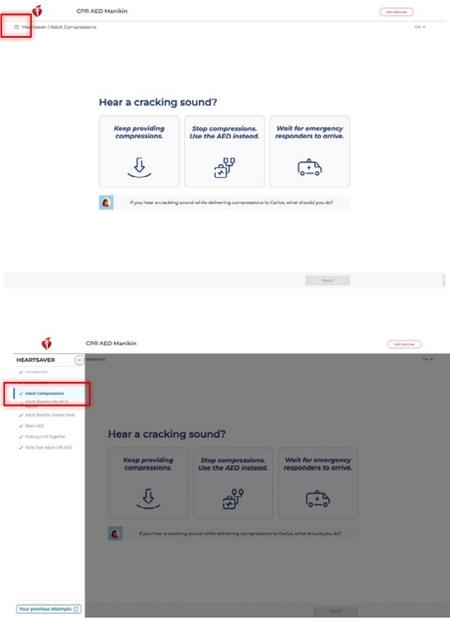
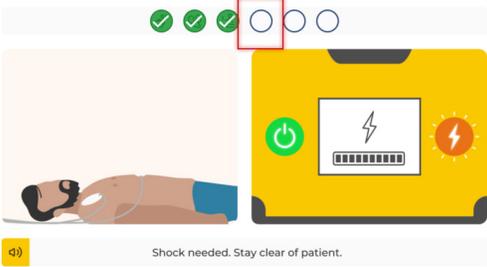
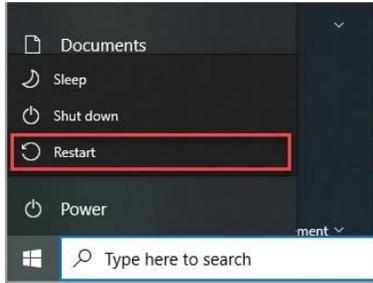
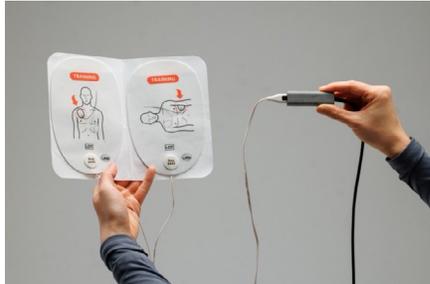
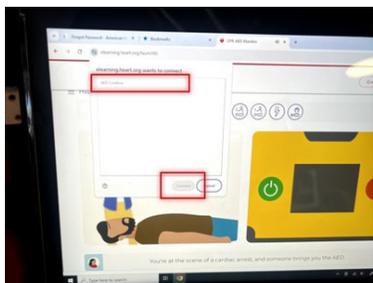


Station Troubleshooting

If you run into problems while working on the station, follow the steps in Table 1 to troubleshoot.

Table 1. Troubleshooting

Problem	Steps to fix	Image
<p>Course freezes during the AED module or final test module</p>	<ol style="list-style-type: none"> 1. Go to hamburger menu at the top left. 2. Select the module you are in, then the system will restart this module for you. 	
<p>Program doesn't recognize when you say "stay clear"</p>	<p>Repeat "stay clear" several times until the progress point turns green.</p>	

Problem	Steps to fix	Image
<p>Hamburger menu doesn't work</p>	<ol style="list-style-type: none"> 1. Restart the tablet. 2. If it still doesn't work, turn the manikin off and then on again by pressing the power button located on its side. 	 
<p>AED pads are not detected when you attach the pads to the skin</p>	<ol style="list-style-type: none"> 1. Check to make sure the AED pad connector is plugged in correctly. 2. If it reconnects, a menu will pop up on the screen. Select AED Coolbox, then select connect. 	 

Accommodations

The American Heart Association encourages organizations to provide training options for learners who require accommodations.

