

Atlas FAQs for US Training Network

Atlas Resources & Support

- Q: Where can I find the latest information and resources for Atlas?
- A: In early April 2023, the AHA created a robust Atlas Information & Resources webpage at <u>cpr.heart.org/atlasresources</u>. On this page, you will find copies of key pre-launch email communications, as well as job aids, demo videos, and other tools. We continue to add resources, troubleshooting tips, and information based on customer needs. Please bookmark this page and check back frequently for updates.
- Q: Is there an Atlas "how to" video available?
- A: Yes. You can access several Atlas educational videos at the bottom of the Atlas Information & Resources webpage (cpr.heart.org/atlasresources).
- Q: Will there be a separate webinar for the Atlas Class Management tool for the Training Network?
- A: We are in the process of developing webinar content and will share the topics and registration details once they are finalized. In the interim, please visit the Atlas Information & Resources page (cpr.heart.org/atlasresources) to access several Class Management job aids and videos.

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 <u>Atlas.support@heart.org</u>. 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 (<u>cpr.heart.org/atlasresources</u>) for helpful information, job aids, demo videos, and more.

Getting Started: Login & Navigation

For detailed information on getting started using Atlas, please review the job aids in the "Getting Started" section of the Atlas Information & Resources page (<u>cpr.heart.org/atlasresources</u>).

- Q: Does the email you use to log in to Atlas have to match the email on your AHA Instructor eCard?
- A: Yes.
- Q: What does it mean when an Instructor can access Atlas but receives a "Not Registered" note when they log in?
- A: All users must register in Atlas. Registration includes the following steps:



- 1. Go to Atlas.Heart.org (<u>https://atlas.heart.org</u>)
- 2. Select Sign In/Sign Up in the top right-hand corner of the homepage
- 3. Use your former AHA Instructor Network credentials (username and password) to log into Atlas
- 4. Next, you will be prompted to provide the following mandatory information:
- a. Your country of lawful residence
- b. Preferred Language
- c. Time Zone
- d. Notification Preferences (check the box next to "Email")
- e. Subscription Preferences

IMPORTANT: To be able to receive email communications from the AHA, including the ECC Beat, you must check the box next to "Send me communication about AHA training."

f. Finally, you must accept the website "Terms and Conditions"

Q: What is the difference between logging in and registering?

- A: The first time you visit Atlas to log into the system using your former AHA Instructor Network/eCards username and password, you will need to complete registration with the site, which includes identifying your country, language, selecting your communications preferences, and accepting the Terms and Conditions of the website. After you complete registration, the next time you return to Atlas you will only need to login using your username and password.
- Q: Where do I find Course Resources, access to the Program Administration Manual (PAM), and other resources specific to Training Centers and Instructors in Atlas?
- A: US Course Resources for Instructors, News, and the US Program Administration Manual can be found under the "Training Resources" tab of Atlas. Please note, you must be logged in as a TCC, TCA, TSC, TSA, or Instructor to view these materials.
- Q: Why doesn't Atlas send email notifications to users like the AHA Instructor Network did previously when a student signs up for a class in Atlas? How do customers receive information on Atlas?
- A: Because Atlas is a global system, there are global privacy laws that affect our ability to be able to send emails from the system.

Specific to classes set up in Atlas, In Atlas, when using the Class Management system in, you no longer receive email notifications each time a student signs up for a class. One of the main reasons these notifications are not sent in Atlas is that there is no action to take based on the class enrollment model you have chosen when setting up your class. For details on class enrollment models, please review the "Atlas Tips: Email Notifications for Classes" document on the Atlas Information & Resources webpage (cpr.heart.org/atlasresources).



In lieu of email notifications, in Atlas, each customer has a "Tasks to Complete" section on their Atlas dashboard. If there is an action that is required in Atlas, the customer will see the information in a "tile" in the "Tasks to Complete" section. The "Tasks to Complete" section in Atlas represents information that customers would've normally seen in an email from the AHA Instructor Network.

Q: How do you remove the "Tasks to Complete" cards, or tiles?

