



CCRI BLS Frequently Asked Questions

Do I need to purchase a textbook?

BLS Provider Manual (ISBN: 978-1-61669-768-6) is required for the **BLS CPR for Healthcare Providers** course. This manual is designed for a single user, with text that is ideal for use as a reference tool before, during and after the BLS Course. The BLS Provider Manual contains all the information students need to successfully complete the BLS Course. Cost \$18.50. Book will arrive USPS 8-15 business days from order date. <https://shopcpr.heart.org/bls-provider-manual>

What if I want to withdraw or reschedule a class?

To withdraw or request to be rescheduled for a class call 401-825-1214 or email workforce@ccri.edu. Please provide us with the course title and number you are currently enrolled in when emailing or calling.

How do I request a refund?

Students must provide a minimum 48-hour notice prior to the start of a course to be eligible for a refund. Without proper notice or documented medical excuse, students will be required to re-register and pay full price. No partial refunds of tuition are made under any circumstances. Books and materials may be non-refundable depending on the course. The registration fee is non-refundable unless the course is full or has been canceled by Workforce Partnerships. If a student requests a refund but has a balance due with the college, the money owed will be deducted from the refund. To request a refund call 401-825-1214 or email workforce@ccri.edu. Please provide us with the course title and number when emailing or calling.

How do I claim my American Heart Association eCard via email?

You will receive an email from eCards@heart.org with a link inviting you to claim your eCard online. Please make sure to check your spam or junk folder. This link will direct you to the Student Profile webpage; please confirm that all information on that page (First Name, Last Name, Email, Phone Number (if entered for claiming by SMS), eCard Code, AHA Instructor Name, and Training Center information) is correct. If it is not, contact your Training Center.

- Set up your security question and answer. Accept the terms of the site and click “Submit.”
- Complete the survey on the course you just completed. Your answers to these questions will help improve the quality of future AHA training.
- After you complete the survey, your eCard will display. You can save or print your eCard.
- Once your eCard has been claimed, you will receive an email notification; please save this confirmation email for your records.

- Claiming your eCard is the only way you can show proof of course completion to your employer. If you need to email your eCard, please see step 5 under “How to View your Claimed eCard” (link to this answer when building the page).

How do I view my American Heart Association eCard?

Visit the eCards Search page. On the “Student” tab, enter your First Name, Last Name, and Email (ensure this is the email address that was used to sign up for the course) OR enter your eCard Code at the bottom of the page. Click “Search.”

- Answer your security question.
- If all the information entered is correct, you will be brought to a page that shows “My eCards.” If your eCard cannot be found, contact your Training Center to verify your information.
- To download an eCard, select the size you would like (Full or Wallet) where it says, “View eCard.”
- To email an eCard, select “Email Cards,” enter the email address, and click “Email.”

How can I access my eCard?

Students can access their eCards at www.heart.org/CPR/mycards (link opens in new window). All current and previously issued eCards are available in your student profile.

When will I receive my card?

You will receive an email from eCards@heart.org with a link inviting you to claim your eCard online no later than twenty (20) business after the course completion date.

How long is my card valid?

All American Heart Association course completion cards are valid for two (2) years through the end of the month in which the course completion card was issued.

Can I edit my eCard?

Yes, you can now edit your own eCard. Students can request changes from their eCards Student Profile page, and then the Training Center will be alerted to accept or deny the changes.

