

Accessing Online Content for Blended Learning Courses

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First Time Users

1.	Paste the link for the online content		
1.	into your browser.	← → Ø ☐ redorostermingcenter.org/s/	_
		American Red Cross Santh.	SAICH
2.	New users must type in your first		
	name, last name, an email address, and phone number.	To access online	n Voucher learning you must claim er and register
		First Name	
		Last Name	
		Email	
		Phone Number a7aDh000000K4eU	
		RECU	STER & LOGIN
3.	Click Set Password	Claim	Voucher
		_	n Successful
		password? Click on	ng student but forgot your Set Password button. ssword
		lf you already have an exist	ing login and remember your
			se click on Login. I <mark>GIN</mark>
4.	You will receive an email with		
	instructions on how to log in for the	Dear New Student2,	
	first time. Please follow these instructions which will require first	This email is being sent to you to co below. Please review the additional course and course materials.	onfirm you are registered for the class I instructions on how to access your
	time users to use the password reset	Class Name: CPR/AED for Profess Date: 4/3/2024 Start Time: 08:00 AM	ional Rescuers-BL
	feature.	Start Time, 06:00 AW Location: 101 Main Ave, Clinton, IA 52732	
		take the class. Students taking mul	y. Late arrivals may not be permitted to ti-day classes, please confirm start and time above reflects the first day only.
		INFORMATION FOR STUDENTS IN-CLASSROOM COURSE:	TAKING A COMBINATION ONLINE +
		Please access your Red Cross Learning Center account. Click on the course to access any digital course materials available and to launch the	
		online content which must be completed PRIOR to attending the classroom session. If you are enrolled in a Water Safety Instructor or Lifeguarding class, please check with your training provider to confirm if you are required to complete the online content prior to your in-person	Instructors:
		class. Below are the 3 Easy steps to log in to the Learning Center:	If you have registered for an INSTRUCTOR CLASS, please view the Instructions for New Instructor Candidates document located with the digital course materials of the online course. This document, as well as additional materials, are also available on the Instructor Candidate Resources page, You can also access information prior to loging in by cicking on the
		, , , , , , , , , , , , , , , , , , ,	program name related to your class under Instructor Lifecycle/Instructor Candidate Resources. Please bring copies of the course materials listed in the Instructions document to your classroom session.
		Step 1: Go to RedCrossLearningCenter.org If you've registered for a First AulCPRAED online course, you can access it on PC, tablets and mobile devices and on Apple® Safart® 13+, Microsoft® Edge 85+, Internet Explorer 11, Mozilla® Firefox® 81+ and Google Chrone™ 85+ provence™ 85+ p	Sincerely, American Red Cross Training Services
		For all other courses, copy RedCrossLearningCenter.org into a Firefox or Google Chrome browser.	The American Red Cross reserves the right to cancel classes due to insufficient enreliment or other unforeseen circumstances. Enrollees in these courses will be given the option to reschedule or receive a full refund. If you have questions, please contact the American Red Cross at <u>support@tendcrosstrainns.ess</u> or by calling 1-304-PEC (PCIOSS 1-604-73-32787).
		<u>Step 2:</u> Log into the Red Cross Learning Center at: <u>RedCrossLearningCenter.org</u>	
		Your Red Cross Learning Center Username is: newstudent2@email.com Step 3: Enter Your Password. If you do not have or remember your	If your class is taught by a third party provider, please contact the provider for questions about cancellations and retunds.
		password, you can <i>click on</i> Set/Reset Password <i>link</i> to set up a new password	This is a notification only email, please do not respond to 8 For answers to most questions about orders, payment, shopping on our website, and more please visit the ordine <u>Frequently Asked Questions</u> section of our website. <u>Frequently Asked Questions action</u> , the ordinary action of a support of the proper section of with a representative <u>perior</u> or call or at 1.400.EMC.PGDSS_Our customer service hours are Monday- Friday; 7/30m-0.00pm ET, Satudary; 30mm-0.00pm ET or 1.50mm-0.00pm ET.
		If you need assistance, click on the Questions navigation tab for FAQs and to click to chat or create a case with our support team.	Friday, 7:30am-10:00pm ET, Sahurday, 7:30am-3:00pm ET



