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Dear AHA TCC & My Cards™ Customer

We're excited to bring you all the latest news on AHA's My Cards and using eCards:

### New BLS eCards

New 2016 BLS eCards - AHA product #15-3001 - are now available! Contact your [AHA Distributor](#) to order new BLS eCards and new BLS materials for Instructor-led training!

Please note:

- New BLS eCards should only be issued when teaching the new 2016 BLS Course with the new BLS materials.
- The 2010 Guidelines version BLS eCard, AHA product #90-3001, can no longer be issued after April 15, 2016.
- The AHA will transition un-issued 2010 Guidelines version BLS eCards to the 2015 Guidelines version of the BLS eCard on April 15, 2016.

### My Cards Reports

Beginning today, Quality Scores are only shown for TCs and Instructors whose students have submitted at least 10 surveys. This change was made to better reflect a statistically accurate score.

### Important Reminder:

***Only the student to whom an eCard has been issued can claim his or her eCard.*** It is a privacy violation for anyone else to claim an eCard on behalf of the student. Therefore, employers, TCCs, and Instructors may not claim eCards on behalf of their students.

### Tips for My Cards Success!

Here are some helpful tips for ensuring that your Training Center and Instructors are successful in issuing and managing eCards.

- Change your pre-course student letter to proactively communicate to your students that eCards will be issued for their upcoming class. If you're using My Courses, include this information in your Instructor Notes, which are part of the email communications students receive prior to your class.
- Instructors should reinforce to students the benefits of eCards, like increased card security and faster delivery.
- Remind students how they will claim their eCard from the AHA. Let them know to contact you if they do not receive an email from the AHA asking them to claim their eCard.
- Encourage students to complete the post-course survey before claiming their eCard, so that your TC and Instructors can continue to improve classes and deliver high-quality training.

- Explain to students they can access their eCard Profile at any time by logging into [www.heart.org/cpr/mycards](http://www.heart.org/cpr/mycards).
- Let them know that, IF they require a printed copy of their eCard, the AHA's system offers the ability to print a full-page or wallet-sized version. They can also email a PDF of their eCard.

**Interested in learning more about managing eCards?**

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

You can also reach out to your AHA Account Manager or Account Specialist with any questions about My Cards.

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

Sincerely,  
AHA CPR & ECC