

Dear US AHA Training Center Coordinators,

Considering some of your recent questions regarding Instructor alignments in Atlas, we wanted to provide you with some additional detail to help you better understand quality controls in place for Atlas.

**It is important to note that, in Atlas, to have a successful alignment, you must have an active Instructor eCard for at least one discipline with which you want to align. Please note that the AHA has always mandated that an AHA Instructor be a current, valid AHA Instructor to conduct AHA training.** Several examples of language supporting this policy can be found in sections of the AHA Program Administration Manual (PAM), the Course Card Reference Guide (CCRG), and AHA Instructor Manuals.

Previously, the AHA Instructor Network was not able to check the validity of an AHA Instructor's eCard for alignment or use of the Find a Course/My Courses tool. That responsibility was managed solely by the AHA Training Center to which the Instructor was aligned. Now, in Atlas, the AHA eCards tool is linked to Atlas, which allows Atlas to check the validity of an AHA Instructor eCard for alignment and scheduling of classes through Atlas Class Management.

#### **What does this mean regarding being able to see my TC's Instructors in Atlas?**

Due to the relationship between an Instructor alignment and an active/valid Instructor eCard, many AHA Instructors who had expired Instructor eCards were not migrated from the AHA Instructor Network to Atlas. **Beginning tomorrow, Tuesday, June 13**, the AHA will be emailing those Instructors who were not migrated to let them know why they were not migrated, and to advise them to contact their AHA Training Center to request to be added to Atlas and issued a new, valid AHA Instructor eCard.

#### **How can I add my expired Instructors to Atlas and issue them new, valid AHA Instructor eCards?**

To add these Instructors to Atlas, you will need to use the Atlas Class Management tool to create an Instructor class, then manage that class to issue a new Instructor eCard. Please note, all new Instructors must be added using the Class Management tool. To walk you through this process in Atlas, we have created the following Job Aids with step-by-step instructions and screenshots. All Job Aids can be accessed on the

[Atlas Information & Resources page \( https://cpr.heart.org/atlasresources\)](https://cpr.heart.org/atlasresources).

- [Job Aid: Atlas Class Management – Create Class](#)
- [Job Aid: Atlas Class Management – Manage an Instructor Class](#)

If you need further assistance after reviewing these Job Aids, you may contact **Atlas Support for the US AHA Training Network** at [Atlas.support@heart.org](mailto:Atlas.support@heart.org) or 1-877-242-4277 (Customer Support Hours of Operation: Monday – Friday, 8:00 a.m. – 5:00 p.m., Central Time).

**IMPORTANT: For the latest information on known technical issues and Atlas Customer Support, please view the maintenance messages at <https://www.atlas.heart.org>, and on the [Atlas Information & Resources webpage](#).**

Thank you,  
American Heart Association