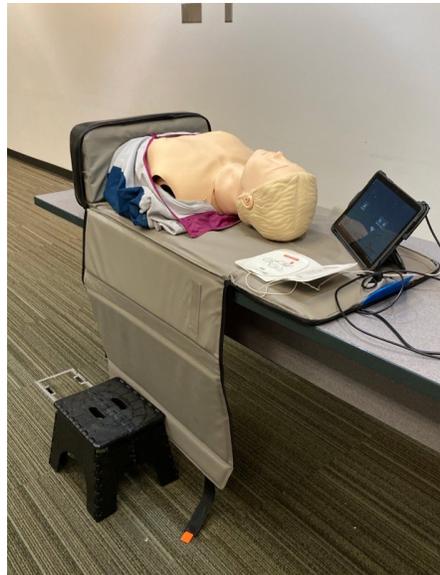
Learners should be encouraged to notify their Training Center and/or organization's Administrator if accommodations should be arranged for the skills assessment or if another method of course training should be considered.

AHA understands that everyone's physical abilities differ, and we are committed to supporting all learners in their CPR and first aid training. We recognize that some individuals may have difficulty with prolonged physical exertion and/or kneeling on the ground for extended periods of time. Learners may request accommodations (i.e., practicing while standing, etc.).

EXAMPLES OF TYPES OF ACCOMMODATIONS

The following are examples of learner accommodations:

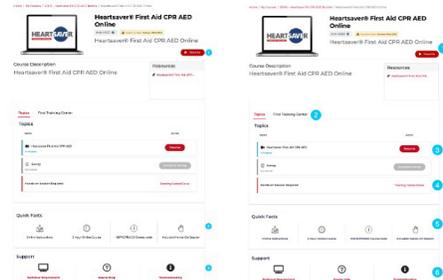
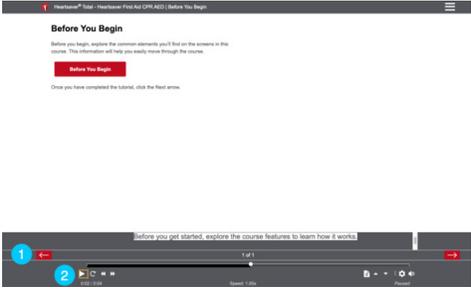
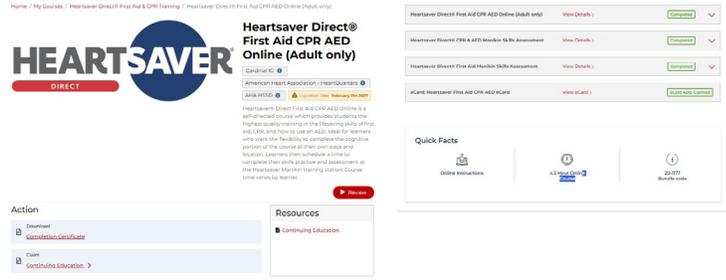
During the Heartsaver skills assessment, it is important that the manikin is at the learner's waist height to perform compressions correctly. This may involve adjusting the height of the learner by placing the manikin on an elevated, firm, flat surface, allowing the learner to safely practice compressions. Examples of such modifications include resting the manikin on a table while providing the learner with a safe stool if needed or on an appropriate height table without a stool.



eLearning Navigation and Troubleshooting

Table 1 outlines how to navigate the eLearning course and troubleshoot various components.

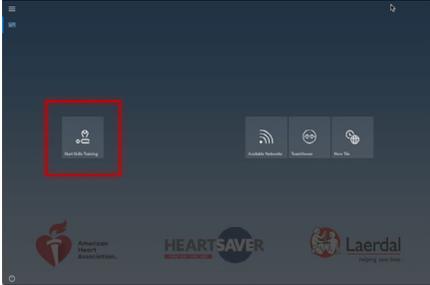
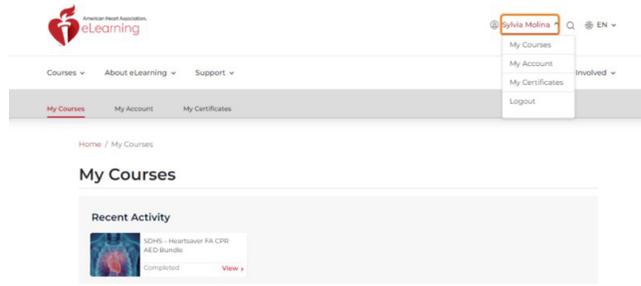
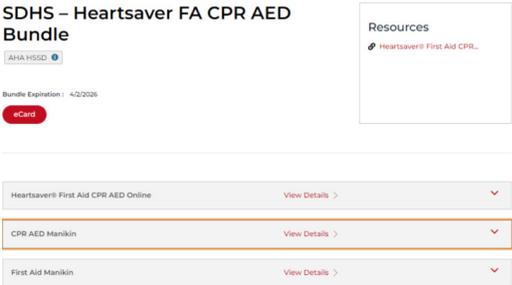
Table 1. Navigating and Troubleshooting Heartsaver Direct

