More Information
If you need assistance using eCards, you can reference current videos and resources here. You can also contact your AHA Account Manager or Account Specialist.

Join one of our weekly eCard webinars to learn about the tool. Call 888-424-2429 or contact your AHA Account Manager or Account Specialist for details.

Finally, ECC Customer Support is available Monday through Friday from 8 a.m. - 5 p.m., Central at 1-877-242-4277 (option 2) or ahainstructornetwork@heart.org.

Thank you for everything you to contribute to the mission of saving lives!

Sincerely,
AHA CPR & ECC