Direct Link (DL) Integration

What is Direct Link integration?

• An AHA Direct Link is a fulfillment channel that enables a customer's internal Learning Management System (LMS) system to access AHA course content on demand.

Who can use a Direct Link?

• If the customer is a hospital interested in HeartCode® or Resuscitation Quality Improvement (RQI)® courses, they should contact their RQI Partners representative.

• All other customers with an LMS can use an AHA Direct Link.

How does Direct Link integration work?

• Content is delivered via a SCORM package – which is a file that connects the customer's LMS to the AHA course. The SCORM package opens the connection between AHA's website/portal (where the course lives) and the customer's LMS.

• Customer's LMS needs to be SCORM 1.2 compliant.

• Once the Direct Link is established, the student logs into their LMS to complete the AHA courseware the same way they would for any other employee education course.

How does a customer get started? What is the process for testing course packages?

• The AHA Representative will work with the customer to collect all information needed, using a Questionnaire/Order Form, to get points of contact and confirm their system can support AHA courseware appropriately.

• The Questionnaire/Order Form is then reviewed by directlinksupport@heart.org who requests that ECC Digital Operations establish a Basecamp account for communicating with the customer. ECC Digital Operations then provides a test package for the customer, with instructions, via Basecamp.

• Once testing is complete, the customer will notify the AHA Representative who will, in turn, notify Support at directlinksupport@heart.org to initiate the contract phase.

How does a customer set up the integration agreement? Who is their contact person?

• Support via directlinksupport@heart.org will send the contract to the customer for review and execution.

• Once the contract is executed, ECC Digital Operations will be notified to send the customer the full SCORM packages for the courses which the customer identified on the Questionnaire.

• Customers will be invoiced monthly, based on usage, from ECC Finance.

• Tier 1 support is provided by the customer's LMS team or provider; Tier 2 support is provided by AHA Digital Operations when escalation is required.