

# LifeShield

**Compliance Management** 

Instructions on navigating the LifeShield platform, inspecting AEDs, tracking expiration dates, managing CPR training and more.



### WHAT IS LIFESHIELD?

Balancing ever-changing legislation and requirements for AEDs and CPR training can be a daunting task. Factor in multiple AEDs in one building, across a campus, or even throughout the United States and there's a lot to juggle in conjunction with your typical work responsibilities.

LifeShield is your all-in-one AED program management platform to keep you compliant and make owning an AED and getting CPR trained easier.

LifeShield Includes:

AED INSPECTION REMINDERS + LOGGING Log in to the portal to maintain AED inspection records, access CPR training records, and receive reminders for missed or overdue AED inspections.

AED EXPIRATION TRACKING Know exactly when pads and batteries need replaced and when training certifications expire.



#### **AED LAW + LEGISLATION TRACKING**



Access to local and state laws and pending legislation to ensure your program remains compliant.



#### **MULTI-METHOD CONTACT**

We're here to help through online chat, phone, email and help desk support.



#### **PHYSICIAN PRESCRIPTION + MEDICAL OVERSIGHT**

Cardio Partners provides the required prescription for each AED you purchase, and an in-house medical director approves all rescue protocols.



#### **EMS NOTIFICATION**

Easily make your AED information available to your local EMS agency to help guide efforts in an emergency. In many states and counties this is a requirement when an AED is on-site.



### ACCESSING LIFESHIELD

#### YOU CAN ACCESS LIFESHIELD DIRECTLY FORM THE LINK THAT WAS EMAILED TO YOU OR VIA OUR WEBSITE AED.COM.

#### To access via AED.com:

🛃 Cai	rdio Partne	ers		Search entire store	here	Q	LifeShield Login 🔺	6.	. ₹
AED	AED Packages	AED Supplies	PPE & Safety Kits	CPR & AED Certification	CPR Training Supp		dmin Login oordinator Login	irces	Promotions
						Retri	eve Online Course eve Training ficate		

- 1. Go to aed.com
- 2. Click LifeShield Login at the top right.
- 3. Select your login type: PM Admin or PM Coordinator

Alternately, you can save the link below to always access your correct login screen.

PM Admin Login

#### **PM Coordinator Login**



### ACCESSING LIFESHIELD

#### HOW DO I KNOW IF I AM A COORDINATOR OR AN ADMIN?

**PM Admins** (program management administrators) oversee multiple locations for training and AEDs. They oversee a group of PM Coordinators.

As an **admin** you can:

- Receive alert notifications if a PM Coordinator has not completed their responsibilities.
- Have access to the Training Portal for CPR class scheduling
- Assign Coordinator roles
- Register an AED
- Report an AED Use
- Log Inspections
- Access AED Details page
- Download/ Export Inspection History
- Add Pads and Batteries to Unit's Details page

**PM Coordinators** (program management coordinators) are responsible for only a few AEDs at a given location. If you purchased an AED package online, you are a PM Coordinator. If your company has one location with AEDs, you are a PM Coordinator.

As a **coordinator** you can:

- Register an AED
- Report an AED Use
- Log Inspections
- Access AED Details page
- Download/ Export Inspection History
- Add Pads and Batteries to Unit's Details page

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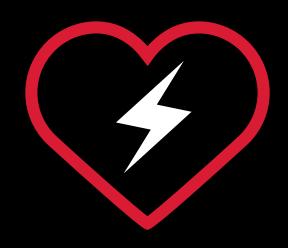
REGISTER STUDENTS FOR A CPR CLASS	L
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MAKING CHANGES TO A CPR CLASS
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#### **TRAINING INFORMATION IN LIFESHIELD**

SEE WHERE A STUDENT WAS TRAINED	)7
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# GETTING STARTED IN LIFESHIELD

LifeShield provides a user-friendly interface for tracking key information about your AED. When you input AED information into LifeShield, you will receive automated reminders when it's time to check your AED and when batteries and pads are nearing expiration dates.



