

Atlas Updates/Enhancements Frequently Asked Questions (FAQs) As of October 8, 2024

Q: What features will be updated as part of the upcoming enhancements to the Atlas training and education platform?

- A: The upcoming enhancements to Atlas, which were prioritized based on feedback received from the AHA Training Network, include updates to the following features:
 - Find a Class and Training Center/Site Search: The Find a Class and Training Center/Site Search tools now have a merged list and map view to help users more efficiently search for classes or Training Centers/Sites near them.
 - **Streamlined Atlas Navigation Menus:** The main navigation menus in Atlas has been streamlined for ease of use.
 - **Private Training Sites:** Training Sites can now be marked as private, meaning the Site and all class offerings associated with that Site will not be visible to the public when using the Find a Class and Training Center/Site Search tools.
 - Atlas Class Management Required & Optional Class Materials: When creating a class, you can now select which materials are required, and remaining materials will be moved to optional for the student view. This also allows you to indicate which materials are included in the cost of the class.

Q: Why is the AHA making enhancements to these features? How did the AHA prioritize these changes?

- A: Over the last several months, the AHA has been diligently collecting the feedback you have provided about the Atlas training and education platform. We have been able to prioritize these updates based on feedback from the AHA Training Network received through the following methods:
 - Responses to our January 2024 survey;
 - Focus groups conducted in June 2024 as a result of the January survey responses;
 - Input received through our sneak preview of the upcoming updates; and
 - Continuous suggestions received by your AHA Account Representatives and our Atlas Customer Support Team

These improvements are designed to streamline your workflow, boost productivity, and create a more intuitive look and feel – and overall experience – using Atlas.

Q: Are there any resources available to help me prepare for the upcoming enhancements to the Atlas platform?

A: Yes! To help you get acquainted with the upcoming enhancements to the Atlas platform, the AHA has created four quick video tutorials, a Reference Guide, and this FAQ, that will walk you through the major updates. Please find resource descriptions and direct links to each resource below:



Demo Videos:

- Find a Class & Training Center Search Tools This video provides an overview
 of the updated Find a Class and Training Center Search tools, now including a
 Map View.
- Main Navigation This video highlights the new streamlined navigation menus in Atlas.
- Private Training Sites This video demonstrates how TCs can mark their Training Sites (and their classes) private, meaning they will not be searchable by the public.
- Class Management: Required & Optional Class Materials This video shows
 TCs and Instructors how to indicate to students when they are looking for
 classes what class materials are required and optional, in addition to if the
 materials are included in the TC's class cost.
- Atlas Updates Reference Guide This guide provides screenshots of the updates to Atlas with before and after images and descriptions.
- **FAQ Document** We will continue to add to this document as we receive input from you.
- Q: The specific updates included in the upcoming release of enhanced features do not include an update I have requested. When does the AHA plan to address additional features and updates?
- A: The AHA is continuously working to listen to our customers and prioritize enhancements to the Atlas platform as technology resources allow. Thank you for your input, and we encourage you to continue to be in communication with your AHA Account Representatives and our Atlas Customer Support Team about future updates. Also, please make sure to bookmark the Atlas Information & Resources webpage at cpr.heart.org/atlasresources, where you can find the latest news and resources, including future opportunities to submit feedback.
- Q: How can I provide feedback on Atlas? How can I sign up for opportunities like surveys, focus groups, and user testing?
- A: To express your interest in participating in feedback opportunities for Atlas, AHA Training Center Coordinators should contact their AHA Account Representative. Instructors who wish to participate in feedback opportunities should reach out to their TC Coordinator. Additionally, please continue to visit the Atlas Information & Resources webpage at cpr.heart.org/atlasresources, where you can find the latest news and resources, including future opportunities to submit feedback.
- Q: Where can I find the latest information and resources for Atlas?
- As always, you can find the latest information, training, and resources for Atlas at our recently redesigned Atlas Information & Resources webpage at cpr.heart.org/atlasresources. On this page, you will find how-to guides, video tutorials, and the latest news and updates for Atlas. We continue to add resources and information based on customer needs. Please bookmark this page and check back frequently for updates.



Q: Who do I contact for technical assistance using Atlas?

A: The US Training Network may contact Atlas Customer Support at 1-877-242-4277 or Atlas.support@heart.org. Customer Support hours of operation are Monday – Friday, 8:00 a.m. – 5:00 p.m., Central Time.

Also, US users should visit the US Atlas Information & Resources page at cpr.heart.org/atlasresources for the latest news and information, demo videos, how-to guides, FAQs, and more.