- A: In general, you must take action to remove these tiles. To take action, select the red button with the action within the tile. The tile will remain on your dashboard until the action is complete.
- Q: Can a new AHA Instructor access the Program Administration Manual (PAM) prior to their Instructor class?
- A: New AHA Instructors will be able to access Instructor information, including the PAM, only after they have completed the requirements to become an Instructor, have been issued their Instructor eCard, and have aligned with their AHA Training Center.

Q: How do I update my Training Center information in Atlas?

A: To make changes to your Training Center information in Atlas, you must complete a Training Center Update Form. The TC Coordinator can request this form from their Account Representative, from the Atlas Support Team at 1-877-242-4277 or <u>Atlas.support@heart.org</u>, or by contacting <u>TCCsupport@heart.org</u>.

Roles & Permissions

For detailed information on Roles & Permissions in Atlas, please see the following resources on the Atlas Information & Resources page (<u>cpr.heart.org/atlasresources</u>):

- Job Aid: Default Roles & Permissions Definitions Matrix
- Job Aid: Edit Permissions in Atlas

Q: What is the difference between Faculty and Instructor roles?

- A: As referenced in the PAM, Faculty are Instructors selected by the Training Center to conduct Instructor classes, course monitoring, and more. To view the full list of criteria for AHA Faculty, please reference the PAM.
- Q: Do you need to be an Instructor as a prerequisite to being assigned administrative roles (TC Coordinator, TC Admin, Training Site Coordinator, Training Site Admin) in Atlas?
- A: No, Instructor status is not required to have an administrative role in Atlas.
- Q: If I assign TC admins, can I see which admin is issuing what cards?
- A: No. If the TCC grants permission to a TCA to issue eCards, they will not be able to view what eCards are issued. If the user has permissions to create a class, then they can issue eCards. Please



reference the job aids in the Roles & Permissions section, as well as the how-to videos, on the Atlas Information & Resources page (<u>cpr.heart.org/atlasresources</u>) for detailed information.

Q: What is the difference between "Read" and "Write" permissions in Atlas?

- A: There are two types of conditions for each permission in Atlas: Read and Write.
 - Read allows the individual who is assigned the role to view information.
 - Write allows the individual who is assigned the role to edit or make changes to information. Please note: Read must be checked in order for Write to be enabled.

For detailed information on Roles & Permissions in Atlas, please reference the job aids in the Roles & Permissions section, as well as the how-to videos, on the Atlas Information & Resources page (<u>cpr.heart.org/atlasresources</u>).

INSTRUCTOR ALIGNMENTS

For detailed information on Instructor Alignments in Atlas, please review the how-to videos on the Atlas Information & Resources page (<u>cpr.heart.org/atlasresources</u>), as well as the following job aid available in the "Other Job Aids" section:

- Atlas Troubleshooting Tips: Instructor Alignment or eCard Access
- Q: How does an Instructor request to align with a Training Center or Training Site in Atlas?
- A: Once you have a valid Instructor eCard in Atlas (also referred to as your discipline "proof of completion"), you will need to request alignment with an AHA Training Center. There are several ways to find a TC or TS to request an alignment with. For detailed steps, please view the video tutorial on how to request an alignment, as well as the "Atlas Troubleshooting Tips: Instructor Alignment or eCard Access" on the Atlas Information & Resources page (cpr.heart.org/atlasresources).
- Q: Can an Instructor be aligned to more than one Training Center?
- A: Yes, an Instructor can have more than one alignment in Atlas, but a primary alignment is required.
- Q: Should Instructors align primarily with the TC and request other alignments with a Training Site?
- A: A primary alignment can be with either a TC or a Training Site.

Q: How do you add a new Instructor in Atlas?

A: To add new Instructors in Atlas, you must create an Instructor class/roster using the Class Management tool.



For details on creating and managing classes in Atlas, please review the job aids found in the Class Management section, as well as the how-to videos, on the Atlas Information & Resources webpage (<u>cpr.heart.org/atlasresources</u>).

Q: How do Training Centers renew an Instructor in Atlas?