# **GETTING STARTED IN LIFESHIELD**

#### WHAT AED INFORMATION IS AVAILABLE TO VIEW IN LIFESHIELD? PM ADMIN & PM COORDINATOR

In LifeShield, you can view:

- Date of last Inspection
- AED information
- Serial number
- Brand

Model

- AED intended location
- Address
- Site-level contact for the AED

#### WHAT IS THE AED DASHBOARD?

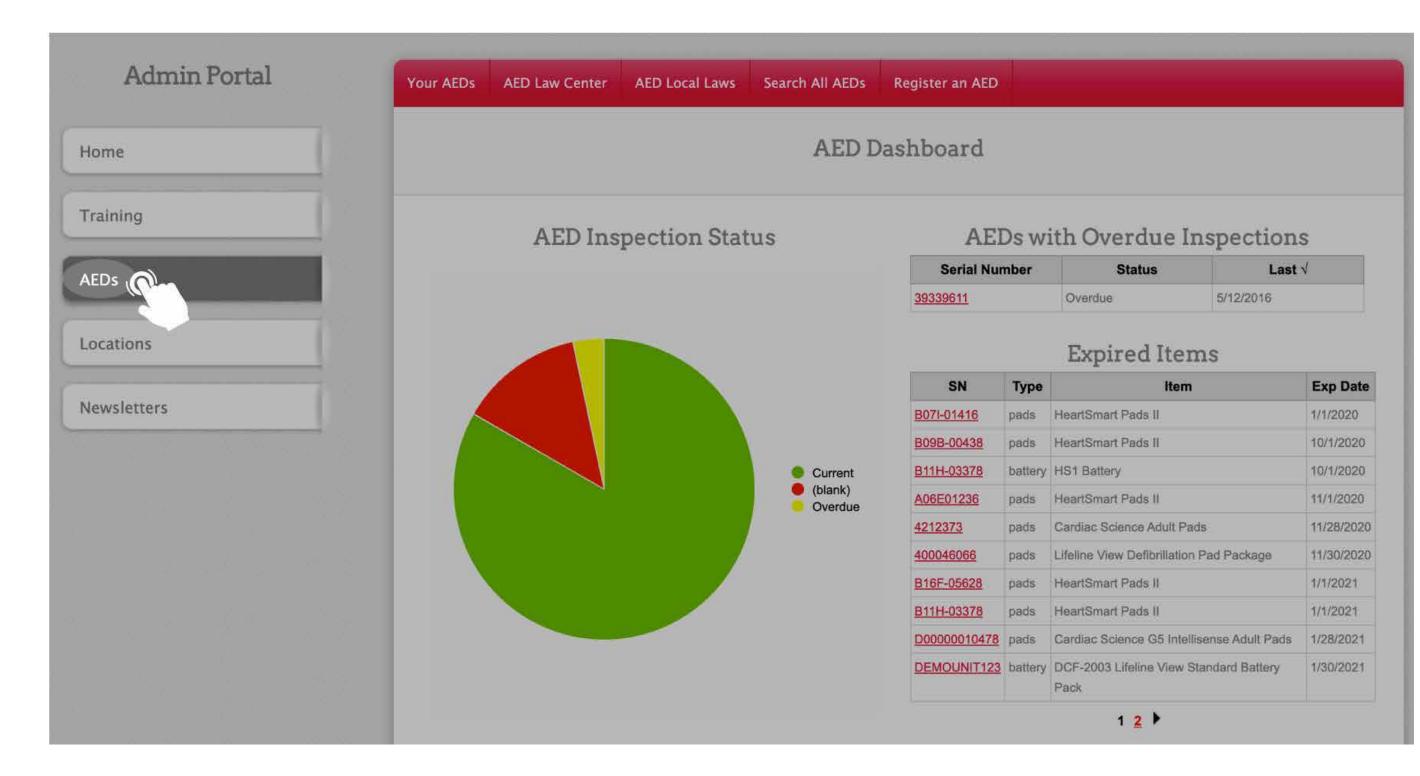
#### **PM ADMIN & PM COORDINATOR**

Lifeshield's **AED dashboard** gives you a snapshot view of your entire AED program.

