

## 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](http://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)

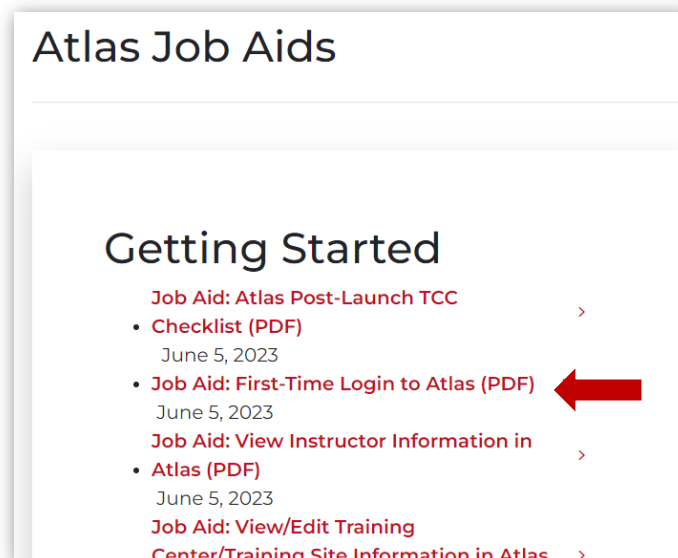


Figure 1

# 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](http://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](http://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).

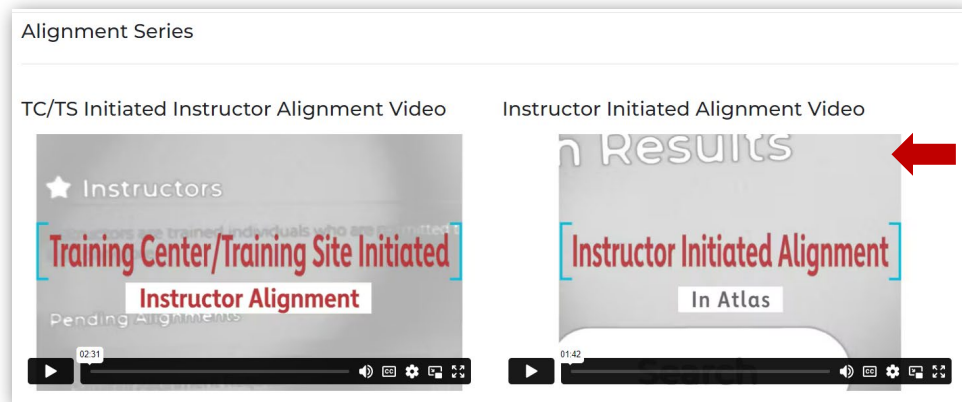


Figure 2

- 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)