Component	Steps	Image
<p>Heartsaver First Aid CPR AED Online</p>	<ol style="list-style-type: none"> 1. Select Resume above the Course Description section to continue your course from where you left off. 2. Select Resume within the Topics section to continue your course from where you left off. 3. The Quick Facts tabs explain what to expect for the course. 4. Select the Support tabs to find out more about the technical requirements of the course, request help, and review some common troubleshooting issues. 	
<p>Course Navigation</p>	<ol style="list-style-type: none"> 1. Navigate through the course material by selecting the left and right arrows. 2. A media player at the bottom of the screen allows you to repeat, rewind, fast-forward, speed up, slow down, hide transcript, and adjust volume. 	
<p>Completion Certificate</p>	<p>After you've completed the course you will get a completion certificate. You will also be invited to finish a survey on your experience using the station.</p>	

STATION TRAINING

To begin training on the Heartsaver Direct station, review the steps in Table 2.

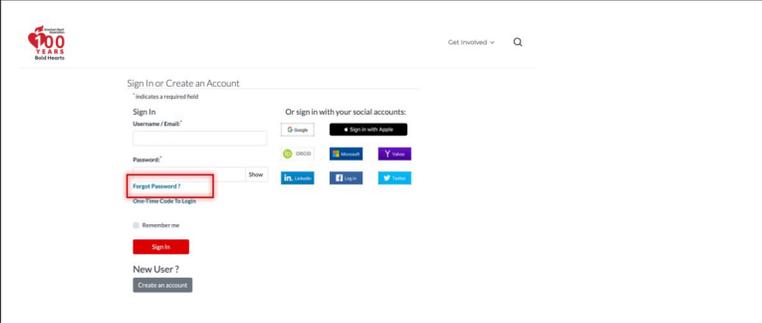
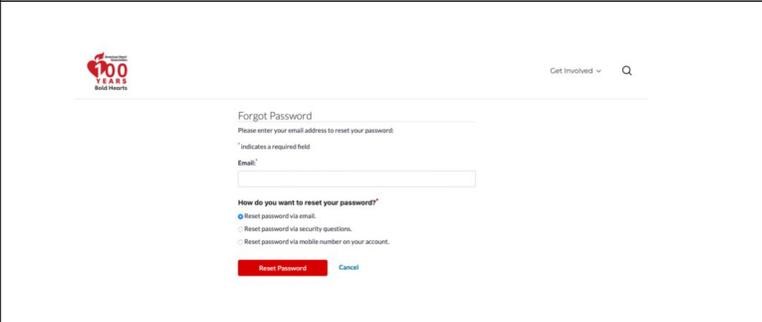
Table 2. Logging In and Starting On-Station Training

Step	Image
<p>1. To start training, log in using the same username and password you used to take the Heartsaver Direct e-learning.</p>	
<p>2. Select My Courses in the drop down menu, then select View in your Heartsaver Direct First Aid CPR AED Bundle.</p>	
<p>3. Select CPR AED Manikin and Start. Note: If the CPR/AED manikin is locked go back to the online portion and fill out the survey.</p>	

Password

If you forget your password and need to reset it, follow the instructions in Table 3.

Table 3. Resetting Password

Step	Image
1. Select "Forgot password?"	
2. Follow the instructions to reset your password.	

Start First Aid Training

After you complete the CPR and AED test, follow the instructions in Table 4 to go to your First Aid training and test.

Table 4. First Aid Training and Test

Step	Image
1. Go back to the e-learning bundle page by selecting Exit Exercise.	
2. Select First Aid Manikin and Start.	