The AED Inspection pie chart shows how many of your AEDs are overdue for inspection, as well as how many are current on inspections.

If you do have AEDs with overdue inspections, you'll see the report at the top right with further details.

The dashboard also provides you with reports on items that have expired, as well as which items are expiring in the next 60 days.





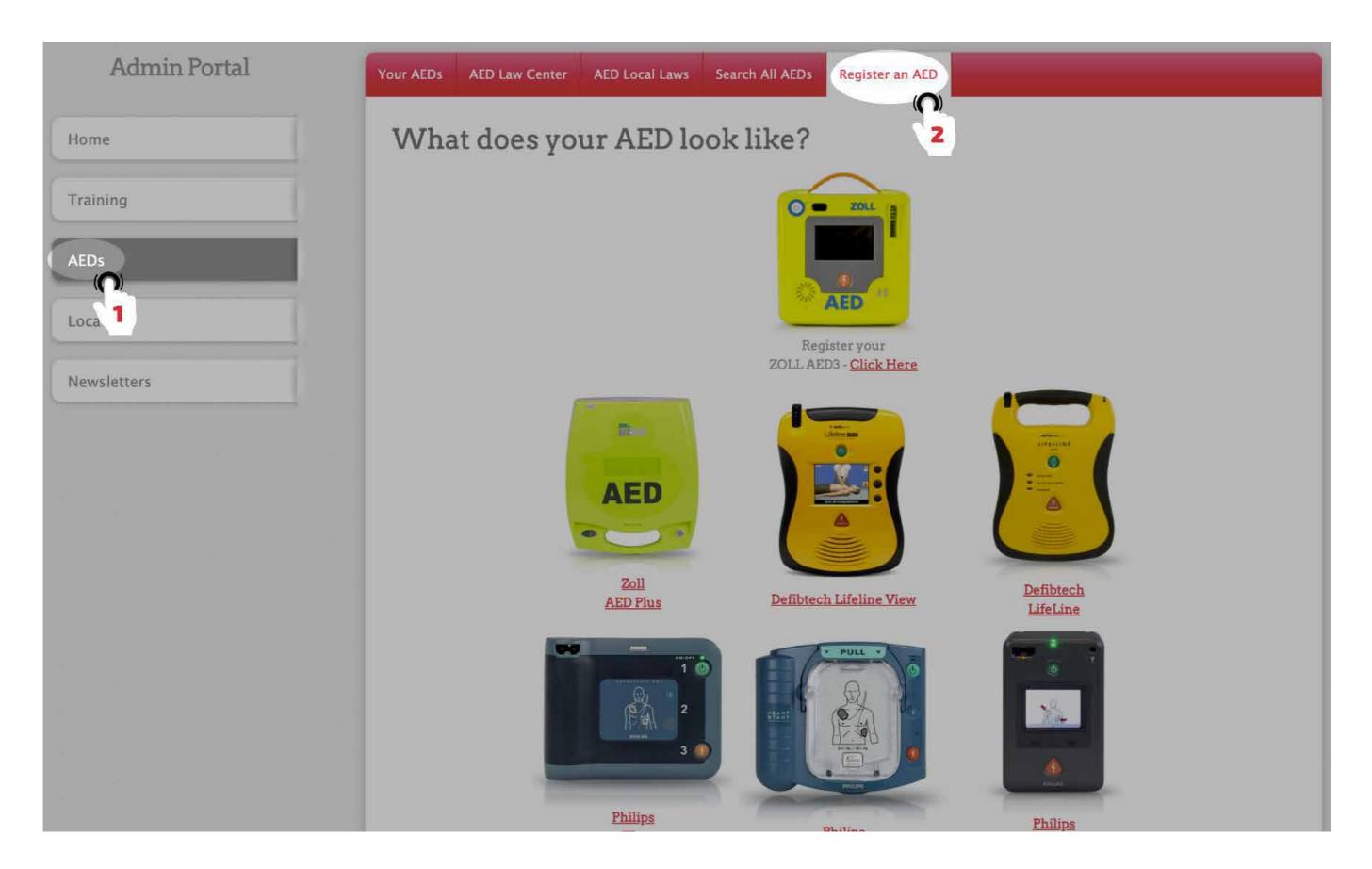
# **GETTING STARTED IN LIFESHIELD**

#### HOW DO I REGISTER AN AED IN LIFESHIELD? PM ADMIN & PM COORDINATOR

- 1. Click on the AEDs tab at left
- 2. Click on the **Register an AED tab** at the top. This brings you to an easy-to-use visual menu to select the brand and model of the AED you wish to register.

Select your AED and then answer a few questions about it. We provide easy visual cues to help identify the area and information to look for:

- Serial Number
- Location: you may select from pre-loaded locations
- Pad Type
- Battery Type





# **GETTING STARTED IN LIFESHIELD**

#### HOW DO I VIEW MY AEDS IN LIFESHIELD? PM ADMIN & PM COORDINATOR

- 1. Click on the AEDs tab at Left.
- 2. The Your AEDs top tab shows all of the AEDs assigned to you.

Admin Portal	Your AEDs AE	D Law Center AED Local	Laws Search All AEDs	Register an AED		
Home	No. of Concession, Name	this lists all AEDs that you ar		g. To view all AEDs, use		
	Last√	AED Info	Location		Contacts	
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Local	Brand	#: AX21A071661 : Zoll	Cardio Partners 1001 Flagpole Ct		Primary: Mark Weber Secondary:	Inspect Details

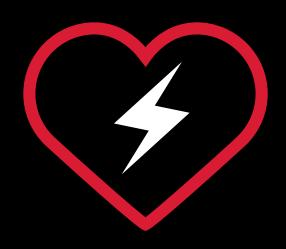
#### HOW DO I DOCUMENT NEW PADS OR BATTERIES FOR MY AED IN LIFESHIELD? PM ADMIN & PM COORDINATOR

- 1. Click on the AEDs tab at Left.
- 2. The Your AEDs top tab shows all of the AEDs assigned to you.