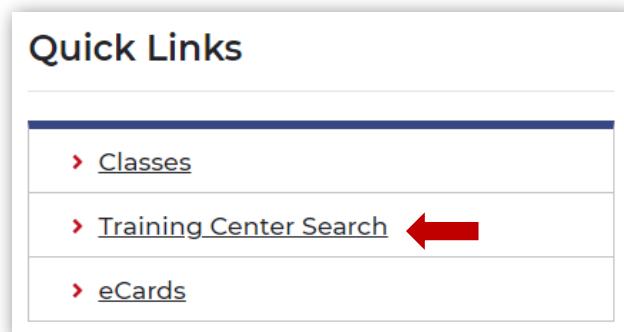


Figure 3

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

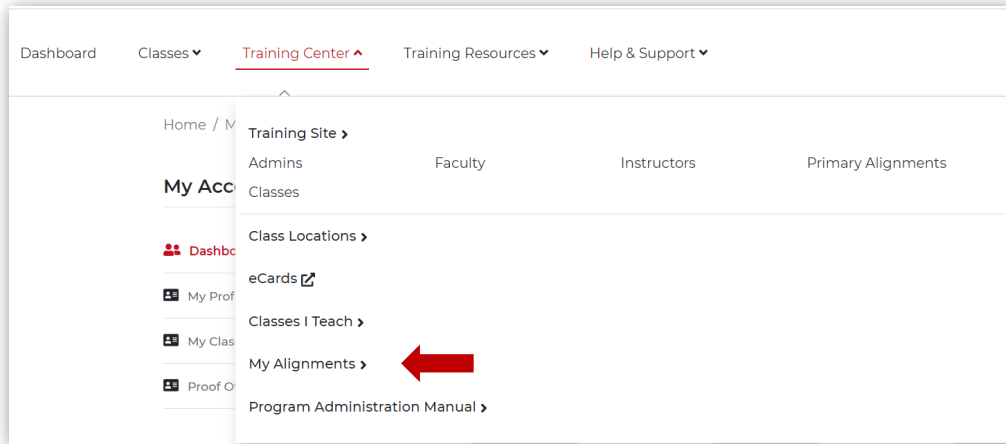


Figure 4

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

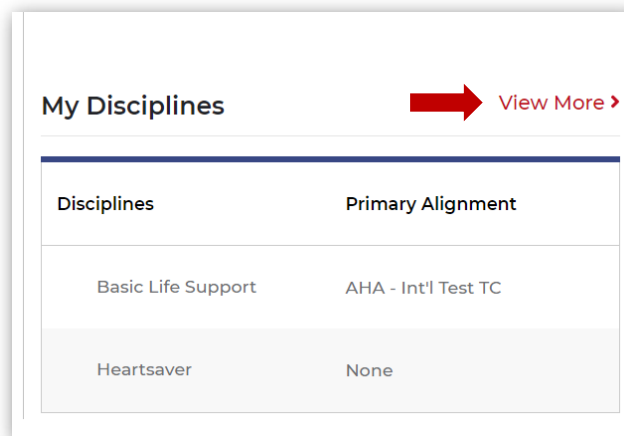


Figure 5

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

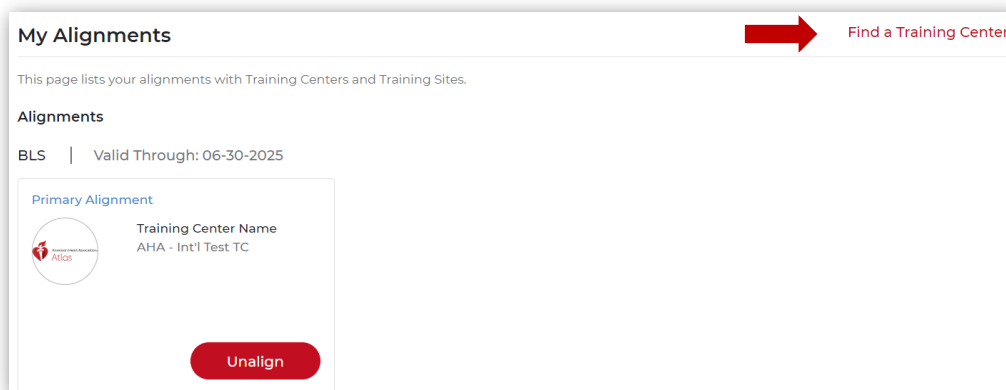


Figure 6

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

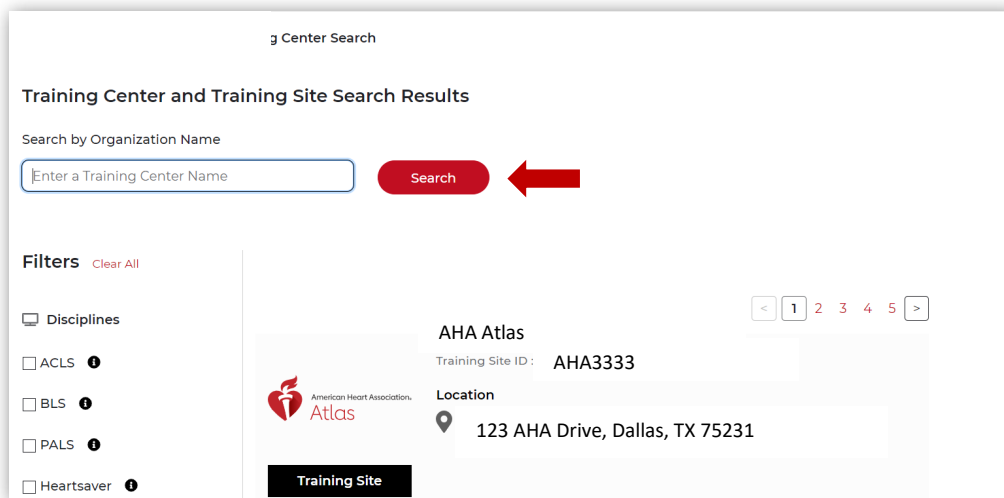


Figure 7

- 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).