A: Instructor renewals can be completed conveniently through Atlas using the Instructor Renewal feature (see the job aid on Renewing an Instructor on the Atlas Information & Resources page (<u>cpr.heart.org/atlasresources</u>)).

Please note, TCCs and TCAs cannot renew Instructor eCards that are already expired, Instructors who are not primarily aligned with their Training Center, or Instructor eCards for "child" disciplines (e.g., Heartsaver for BLS, PEARS for PALS),

When using the Renewal feature for an Instructor eCard with a parent discipline (BLS) and child discipline (Heartsaver), the TC can **only renew the** *parent* **discipline**. Atlas will recognize the parent/child relationship and automatically renew the child discipline.

- Q: Do Instructor renewals that are done through monitoring by Faculty still need to be entered in Atlas Class Management or can they be done through the eCard site?
- A: Instructor renewals can be completed conveniently through Atlas using the Instructor Renewal feature (see the job aid on Renewing an Instructor on the Atlas Information & Resources page (<u>cpr.heart.org/atlasresources</u>)) or through the eCards site at eCards.Heart.org.
- Q: Can AHA Faculty renew an AHA Instructor in Atlas?
- A: No.
- Q: If an Instructor only shows Basic Life Support (BLS) as their Instructor discipline, how can they add Heartsaver as well?
- A: Instructors who have a BLS Instructor eCard are recognized by Atlas as being a BLS Instructor (*parent*) and a Heartsaver Instructor (*child*). However, they must align for BLS and Heartsaver separately.
- Q: If an Instructor has a secondary alignment in Atlas, will the TCC of their primary alignment be able to view the Instructor's secondary alignment? Will the TCC for the secondary alignment be able to view the Instructor's primary alignment?
- A: No, a TCC is unable to view information about additional alignments outside of their Training Center.
- Q: How can a Training Center view the expiration date of an Instructor eCard in Atlas?
- A: A TCC/TCA/TSC/TSA is able to view the Instructor eCard Issue Date for all primary-aligned Instructors in their Instructor list, which can be accessed in the Training Center section under Primary Alignments. Please note the following regarding renewal of an Instructor eCard in Atlas:



- Renewals must be completed BEFORE the current eCard expires, but within the same month of the eCard expiration date.
- If an eCard expires because the renewal eCard is not issued on time, the Instructor's status will expire at end of day on the last day of the month, two years after the eCard Issue Date. When the Instructor's eCard expires in this manner,
 - The Instructor's status expires.
 - The Instructor's primary and additional alignments are deleted in Atlas.
 - In the Class Management tool:
 - Any future classes (with no enrolled students) the Instructor has in the Class Management tool are deleted
 - The TCC receives notification via a tile on their Dashboard of any classes the Instructor has with enrolled students and must assign a new Instructor to those classes
 - \circ The Instructor no longer has the ability to teach classes.
 - The Instructor will have to complete an Instructor class through the new Instructor process to become an Instructor.
- Q: Is there a time limit for a "temporary assignment" for an Instructor? Will temporarily aligning an Instructor forgo the need for a TC to add a new discipline (e.g., temporarily align a PALS Instructor to teach PALS without having to be approved for the PALS discipline)?
- A: The time limit for a "temporary assignment" for an Instructor will depend on the Instructor's specialized contribution and the scenario. The requirement for Instructors of any kind is they must be an Instructor aligned to a discipline that the TC is authorized to teach.

Q: Will Atlas enforce the Faculty-to-Instructor ratio outlined in the PAM?

A: Atlas' technology will not enforce the Faculty-to-Instructor ratio; it is up to the TCC to ensure ratios outlined in the PAM are followed. TCCs can assess ratios based on Atlas entry – something that truly could not be done in the Instructor Network. A TCC then can identify changes needed and possible compliance follow up for their TC.

Q: How do I align a new ASLS Instructor since ASLS is not currently in Atlas?

A: Currently, ASLS Instructor eCards can only be issued from the eCards site (eCards.Heart.org). Once the ASLS Instructor has claimed their ASLS Instructor eCard, the next time they login to their registered account in Atlas, they will be able to see their ASLS discipline/proof of completion, and then request alignment with their ASLS Training Center.