#### 3. Click **Details** for the AED associated with the new batteries or pads.

#### 4. Click Add Pads or Add Battery.

Last √ Serial #	- this lists all AEDs that you are res AED Info	ponsible for inspecting Location	). To view all AEDs, use t		
Serial #		Location		Contacts	
Model: I	Phillips		Primary: Hunter Adkins Secondary: Administrator:		Inspect Details
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# AED MANAGEMENT

# AED INSPECTION IN LIFESHIELD

LifeShield makes it easy for you stay organized and compliant with your AED inspections. Record your monthly AED inspections with a few short clicks in the system. In a moment's notice, you may be required to provide documentation on your AED inspections. With LifeShield you can view and download all your AED inspections for your records.



#### HOW DO I RECORD AN AED INSPECTION? PM ADMIN & PM COORDINATOR

- 1. Click on the **AEDs** tab at Left.
- 2. The Your AEDs top tab shows all of the AEDs assigned to you.
- 3. Click **Inspect** for the AED you want to inspect.
- 4. Check that the system shows the serial number of the AED you're inspecting then document the following:
  - Readiness Indicator is OK (note that if you hover over the question mark, it directs you to the image of the Readiness Indicator at right).
  - All supplies are present (pads, battery, ready kit).
  - The AED is in the correct location (Internal Location)

There is a place to add comments for documentation purposes.

#### 5. Click Submit



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#### HOW DO I VIEW AED INSPECTION HISTORY IN LIFESHIELD? PM ADMIN & PM COORDINATOR

- 1. Click on the AEDs tab at Left.
- 2. Select Your AEDs tab. This shows all of the AEDs assigned to you.
- 3. Click **Details** for the AED you want to review.
- 4. Look in the Inspection History section to view past inspections.

