



# VIRTUAL CPR & AED COURSES

## FREQUENTLY ASKED QUESTIONS



## COURSES

### IS THE VIRTUAL SKILLS CHECK OPTION APPROVED BY THE AMERICAN RED CROSS?

Yes. This option was primarily adopted to support students during COVID-19 but will continue to be an accepted form of evaluation for certification.

### IS THERE A MINIMUM STUDENT COUNT FOR THE VIRTUAL SKILLS CHECK COURSES?

No. These courses were designed to serve customers and students who don't meet the minimums for traditional or blended courses or who are in areas where gathering a class would be difficult.

### HOW DO I ACCESS THE ONLINE PORTION OF THE COURSE?

Retrieve the link sent via email or access [Retrieve Online Course Access Information](#).

## TECHNOLOGY & SET-UP

### WHAT ARE THE SYSTEM REQUIREMENTS TO TAKE THIS COURSE?

The courses can be taken on a desktop/laptop computer or tablet. Mobile devices are supported, but not recommended due to their size. High speed internet is required. Use one of the following browsers: Google Chrome, Firefox, Microsoft Edge, or Apple Safari.

For the virtual skills session, in addition to the above requirements, you will need a working webcam and microphone.

### MY COMPUTER WON'T LAUNCH THE VIDEO-CONFERENCING TOOL, WHAT DO I DO?

Call 866-599-2337 ext. 4

### CAN I TAKE THIS COURSE AND/OR VIRTUAL SKILLS CHECK ON MY MOBILE DEVICE?

The online learning segment of this course can be completed on a mobile device, but for optimal interaction, it is recommended to use a desktop/laptop computer or tablet.

The virtual skills check can be completed on a mobile device as long as there is a webcam and it can run browser-based videoconferencing software.

## SHIPPING

### HOW LONG WILL IT TAKE TO RECEIVE MY SUPPLIES SO THAT I CAN TAKE MY VIRTUAL SKILLS CHECK?

Your products should arrive within 5 business days.





## SHIPPING

### **CAN I PURCHASE, SCHEDULE, AND HAVE THE SUPPLIES SHIPPED TO MY BUSINESS FOR ALL THE STUDENTS?**

Yes. Simply enter the desired address in each student entry after purchase.

### **WHAT IF I DON'T RECEIVE MY SHIPMENT OF SUPPLIES IN TIME FOR THE VIRTUAL SKILLS CHECK?**

You can schedule the virtual skills check 5+ days after your purchase. This allows enough time for you to receive your shipment in preparation for the virtual skills check. If for any reason your supplies do not arrive, please call 866-349-4363 to reschedule.

### **CAN I PURCHASE, SCHEDULE, AND HAVE THE SUPPLIES SHIPPED TO EACH OF MY EMPLOYEES' LOCATIONS/RESIDENCES?**

Yes. Simply enter the desired address in each student entry after purchase.

### **WILL I BE ABLE TO RETURN MY SUPPLIES IF I DECIDED TO CANCEL MY TRAINING?**

You may return your supplies as long as your cancellation request is approved, and the supplies were unopened.

## SCHEDULING

### **HOW DO I SCHEDULE MY VIRTUAL SKILLS CHECK?**

Once the class is purchased, the purchaser will enter your email address. Cardio Partners will then send each student an email with a link to schedule their virtual skills check. Simply click on the link to select which class works best for you or visit [aed.com/virtual](http://aed.com/virtual).

### **HOW LONG DOES THE VIRTUAL SKILLS CHECK TAKE?**

You can expect to spend approximately 30 – 90 minutes, depending on the course you chose.

### **HOW LONG SHOULD A STUDENT HAVE BETWEEN ONLINE LEARNING AND THE VIRTUAL SKILLS CHECK?**

You can schedule your virtual skills check starting 5 business days after your purchase. Within that time you can complete your online learning portion of the class. While it's encouraged to take your online learning and virtual skills check within in a short amount of time between them, there is no time requirement.

### **CAN I CREATE A VIRTUAL SKILLS CHECK SESSION FOR ONLY MY EMPLOYEES?**

Each student will receive a link to schedule their own session. If you would like all students to attend the same session please email [tc@cardiopartners.com](mailto:tc@cardiopartners.com) or call 866-349-4363.





## SCHEDULING

### WHAT DO I DO IF I NEED TO RESCHEDULE MY VIRTUAL SKILLS CHECK?

Simply call 866-349-4363 to have our customer care team remove you from your scheduled session. Then you can choose a new session online or work with customer care on a different date and time that works for you. Please note that a cancellation fee will be applied if you must reschedule more than once.

### WHAT HAPPENS IF I MISS MY SCHEDULED VIRTUAL SKILLS CHECK?

You will need to reschedule your session by calling our customer care team at 866-349-4363. Please note that a cancellation fee will be applied if you must reschedule.

## SKILLS CHECK

### HOW DO I KNOW IF I PASSED THE VIRTUAL SKILLS CHECK?

The instructor will indicate if you passed during the skills check. After passing your skills check, you will automatically receive an email with a link to your digital certification card. Please allow 24 hours for processing.

### HOW DO I RECEIVE MY DIGITAL CERTIFICATION CARD?

After completing the online training and passing the skills check, an email will be automatically sent to you containing the link to your digital certification card. You can also retrieve your digital certification card on [aed.com](http://aed.com) by clicking [here](#). Please allow 24 hours for processing.

### WHAT DO I NEED FOR MY VIRTUAL SKILLS CHECK?

- Online learning needs to be completed in full
- Well-lit, quiet room with floor space for skills check
- Desktop/laptop computer, tablet, or other device that can run browser-based meeting software
- Working web cam and microphone
- Stable internet connection
- Audio
- All supplies that were mailed to you (manikin, face shield, etc)

### WHAT DO I DO IF I NEVER RECEIVED THE EMAIL WITH THE LINK TO SCHEDULE MY VIRTUAL SKILLS CHECK?

Email [tc@cardiopartners.com](mailto:tc@cardiopartners.com) or call 866-349-4363.

### WHAT IF A STUDENT HAS A TECHNOLOGY ISSUE WHILE TAKING THE VIRTUAL SKILLS CHECK?

If the technology issues persist beyond 10 minutes, the student must reschedule by calling our customer care team at 866-349-4363.



### SKILLS CHECK

#### **WHAT HAPPENS IF I'M LATE TO MY VIRTUAL SKILLS CHECK?**

You will need to reschedule by contacting customer service by email at [tc@cardiopartners.com](mailto:tc@cardiopartners.com) or call 866-349-4363.

#### **WHAT IF MY EQUIPMENT/SUPPLIES ARE FAULTY OR MISSING?**

Email [tc@cardiopartners.com](mailto:tc@cardiopartners.com) or call 866-349-4363.

#### **HOW MANY STUDENTS ARE SCHEDULED FOR EACH VIRTUAL SKILLS CHECK SESSION?**

Up to 6 students can attend each session.

#### **HOW WILL THE INSTRUCTOR CONFIDENTLY EVALUATE MY SKILLS IF THEY AREN'T IN-PERSON?**

We have developed several methods of evaluation to determine if your skills meet the requirements defined by the course. For example: The manikin you receive has an audible click to demonstrate if you have given the right compression depth.