



HEARTCODE® BLS: FREQUENTLY ASKED QUESTIONS (FAQs)

General Transition

Q: What is changing with HeartCode® BLS and eCards?

A: In the new HeartCode® BLS Online+ model, the eCard is included as part of the course pathway (*not issued separately or manually*). Once a learner completes the HeartCode online portion and successfully finishes the required hands-on skills session, the International Training Center (ITC) records the skills completion in Training Central. This action automatically triggers the issuance of the eCard—there is no longer a need to generate or assign eCards manually through Atlas.

Q: Is HeartCode® BLS still a blended learning course?

A: Yes. HeartCode BLS continues to include an online learning component followed by an instructor-led hands-on skills session, resulting in the American Heart Association BLS Provider eCard.

Training Central

Q: What is Training Central?

A: Training Central - eLearning.heart.org/admin - is a tool available to all ITCs to help easily manage training, send reminders to students, create reports, track student progress, and more.

. For HeartCode® BLS, it enables ITCs (and their sites) to:

- Assign courses to learners
- Track completion of the online portion
- Record skills session completion (*which, for HeartCode Online+, triggers eCard issuance*)



Q: What happens if an International Training Site (ITS) does not have a Training Central account?

A: If an ITS does not have a Training Central account associated with the site they will be unable to use the platform and its functionalities:

- Its name will not appear on the eCard, and instructors associated only with that site will not appear in the selection list. Both the eCard name and the available instructor list are based on the ITC or Site ID linked to the Training Central account.
- Its name will not be selectable for individual learners who buy independently

To have the Training Site name reflected on the eCard, the site must be set up within Training Central. Administrators of the Training Central account do not necessarily need to be site admins. They can be admins for the ITC as ITCs can manage multiple Training Central accounts. One person can be an admin in multiple Training Central accounts

Q: Do Training Sites need their own Training Central account?

A: Yes. It is a requirement to train HeartCode BLS Online+. It is also required if a Training Site expects:

- Its name to appear on the eCard, or;
- Its location to be selectable by learners, or;
- Its instructors to be associated with that site.
- An admin of a Training Central account for a Training Site will see only the instructors for selection aligned to that Site

Even if the Training Center manages the account, the site must still exist in Training Central for these elements to appear correctly.



Q: I am an ITC with multiple sites. Can I have administrative control over these sites?

A: Yes. You can be granted administrator access to the Training Central accounts of the sites you manage. When you log in to eLearning.heart.org/admin, you will be able to view and select all Training Center and Site accounts for which you have been assigned administrative rights.

Q: Can an ITC manage Training Central on behalf of its sites?

A: Yes. An ITC can administer Training Central accounts on behalf of its ITSs, including cases where sites do not actively manage the system themselves. This is enabled by assigning administrative access within Training Central, allowing the ITC to act on behalf of the site. Through this setup, the ITC can manage key activities such as assigning courses, monitoring learner progress, and recording skills completion within the site's account.

This model supports:

- Centralized oversight: The ITC can monitor activity across its sites and ensure consistent application of processes and policies.
- Proper association of sites and instructors: Instructor selection and site alignment are controlled within the system based on Training Center and Site IDs, ensuring accuracy.
- Accurate eCard and learner workflow data: Training Central uses this structured alignment to correctly populate Training Center, site, and instructor details on eCards and within learner selection workflows.

This approach allows ITCs to maintain control and compliance across their network while reducing the need for each individual site to manage separate administrative workflows.

Q: What is a parent/child relationship in Training Central?

A: A parent/child account enables the parent account to transfer inventory to child accounts and track or monitor the inventory held by those child accounts.



Q: Where does the system get the list of instructors?

A: The system retrieves the list of instructors from Atlas. Specifically, it reflects all instructors who are currently active in Atlas, ensuring that the information is up to date and aligned with the records kept in that platform.

Q: How do I view a Guest Instructor?

A: Guest Instructors will appear in the instructor selection drop-down in Training Central once they have been appropriately added and aligned in Atlas.

Q: Where do I go for support as an ITC?

A: [Contact your regional office](#)



Product Numbers & Market Timing

Q: Will product numbers change for HeartCode® BLS?

A: Yes. The updated HeartCode BLS product numbers will have a "+" in the title. These new product numbers will support automated eCard issuance through Training Central. Existing unused/never redeemed HeartCode BLS products will automatically transition to the new numbers — ITCs do not need to reorder or migrate inventory manually.

OLD PRODUCT NUMBERS	OLD PRODUCT TITLE	NEW PRODUCT NUMBERS <i>(Will transition to one of the following including "+" in the title)</i>
25-3553 25-2926 25-2927 25-2928 Any 2020 HeartCode® BLS Product Numbers	HeartCode® BLS Online <i>(for..)</i>	25-2968 25-2967 25-2969 25-2971 HeartCode® BLS Online+ (for ...) <i>(some products are for a specific region/distribution)</i>
25-2917 25-2929	HeartCode® BLS Online for MENA	25-2966 25-2970 HeartCode® BLS Online+ for MENA



Q: What is the process for learners who are currently enrolled under the legacy product numbers or who have successfully concluded the previous HeartCode® BLS Online course, but have not yet fulfilled the required skills assessment at the time of implementation of this change?

A: For legacy product numbers, including associated skills sessions, completion resulting in an eCard will continue to be managed through rosters in Atlas until 1 September 2026.

For all new HeartCode® BLS products (*identified by a "+" in the title*), eCards will be issued through the updated process on Training Central.

Q: How do I purchase HeartCode® BLS?

A: HeartCode BLS may be purchased through [ShopCPR](#), authorized [Heart Association International Distributors or licensed provider](#); following purchase, organizations must deposit inventory into their Training Central account by applying the appropriate purchase code associated with the distributor or ShopCPR. To find your purchase code [click here](#).