You can download this information by clicking the **Download Data** option. This action provides a spreadsheet with all of the documented inspection history.

Admin Portal	Your AEDs AED L	.aw Center AED Local Law	s Search All AEDs	Register an AED		
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#### HOW DO I DOWNLOAD AED INSPECTION HISTORY IN LIFESHIELD? PM ADMIN & PM COORDINATOR

- 1. Click on the AEDs tab at Left. The Your AEDs top tab shows all of the AEDs assigned to you.
- 2. Click **Details** for the AED you want to review.
- 3. Look in the Inspection History section to view past inspections.
- 4. Click **Download Data**. This action provides a spreadsheet with all of the documented inspection history.

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	Last√	AED Info	Location		ontacts	
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#### HOW DO I LOG THAT AN AED WAS USED? **PM ADMIN & PM COORDINATOR**

- 1. Click on the **AEDs** tab at Left.
- 2. Click the Your AEDs tab. This shows all of the AEDs assigned to you.
- 3. Click **Details** on the AED that was used.
- 4. On the new screen, click **Report Use** and fill out the simple form.

Admin Portal	Your AEDs AED	Law Center AED Local	Laws Search All AEDs	Register an AED		
ome		is lists all AEDs that you a AED Info	re responsible for inspecting.		e search page Contacts	
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EDs	This shows all AE	Ds assigned to your locati AED Info		cation	Contacts	3
	Last√	AED Info AX21A071661 oll		1	Contacts Primary: Mark Weber Secondary: Administrator:	3 Inspect Details

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ocations	Most Recent Insp Date		ок"	Supplies Pres	ent	Corre	ect location	Comments
	6/22/2021	Yes	Yes			Yes		
Newsletters	Associated Dispo No records found Inspection Histo	ry						
	Date	"OK"	Supplie	s Present	Corre	ct Location	Comments	Completed By
	6/22/2021	Yes	Yes		Yes			



# AED MANAGEMENT

# TRACKING YOUR AED IN LIFESHIELD

The batteries and pads that allow your AED to administer potentially life-saving shocks expire

over time. You can use LifeShield to track the expiration dates of these products to ensure you receive reminders as those dates happen. Data in LifeShield includes location information to make it easier to see where your AED is in a particular building. Use as much description as possible to help others understand its location. Ex: Second floor, next to elevator and water cooler.



# TRACKING YOUR AED IN LIFESHIELD

#### HOW DO I TRACK PRODUCT EXPIRATION DATES IN LIFESHIELD? PM ADMIN & PM COORDINATOR

- 1. Click on the **AEDs** tab at Left.
- 2. Click the Your AEDs. This tab shows all of the AEDs assigned to you.
- 3. Click **Details** for the AED you want to review.
- 4. Look in the Associated Disposables section to view respective expiration dates for pads and batteries.

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ome	Your Z ist-ti Last √	his lists all AEDs that you a AED Info	re responsible for inspecting Location	j. To view all AEDs, use ti	he search page Contacts	
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	This shows all Al	EDs assigned to your locati AED Info		ocation	Contacts	3
EDS C S s ewsletters	Last√	AED Info AX21A071661 Zoll		ocation	Contacts Primary: Mark Weber Secondary: Administrator:	3 Inspect Details

Admin Portal	Your AEDs AEE	) Law Center	AED Local Law	s Search A	All AEDs	Register an AED		
Home	AED Details	Inspect AED	Add Pads	Add Battery	<u>Report</u>	Use Add New Conta	ct	
	AEC	info	Phy	sical Address		AED Location	(	Contacts
Training	Serial #: 1234test Brand: Philips Model: FRx		•				Primary: Hunter Adkins Secondary: <u>\</u> Admin: <u>\</u>	s <u>N</u>
AEDs								
	Most Recent Ins	pection						
Locations	Date	"OK		Supplies Pr	resent	Correc	ct location	Comments
	6/22/2021	Yes	Yes			Yes		
Newsletters	Associated Disp	osables						
	ID	Expira	tion Date	Status	Туре	Product Code	Product	
	76797393	26/2021		Installed	pads	989803139261	HeartSmart Pads II	Dispose
	Inspection Histo							
	Date	"ОК"	Supplies	Present	С	orrect Location	Comments	Completed By



