



## Claiming Your eCard

□ You will be assigned an eCard after completing the AHA course requirements. You will receive an email from [no-ecreply@heart.org](mailto:no-ecreply@heart.org) inviting you to claim your eCard. Subject Line of the email = *Your AHA eCard*.

- **Employee Responsibility: Provide a copy of your eCard to your management team. You will be able to email a copy of the card to your manager when you claim your card.**

**ALLOW ONE WEEK FOR eCARD DELIVERY TO YOUR EMAIL ACCOUNT.**

**IF YOU DO NOT SEE YOUR eCARD IN YOUR EMAIL ACCOUNT, FOLLOW THE STEPS BELOW:**

- check your Spam/Junk folder of your email system to be sure your email provider or your personal security settings didn't capture the original email and hold it there for you.
- please check for the email on different computers (i.e. work versus home) due to browser cache/history issues.
- please attempt accessing your emails from multiple devices (cell phone, tablet, PC). Changing devices may yield different displays and different results.
- if you used a personal email address that is shared with other family members, please ensure they did not move or delete the email.
- if you have ever deliberately blocked any specific domains on your email account, go back and check that those settings are not blocking emails coming from heart.org or the AHA.
- if you used a company/employer-issued email, rather than a personal one as we suggested, check with your company's IT department to see if their server or security settings did not allow it to go through to you.
- lastly, double-check your Trash/Delete folder to ensure you didn't inadvertently place it there when it was first received.

**If you cannot locate the original eCard notification email after exhausting these steps, you may call us at 314-286-0388 or email [Jane't.Victorian@bjc.org](mailto:Jane't.Victorian@bjc.org).**

**\*Please note a \$ 10.00 fee will apply if you provided incorrect email information\***