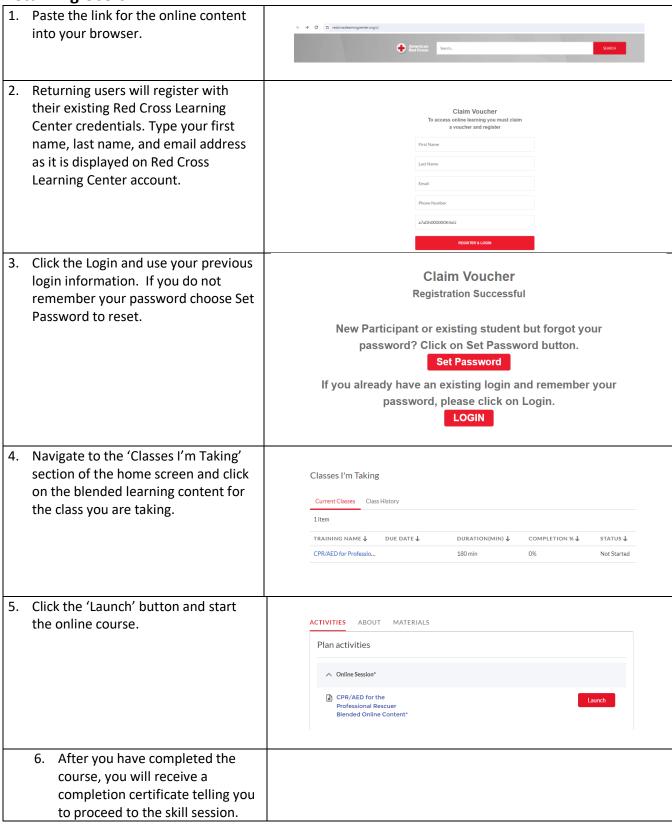
5.	Click Set/Reset password.	
٥.	ener see password.	Sign In Need help logging in?
		.
		Username (Email)
		â
		Password
		LOGIN
		Forgot Username Set/Reset Password
		CLAIM VOUCHER
		If you have received a voucher to take an online course, select the Claim Voucher button in order to
		enter your voucher number and gain access to the Red Cross Learning Center
		The Red Cross Learning Center is supported by
		Microsoft® Edge for Windows® 10 and above, and Mozilla® Firefox® and Google Chrome™ for both
		Apple® Mac OS, and Microsoft ®
6.	Enter the email address that was	
	used when registering for the	
	course. A new email will be sent with	
	a link that will allow you to reset	Set/Reset Password [®] Please enter the email address associated with
	your password.	your account/registration to receive a reset password link.
		TAMIL ADDDTOG
		EMAIL ADDRESS
		Send
		≤ Back to Login
7.	The email sent message will come	
	up.	Email Sent
		A reset password link has been sent to the
		email address you entered. Access your email to reset your password.
8.	Click on the link in the email to reset	
.	your password.	Dear New,
	, .	To reset your password and access your account, click on the link below.
		This reset link will expire in 24 hours and can be used only once.
		Set/Reset Password Link
		If you do not complete the reset process your password will remain the same.
		This is a notification-only email, please do not respond to it. For answers to most questions about orders,
		payment, shopping on our website, and more please visit the online <u>Frequently Asked Questions</u> section of our website. Feel free to contact our Customer Service Center at service-support@redcrosstraining.org , chat
		with a representative <u>online</u> or call us at <u>1.800-RED-CROSS</u> . Our customer service hours are Monday- Friday: 7:30am-10:00pm ET, Saturday: 7:30am-8:00pm ET



9. Set a new password. The password must be at least eight characters with at least one letter and one number.	Set New Password ENTER A NEW PASSWORD CONFIRM PASSWORD Password rules: min. 8 characters, must contain letters and numbers. SET PASSWORD
10. Navigate to the 'Classes I'm Taking' section of the home screen and click on the blended learning content for the class you are taking.	Classes I'm Taking Current Classes Class History 1 item TRAINING NAME ↓ DUE DATE ↓ DURATION(MIN) ↓ COMPLETION % ↓ STATUS ↓ CPR/AED for Professio 180 min 0% Not Started
11. Click the 'Launch' button and start the online course.	ACTIVITIES ABOUT MATERIALS Plan activities Online Session* CPR/AED for the Professional Rescuer Blended Online Content*
12. After you have completed the course, you will receive a completion certificate telling you to proceed to the skill session.	



Returning Users





Frequently Asked Questions

- Q. Will student emails be used for marketing purposes?
- A. No
- Q. How do I reset my password?
- A. Click "Forgot Password?" on the log-in screen and follow steps to reset the password.
- Q. Who can be contacted for technical support?
- A. Contact the Training Support Center:
 - Email: <u>support@redcrosstraining.org</u>
 - Call: 1-800-RED-CROSS
- Q. What browsers and operating systems can be used when taking the online content?
- A. The Red Cross Learning Center is supported by Microsoft® Edge for Windows® 10 and above, and Mozilla® Firefox® and Google Chrome™ for both Apple® Mac OS, and Microsoft®.