# TRACKING YOUR AED IN LIFESHIELD

#### HOW DO I FIND AN AED'S LOCATION IN LIFESHIELD? PM ADMIN & PM COORDINATOR

- 1. From the Locations tab at left, you can search for and select any AED within your account.
- 2. You can view all of the AEDs associated with the location, as well as important unit information such as brand, model, last checked, and physical location within the building.

Admin Portal	Search Locations
Home	ocarcii Locations
Training	State All States V City All Cities V
AEDs	Search
Locations	Need help? Contact Customer Service at 866-599-2337 or customerservice@cardiopartners.com
Newsl 1	© 2016 Cardio Partners, Inc. <u>Contact Us</u>

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# CLASS SCHEDULING IN LIFESHIELD

Within LifeShield you can conveniently look up

# available CPR and AED training classes and request a class for your team online.



### **CLASS SCHEDULING IN LIFESHIELD**

#### HOW DO I FIND AVAILABLE COURSES? PM ADMIN

1. Select the **Training** tab on the left side

2. Select **Search Courses** tab on the top of the training menu. Here, you can search by course number, date range, or state.

3. You can then select and view the course's **Details** page.

Admin Portal	Request a Course Your Upcoming Courses Search Upcoming Courses Search Courses Search Students
Home	Select a state from the dropdown to view all upcoming courses for that state
Training	Date (from)
AEDs 1	Location State Any  Search
Locations	
	Need help? Contact Cu 3 ner Service at 866-599-2337 or customerservice@cardiopartners.com

#### HOW CAN I VIEW REQUESTED AND ACCEPTED CPR TRAINING COURSES? PM ADMIN

1. Select the **Training** tab on the left side

- 2. Select Your Upcoming Courses tab on the top of the training menu.
- 3. Your course will be listed with a status showing **Requested**.

You will receive an email confirming the course at the requested date, time and location within two business days.

Admin Portal	Request a Cours	se Your Upcoming Courses	Search Upcoming Cou	urses Search Courses S	Search Students
Home	Course Detail		e Start Time Chang Attendance	<u>e Attendance Change Lo</u> Location	Cancel Course Requested By
Training	213516	Date: 7/9/2021 Start Time: 12:00 PM Status: Requested Type: ARC Batton & Support	Estimated: 8 Registered: 0 Complete:	Cardio Partner Resources Cardio Partners 1001 Flagpole Ct Brentwood, TN37027	Name Email
AEDs Locations	Regi	stration <sup>3</sup> curre	ently close	d	
Nowslattare	Roster	the as at classe registered in this second			



# **CLASS SCHEDULING IN LIFESHIELD**

#### HOW DO I REQUEST A CPR TRAINING COURSE? PM ADMIN

- 1. Select the **Training** tab on the left side.
- 2. Select **Request a Course** tab on the top of the training menu.

Fill out the required fields with information about the course

3. Click **Submit.** You will receive a confirmation that your course has been requested and is in review with our Training team.

You will receive an email confirming the course at the requested date, time and location within two business days.

Admin Portal	Request a Course Your Upcoming Courses Search Upcoming Courses Search Courses Search Students
Home	Reques <sup>2</sup> Course
Testster	Choose Date Name
Training	Course Type * ARC Basic Life Support ~ Email
AEDs 1	Estimated Attendance* Where?
Locations	Choose State*     Choose City*     Choose Location*       Choose State      Choose City      Choose Location
Newsletters	Address*
	Location not listed? <u>Add a new one</u> We will reach out 3-5 days prior to the course to confirm details
	Direct Phone Number:
	Will you be the Direct Point of Contact? Yes O No
	3 Need help? Contact Customer Service at 866-599-2337 or customerservice@cardiopartners.com



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# CLASS REGISTRATION IN LIFESHIELD

Use LifeShield to register all your employees within your organization to get CPR trained. You can add or remove students easily from classes via the interface.



