

Avera Community Training Center Instructor's Guide to Course Roster Submission and AHA eCards

The Avera Community Training Center has fully transitioned away from paper cards. Because security is of the utmost importance when issuing an eCard, only the ACTC Coordinator or instructors are able to issue eCards for students who have completed an American Heart Association CPR course.

After teaching an American Heart Association course, ACTC instructors may receive eCards for students by submitting the appropriate course roster and payment for eCards to the ACTC. Once the roster and payment have been processed, eCards will be distributed to the instructor's eCard inventory and can be immediately assigned to students.

Course Rosters and Credit Card Payment Portal for eCards are located on the
Avera Community Training Center Website www.avera.org/ctc

The screenshot shows the top portion of the Avera website. At the top right, there is a search bar and a navigation menu with links for 'Classes & Events', 'Careers', 'Balance Blog', and 'Pay My Bill'. Below this is a green navigation bar with links for 'Health Services', 'Find a Doctor', 'Find a Location', 'Patients & Visitors', 'Find a Health Plan', 'For Health Care Professionals' (which is underlined), and 'Urgent, Evening & Weekend Care'. Below the navigation bar is a yellow banner with a COVID-19 notice: 'ID-19 spread, visitation may not be allowed at Avera locations. Please check with the facility before visiting. resource if you have symptoms or have been exposed. View a list of clinic and facility closures.' At the bottom of the banner is a breadcrumb trail: 'Home » For Health Care Professionals » Medical & Continuing Education » Avera Community Training Center'.

Avera Community Training Center

Avera Community Training Center is recognized by the American Heart Association as a Training Center for its CPR such as Heartsaver, First Aid, Basic Life Support (BLS), Advanced Cardiac Life Support (ACLS) and Pediatric Advanced Life Support (PALS). These courses are taught by certified American Heart Association instructors affiliated with the Avera Community Training Center.

Instructor Rosters and Forms

HOW TO SUBMIT A ROSTER & PAYMENT

1. Download and complete the appropriate roster or form in Internet Explorer.
2. Submit completed roster or form to AveraCTC@avera.org.
3. Submit appropriate payment. Use the link below. Payment will be verified prior to printing any cards. Rosters will be returned if appropriate payment has not been made.

[Pay for cards online »](#)

Roster Forms (Complete in Internet Explorer):

- [Basic Life Support \(BLS\)- Avera Community Training Center](#)
- [Heartsaver- Avera Community Training Center](#)
- [ACLS or PALS- Avera Community Training Center](#)
- [Family & Friends – Avera Community Training Center](#)

Register

[Click here to register for Instructor Courses & Instructor Renewal Courses.](#)

Questions

If you have any questions, please contact us.

Email
AveraCTC@Avera.org

Phone
605-668-8475

Complete the correct roster and email to AveraCTC@avera.org.

Contact ACTC immediately and DO NOT assign eCards if incorrect eCards are received.

NO REFUNDS for eCards assigned to students due to incorrect roster submission.

Roster Submission and eCard Payment Instructions

1. Complete the correct course roster.
 - **Complete course rosters using the Google Chrome Browser.** If roster is completed using a different browser, the information on the roster may not save correctly which will require the roster to be completed and resubmitted.
 - Be sure to complete the roster for the proper CPR discipline indicating which course taught.
 - Each field of roster must be completed accurately and reflect AHA guidelines.
2. Email completed rosters to AveraCTC@avera.org.
3. Payment for eCards may be made by using the credit card payment portal on the ACTC website. Instructors should pay as guests by selecting the green **“Pay for cards online”** box.
4. After clicking on the green **“Pay for cards online”** box, click on the blue **“Pay Here”**. You will be directed to a new screen. Complete each information field in order to complete the payment transaction. In the **“Patient ID”** field, input the date of the course and the instructor name.
Be sure to save a copy of the receipt.

Log In or Sign Up

Avera

AVERA CRP AES TRAINING
8036330713
3900 W AVERA DR, SIOUX FALLS, SD 57108

Make a Payment

Email

Patient ID

Last Name

Zip

PAY NOW

Don't have the information above? [Pay Here](#)

Pay Now: Guest Payment

Click **“MAKE A PAYMENT”** to pay your bill without creating an account.

Log In: Existing Account

If you already have an account, enter your email and password and select **“LOG IN”**.

Sign Up: Create an Account

If you have multiple Avera statements, select **“SIGN UP”** to create an account to manage payments.

Need help with your password?

Please call 1-866-467-8263.

Instructor Inventory Distribution and Assigning eCards to Students

1. eCards will be deposited into an instructor's eCard inventory once the roster and payment have been processed.
 - **IMPORTANT!!!!** Verify the eCards being assigned are the correct eCards **before** assigning.
 - **Contact ACTC immediately if the incorrect eCards have been received.** ACTC can reclaim the incorrect eCards and resend correct ones **ONLY** if the eCards have not been assigned to students.
 - There will be **NO REFUNDS** if incorrect eCards are assigned to students due to instructor error.
 - Every effort will be made to process eCard requests with 48 hours of submission if received Monday-Friday between 9:00 am and 4:00 pm, excluding major holidays.
2. Instructors may access their instructor inventory by logging into their AHA Instructor Network Account www.ahainstructornetwork.org.
3. Instructions for assigning eCards are found on the AHA Instructor Network website under the “**Help & Support**” tab. Select the “**eCard Guides**” to access easy to understand instructions on how to assign eCards.

The screenshot shows the top navigation bar of the American Heart Association's CPR & First Aid website. The logo is on the left, and navigation links include 'Find a Class', 'ShopCPR', 'Get Involved', and 'Welcome, Jennifer'. A large black arrow points down to the 'Help and Support' link in the main navigation menu. Below the menu, the 'Help and Support' section is expanded, showing a list of links: 'Training Sites How-To', 'eCard Guides' (highlighted with a black arrow), 'My Courses Guides', and 'FAQs'.