Class Management

Many helpful job aids and videos regarding Class Management can be found on the Atlas Information & Resources page (<u>cpr.heart.org/atlasresources</u>).



Q: What is the Atlas Class Management Tool?

- A: The Atlas Class Management tool is designed to be a full rostering system, rather than a simple, free advertising tool for classes you offer to the public. The tool allows AHA Training Centers to manage classes from creation to finalization, creating a more seamless experience for the Training Center, Site, Instructor, and student.
- Q: Can I list classes my TC/Instructors offer to the public in the tool without using the full Atlas Class Management system to manage my rosters and issue eCards?
- A: No.
- Q: Can we make classes private for hospital/internal staff only?
- A: Yes, you can mark classes as private in the Atlas Class Management tool.
- Q: Can classes added using the Class Management tool be made public? Can classes added using Class Management be made private?
- A: Classes can be made public or private.

Q: Are we required to use the Atlas Class Management tool?

- A: Using the Atlas Class Management is optional for provider classes but required for Instructor classes.
- Q: Is the Class Management tool mandatory for Instructor and Instructor renewal classes?
- A: Using Atlas Class Management is mandatory for all new Instructors (with the exception of ASLS Instructors). However, Instructor renewals may be completed conveniently through the Instructor Renewal feature in Atlas or through the eCards tool at eCards.Heart.org.
- Q: Can I still use the Atlas Class Management system if I do not want to issue eCards through Atlas?
- A: For provider classes, Instructors are not required to use the Class Management system to issue eCards; provider cards still can be issued through eCards.Heart.org. However, for new Instructor classes (with the exception of ASLS Instructor), Atlas Class Management is required.

Q: Do I need to enter a location for a class?

- A: Yes, you will need to enter a physical location for a class.
- Q: What steps need to be taken in Atlas before a Training Center or its designees can set up classes using the Atlas Class Management tool?
- A: Before classes can be set up in Atlas using the Class Management tool, TCCs must first set up Class Locations. For detailed steps on this, please reference the <u>TCC Job Aid: Atlas Class Management</u> <u>Tool – Create Class Locations (PDF).</u>



TCCs should also set Roles & Permissions for roles associated with their Training Center. For detailed information on Roles & Permissions in Atlas, please see the following resources on the Atlas Information & Resources page (<u>cpr.heart.org/atlasresources</u>):

- o Job Aid: Default Roles & Permissions Definitions Matrix
- Job Aid: Edit Permissions in Atlas

Q: How do you create a class in Atlas using the Class Management tool?

A: For detailed steps on creating and managing classes in Atlas, please reference the many Class Management job aids and demo videos available on the Atlas Information & Resources webpage (cpr.heart.org/atlasresources).

Q: Can you cancel a class?

A: Yes, you can cancel a class. You can go to your Class List in Atlas and go to the class that you want to cancel. Click on the Actions button for that class that you want to cancel, and you'll see the view/edit, duplicate or cancel options. If you cancel the class, it will still be in your Class List but you can sort your Class List if you scroll up and click on the "Choose a Status" field. You'll see there is an option to view classes that have been canceled.

Q: With Atlas Class Management, will Training Sites be able to edit their own classes and Training Site information?

A: Yes

Q: When you are in the Class Management tool, can you accidentally issue an eCard?

A: No. You have to manually enter exam scores for each student and then finalize the roster. Once you finalize the roster, the appropriate eCards will be reserved from inventory in Atlas for that class. There are several stop gaps to prevent mistakes.

Q: How can you receive a notification when someone has registered for a class?

- A: Atlas does not send out notifications when a student registers for a class. However, if an Instructor categorizes a class as "Approval-Based" versus "Auto Enroll", the Instructor will see a tile on their dashboard indicating a student has registered and is awaiting approval. Please refer to the notification job aid (<u>Atlas-Tips-Email-Notifications-for-Classes</u>) for additional information.
- Q: If I add use Atlas Class Management to issue eCards, will students get an email to claim their eCard? Do they need to log back into Atlas to see the tile on their dashboard?
- A: eCards issued through Atlas are automatically claimed for the student. Therefore, the student does not have to claim the eCard separately. Upon successful completion, the student can see their eCard on their dashboard. They will see a reminder via a tile on their dashboard to complete the evaluation on their dashboard.