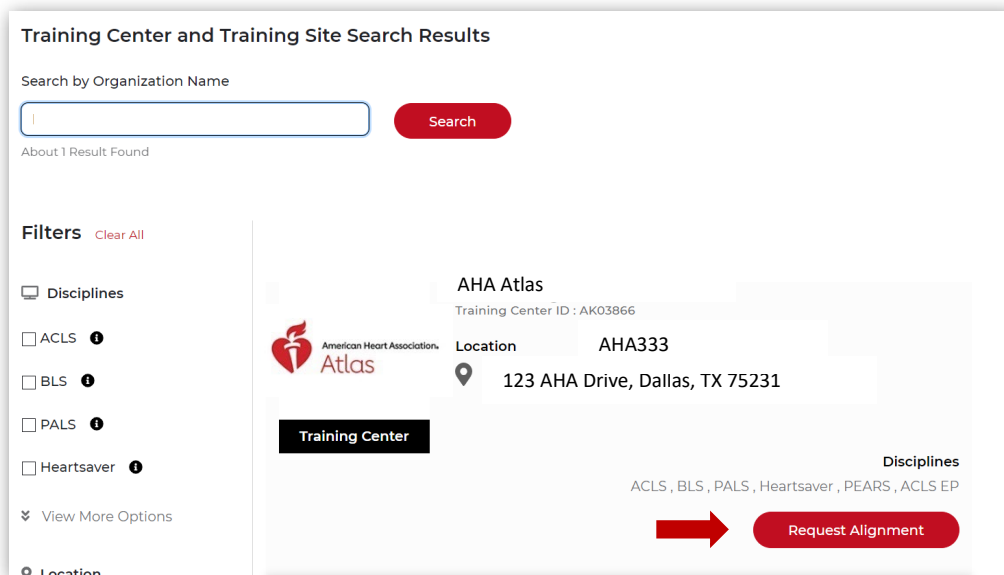


Figure 8

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

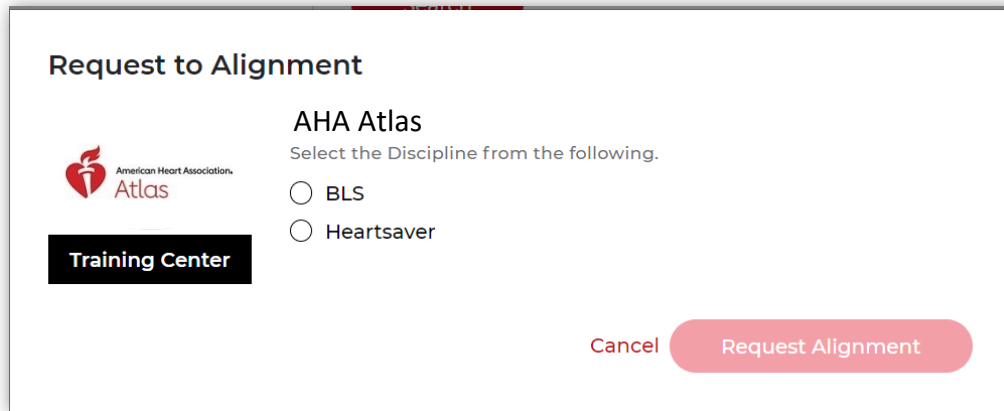


Figure 9

- 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.

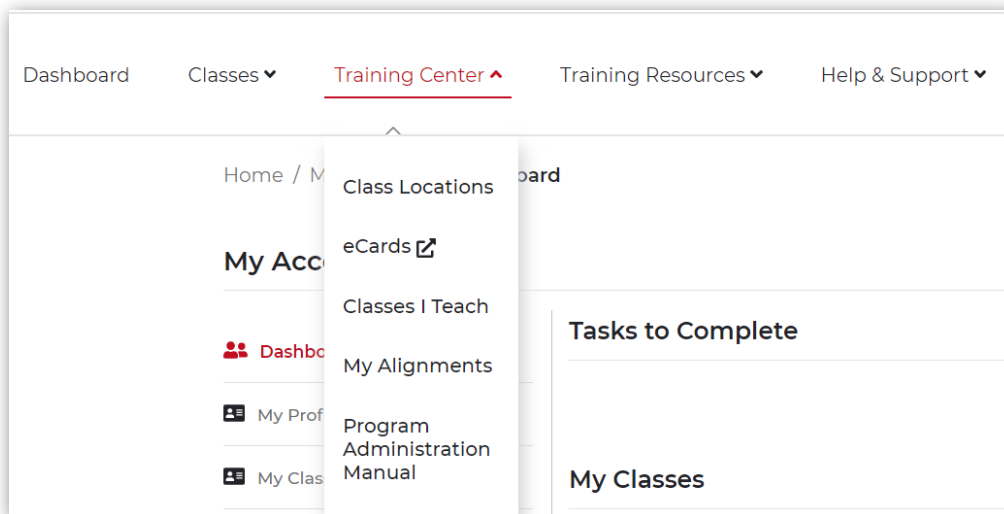
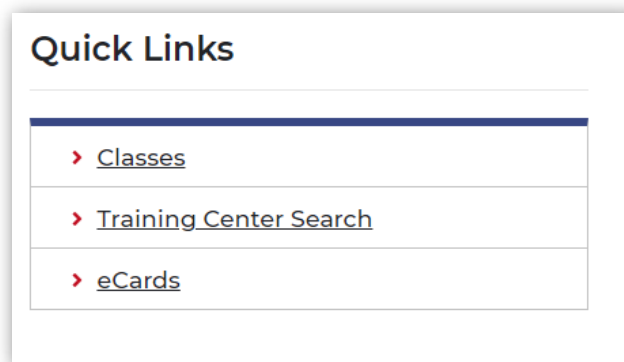


Figure 10

- 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.