# **CLASS REGISTRATION IN LIFESHIELD**

#### HOW DO I REGISTER STUDENTS FOR A CPR CLASS? PM ADMIN

Once a course is accepted, you can start registering students in the LifeShield portal.

- 1. Select the **Training** tab on the left side
- 2. Select Your Upcoming Courses tab on the top of the training menu.
- 3. From the **Course Details** page, find the course you want to register students under and click on the red link to **Register Student**.

Fill in the student's basic information:

- First Name
- Last Name
- Optional Employee ID field
- Email Address
- Student's Home Store/ Location

[Note: The first and last name used here will be printed on the student's CPR card. Please ensure spelling is correct and nicknames are not used.]

#### The course details page will be updated to show the student you added, and the

student will appear in the course roster.

If an email was provided for the student, the student will immediately receive an email notifying them that they were registered into the course. That email contains details on the course, such as address, date, and time of the course.

The student will automatically receive reminder emails 30 days and 7 days prior to the course. If a student needs to be removed from a course for any reason, a link to the right of their name allows you to do so.

Admin Portal	Request a Cour	se Your Upcoming Courses	Search Upcoming Co	urses Search Courses S	earch Students
Home	Course Detail		Start Time Chang	ge Attendance Change Loo	cation <u>Cancel Course</u>
	Course #	Info	Attendance	Location	Requested By
Training	213516	Date: 7/9/2021 Start Time: 12:00 PM	Estimated: 8 Registered: 0	Cardio Partner Resources Cardio Partners	Name
AEDs 1		Status: Accepted Type: ARC Basic Life Support	Complete:	1001 Flagpole Ct Brentwood, TN37027	Eman.
	Regi	ster Student			
Locations					
Newsletters	Roster	ntly no students registered in this course			



### **CLASS REGISTRATION IN LIFESHIELD**

#### HOW DO I VIEW CPR STUDENTS IN MY ORGANIZATION? PM ADMIN

- 1. Select the Training tab on the left side.
- 2. Select Search Students tab on the top of the training menu.

ome	Course Detail	s <u>Change Date</u> <u>Change</u>	g <u>e Start Time</u> Chan	ge Attendance Change Lo	ocation 2 ncel Course
	Course #	Info	Attendance	Location	Requested By
raining	213516	Date: 7/9/2021 Start Time: 12:00 PM	Estimated: 8 Registered: 0	Cardio Partner Resources Cardio Partners	Name
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EDs	Regi	stration is curr	ently close	d	
ocations					
Newsletters	Roster There are currer	ntly no students registered in this cours	se		
	Instructor(s)				
	Instructors have	not yet been assigned to this course			

#### HOW ARE STUDENTS NOTIFIED THEY ARE REGISTERED FOR A

#### **CPR CLASS?** PM ADMIN

If an email was provided for the student, the student will immediately receive an email notifying them that they were registered into the course. That email contains details on the course, such as address, date, and time of the course.

The student will automatically receive reminder emails 30 days and 7 days prior to the course.

We encourage all customers to monitor their spam/junk folders as these automated reminder emails may filter into those folders.



### **CLASS REGISTRATION IN LIFESHIELD**

#### HOW DO I REMOVE A STUDENT FROM A CPR CLASS? PM ADMIN

- 1. Select the **Training** tab on the left side.
- 2. Select Your Upcoming Courses tab on the top of the training menu.
- 3. Select the course the student is enrolled in and locate their name. Click the link to the right of their name to **Remove** them from the course.