For eCards issued through the eCard system, the student will receive an email to claim the eCard.



- Q: Is the ASLS Instructor Course an option in Atlas?
- A: ASLS is currently not part of the Class Management tool on Atlas. This is an enhancement that will be available in the future.

FIND A CLASS

- Q: Will the general public be able to search for AHA Training Centers? Or, does the Training Center have to be entering a class to be seen at all?
- **A:** AHA Training Centers can be searched in the Training Center Search feature in Atlas.
- Q: What if you want to use Class Management, but don't want eCards sent?
- A: If you use Atlas Class Management, then you must allow it to send out cards automatically.
- Q: If a TC wants to advertise a class, they must use the Class Management tool and all its capabilities including issuing eCards?
- A: If they don't want to, they need to find another advertising mechanism.
- Q: Does the tool show TCs and TSs by location to the public like the Instructor Network (IN)?
- A: They can search for a class or a TC only, but they are located in two different places which is different from the IN. Once the class is selected, it will show which entity the class is associated with including TSs.

eCards

- Q: What is the process for issuing eCards through eCards.Heart.org if you do not use Atlas Class Management to issue eCards?
- A: If you are not using Atlas Class Management to issue eCards, you will follow the same process as you did in the AHA Instructor Network only now, you will access the eCards tool directly at eCards.Heart.org.

Once you issue eCards, the eCards system will send an email to the student to let them know they need to claim their card. The email will contain the URL where they need to claim the eCard. The student will click on the URL, register, and set up a password. Then, they will be able to claim the eCard.

Q: How does a student claim an eCard if the eCard is not issued through the Atlas Class Management tool?



- A: A student can claim an eCard through the eCards tool. The eCards system will send out an email to the student to let them know they need to claim their card. The email will contain the URL where they need to claim the eCard. The student will click on the URL, register, and set up a password. Then, they need to view the eCard and click the claim button. Then, they can view their eCards. They won't be able to see the eCards in Atlas because those eCards are in the eCard system.
- Q: What does "eCard Inventory comes from" mean? How do I change where my eCard inventory comes from? When we issue eCards for our Instructors, should the default "individual" setting remain?
- A: A TCC/Training Site Coordinator (TSC) can set where the eCard inventory comes from when using the Class Management tool in Atlas. This parameter may be set at the TC and TS level but can be overridden at the Instructor level. Therefore, the TC/TS setting and the Instructor setting work together to guide the action.

For a step-by-step guide on this feature, please view the job aid, <u>Job Aid: Atlas Class Management</u> - <u>View/Edit "eCard Inventory Comes From"</u>, in the Class Management section of the Atlas Information & Resources webpage (<u>cpr.heart.org/atlasresources</u>).

eCard Editing Permissions

- Q: Who can edit eCards in Atlas?
- A: eCards cannot be edited in Atlas.
- Q: Who can edit eCards in the eCard system?
- A: Only the TCC of the Training Center whose inventory the eCard was issued from can edit eCards.
- Q: When eCards be edited in the eCards system?
- A: Edits may be made any time after the eCard has been issued.
- Q: If an eCard is issued by a Training Site, will the Training Site's information appear on the eCard?
- A: Yes, the Training Site information, in addition to the Training Center information, will populate on the eCard when issued from a Site.

Training Sites

- Q: How does a Training Center add a Training Site?
- A: For detailed steps on adding a Training Site in Atlas, please view the <u>Job Aid: Training Site Upload</u> <u>Feature in Atlas (PDF)</u> posted in the Getting Started section of the Atlas Information & Resources page (<u>cpr.heart.org/atlasresources</u>).



- Q: Will the TSA have access to the entire eCard inventory or just what is issued to them?
- A: The TSA will only have access to the eCard inventory that is issued to them and what they have permissions to manage.