



## Claiming Your eCard

- You will be assigned an eCard after completing the AHA course requirements. You will receive an email from [no-eccreply@heart.org](mailto:no-eccreply@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.**

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

- Search your ecard via the following link: <https://ecards.heart.org/student/myecards>
  - Type in your first name, last name and email address as provided on the roster
  - Your card should become available to claim.
- 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.
- 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 314-454-2222 or email [BJC\\_Training\\_Center@bjc.org](mailto:BJC_Training_Center@bjc.org).**