Admin Portal	Request a Cour	rse Your Upco	ming Courses	Search Upcoming Co	urses Search Co	urses Sea	rch Stude	nts
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	Course #		Info	Attendance	Locati	on		Requested By
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lowslatters					-		-	
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	Student	8	Test@cardiopartners.com	12345678	Remove   Update Status
Records 1-8 of 8					
Instructor(s) Instructors have not yet been assigned to this course					
Need help? Contact Customer Service at 866-599-2337 or customerservice@cardiopartners.co					



# CPR IRANNC

# CLASS CHANGES IN LIFESHIELD

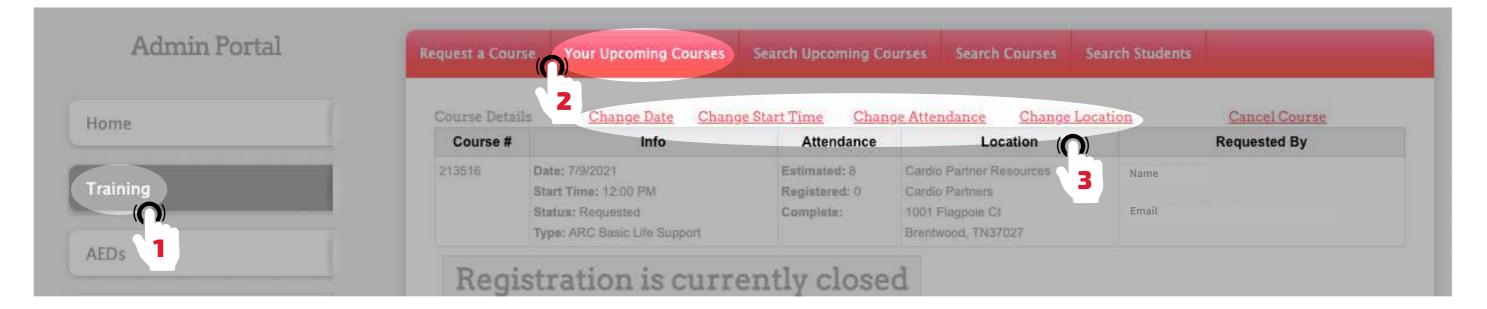
We understand schedules can change. You can make change and cancel requests for CPR classes directly in LifeShield if there's a need to amend your class.



### **CLASS CHANGES IN LIFESHIELD**

#### HOW DO I MAKE A CHANGE TO A CPR CLASS? PM ADMIN & PM COORDINATOR

- 1. Select the Training tab on the left side.
- 2. Select Your Upcoming Courses tab on the top of the training menu.
- 3. From the **Course Details** page, you'll see a list of options along the top. These options allow you to change the date, start time, attendance, or location. From here, you are also able to cancel a course entirely.



#### HOW DO I CANCEL A CPR CLASS? PM ADMIN & PM COORDINATOR

1. Select the Training tab on the left side.

2. Select Your Upcoming Courses tab on the top of the training menu.

3. Next to Course Details along the top, the select the **Cancel Course** option.

It is important to note that any change made to a course is considered a request and will take up to two business days to be approved. Once the change has been accepted, you will be notified and will again be able to register students.

Course cancellations are communicated directly to the instructor.





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# TRAINING INFORMATION IN LIFESHIELD

Student training records are kept conveniently in LifeShield. You can review where and when they were trained, as well as access their certification card to fulfill job requirements and keep your records up to date.



# **TRAINING INFORMATION IN LIFESHIELD**

#### HOW DO I SEE WHO IS CPR TRAINED AT A SPECIFIC LOCATION? PM ADMIN

1. From the Locations tab at left, you can search for and select any location within your account. Click on the desired location and scroll down the page.

You will see all scheduled training courses for that location—the number in red to the left is a clickable field and takes you to the page for that training course.

Scrolling further down, you can see all currently CPR certified individuals associated with that location. There are clickable fields here to take you to the individual's profile, as well as to view, download and print their certificate.

Admin Portal	Search Locations
Home	
Training	State All States    Name  City All Cities   Email
AEDs	Search
Locations	Need help? Contact Customer Service at 866-599-2337 or customerservice@cardiopartners.com
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