Q: How can I access the BLS inventory in Training Central?

A: Following purchase, organizations must deposit inventory into their Training Central account by applying the appropriate purchase code associated with the distributor or ShopCPR. with purchase codes available under Orders > Order Products and unique to each distributor and/or ShopCPR; if inventory has not been automatically deposited, purchased course URLs may be uploaded using the Import function located on the upper right-hand side of the Training Central home page; under this model, only the HeartCode BLS product is required for purchase, as the BLS Provider eCard is included and is not purchased separately. To find your purchase code [click here](#).



eCard Inventory & Operations

Q: Will BLS Provider eCard inventory still be required for HeartCode® BLS?

A: No. Under the new, automated model, manual eCard inventory is no longer required for HeartCode BLS. When a learner's skills session is recorded as "complete" in Training Central for a HeartCode BLS course, this action automatically triggers the corresponding eCard from the Heart Association's eCards system. As a result, there is no need to purchase, manage, or maintain eCard inventory.

Q: What happens to eCards that were previously deposited by the Heart Association?

A: Pre-deposited BLS Provider eCards in Atlas may only be used to complete a limited number of HeartCode® BLS learners who started before 1 June 2026 and had not finished skills. They must not be used for HeartCode BLS Online+ products, which require the Training Central process. All pre-transition completions are expected by 1 September 2026, after which Atlas eCards will no longer be available and all issuances will follow the HeartCode+ model.

Q: Does this affect Instructor-Led Training (ILT)?

A: No. ILT (*where permitted*) and other Heart Association courses will continue to use Atlas for eCard issuance.

Q: How is the BLS Provider eCard issued through HeartCode® BLS Online+?

A: eCards are issued only after an instructor verifies and records completion of the required skills session in Training Central. The automated process streamlines system workflows but does not replace the instructor's role in validating learner competence.



Q: Does this change the validity or recognition of BLS eCards?

A: No. BLS Provider eCards retain the same validity period of two (2) years and continue to be recognized as before.

Q: How do I determine when to use Atlas versus Training Central?

A: All unused HeartCode® BLS Online inventory will transition to new (“+”) product numbers on 1 June 2026. These products must be managed using Training Central processes only as of 1 June 2026—Atlas roster processes should not be used.

Legacy HeartCode BLS Online courses (pre-1 June) that did not transition to the “+” products, and where learners are still completing the online component and/or skills, must continue to use the Atlas roster process to complete training already in progress.

By 1 September 2026, all remaining legacy completions are expected to be finalized. At that point, all eCard issuances will follow the Training Central model, and pre-deposited BLS Provider eCards will no longer be available in Atlas.

International Training Center (ITC) Operations

Q: My ITC only trains internal staff. Can I opt out of being listed under Find a Training Center?

A: If Training Centers/Sites do not want to be listed in the Find a Training Center drop-down for students to request a skills session, they can self-manage this under Manage Organization in Training Central. Select the option under Receive skill check request.



Q: How can instructor activity be tracked?

A: Training Centers may use the Groups functionality in Training Central as an optional tool to support internal tracking, quality assurance, and audit preparation related to skills sessions. A recommended approach is to create a dedicated Group for each individual skills session, using a consistent naming convention such as: *Instructor Name(s) / Instructor ID(s) / YYYYMMDD / Time*. All learners assessed during that session should be assigned to the corresponding Group.

From the Status > Products page, Training Centers can apply Group and/or date filters when exporting reports. This approach enables Training Centers to associate learners with specific skills sessions, link sessions to individual instructors, and track session volume and activity over time.

Q: How does an ITC know the eCard was issued?

A: The student receives an email with a link when the eCard is triggered. In Training Central, on the status page, where the Skills Sessions is marked "complete" with a date, by clicking on the three dots under "Actions" then "Show Progress Details", an eCard Issue Date will display when an eCard was issued. When clicking on the carrot under Module Name, the Module Name selection will expand, also showing a status of "Issued" next to the eCard.

Q: Where does the student see the eCard and how do they know the eCard was issued?

A: The student will see a link from the interface in eLearning.heart.org (*the same place they completed HeartCode Online+*).

Q: Do Training Centers still need to verify HeartCode® BLS Online+ certificates manually?

A: No. With the integrated process, the system ensures that HeartCode® BLS Online+ completion is verified before skills can be recorded, therefore there is no need to manually verify certificates (*e.g., via external verification link*).



Q: Do students need to print their HeartCode® BLS certificates?

A: No. Although the student can print the certificate if desired, printing and tracking certificates separately are no longer required as part of the standard workflow.

- The system:
 - Tracks completion of the online course
 - Ensures prerequisites are met
 - Connects online learning → skills → eCard issuance

Working with Students Who Purchase Individually

Q: If a student purchases HeartCode® independently, how can they request a Skills Session?

A: Students who purchase independently are still able to connect with a Training Center or Site through the system. Please see the “Requesting a Skills session—Student individual purchase” link below.

Q: What if a student selects the wrong ITC or ITS?

A: Students have the ability to revoke or cancel their request.

- They can:
 - Withdraw their request
 - Select a different ITC or ITS

This provides flexibility and helps ensure learners complete their skills session with the correct provider.

Q: Can I bulk approve or bulk decline Skills Session requests in Training Central?

A: Yes. See “How To” document [here](#).



Q: Do I receive an email notification when a student requests a Skills Session from my Training Center?

A: Yes. It will go the contact email on the account and the student will also receive an email confirmation.

Q: The United States is not listed in the Country drop-down under Find a Training Center, but my Training Center is a US Territory. How can they find my Training Center?'

A: If Guam, American Samoa, or Puerto Rico, select the territory as the "Country."