This guide walks TCCs through the steps to accept student requests to change their eCard information. *Note: The TCC will only be notified of changes to the student name or email. Phone number changes do not need TCC approval.*

### Approving the Change – Email Notification

1. TCC will receive an email if any their students have requested to edit their eCards.

   ![Email notification](image)

   **PLEASE DO NOT REPLY TO THIS EMAIL ADDRESS. YOU WILL NOT RECEIVE A RESPONSE TO RECURIES TO THIS EMAIL ADDRESS.**

   Dear Baylor Health Care System,

   The following student(s) have requested your approval for an eCard change to their personal information.

<table>
<thead>
<tr>
<th>Card Number</th>
<th>Current Name</th>
<th>New Name</th>
<th>Current Email</th>
<th>New Email</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>197003752688</td>
<td>Joey Galindo</td>
<td>Daniel Chan</td>
<td><a href="mailto:joey.galindo@heart.org">joey.galindo@heart.org</a></td>
<td><a href="mailto:joeygalindo88@gmail.com">joeygalindo88@gmail.com</a></td>
<td>Correction</td>
</tr>
</tbody>
</table>

   Approve changes by [clicking here](#).

   If you have questions or concerns about your eCard requests, please contact the AHA at 877-242-4277, option 2, or [ahainstructornetwork@heart.org](mailto:ahainstructornetwork@heart.org)

   Thank you for your business!

   American Heart Association

2. TCC may select the “clicking here” link to initiate the approval process or navigate to the approval screen from eCards.

### Approving the Change – From eCard Navigation

3. Users may navigate to the approval screen by either clicking the link in the email or by selecting the “Student Edit eCard Requests” link in the Manage eCards dropdown.
Review of Request

4. The Student Edit eCard Requests screen displays any pending changes needing approval.

- The table displays the requested changes in the “Requested Name” or “Requested Email” columns.
- The reason for the requests will be shown in the “Reason” column.
5. The user may pick an individual student by selecting the box in the first column of that row or multiple by clicking the box in the first column of the header line.

6. The user may select either “Approve” or “Deny” to approve or deny the change(s).

7. The student will receive an email notification of the approval or denial.