

eLearning (HeartCode® BLS, ACLS, PALS)

- Unactivated eLearning licenses will automatically transition upon deadline for new course material requirements: **February 1, 2021**

What this means:

- For customers who have purchased an eLearning course but HAVE NOT activated their license, the original license will AUTOMATICALLY give the student access to the NEW version of the course when it is activated.
- Through January 31, 2021, the customer's existing inventory will continue to access the 2015 version of the course and NOT the new version. Customers may purchase NEW inventory of the NEW courses for use before February 1, 2021 to gain access to the new course sooner.
- Only UNUSED, UNACTIVATED keys will be transitioned to the new course.
- Anyone who has already accessed their eLearning course will continue to see the 2015 version of the course. If the license HAS NEVER BEEN USED, when a customer activated that license, they will gain access to the NEW version.
- Both versions of HeartCode BLS, ACLS, or PALS — 2015 and 2020 — will be available for purchase through January 31, 2021.

eBooks/Streaming Videos (BLS, ACLS, PALS)

- Existing eBook and Streaming Video codes will NOT update to new eBooks/Streaming Videos.

What this means:

- Just like with print, once purchased, customers cannot exchange current eBooks or Streaming Videos for new products. For example, if customers purchased the 2015 version of the BLS Provider Manual eBook, the code will always access the 2015 version. The customer will need to purchase a NEW code to have access to the 2020 BLS Provider Manual eBook.
- Both versions of eBooks/Streaming Videos — 2015 and 2020 — will be available for purchase until January 31, 2020.

eCards (BLS, ACLS, PALS)

- eCards will automatically transition upon deadline for new course material requirements: **February 1, 2021**

What this means:

- Applies to unused and reclaimed eCards
- AHA will communicate to Training Network that no 2015 version courses should take place after January 31, 2021, and that all eCards for 2015 courses must be issued to students by January 31, 2021
- Both versions of eCards— 2015 and 2020 — will be available for purchase until January 31, 2020.

Questions? Give our Customer Solutions Team a call, send an e-mail, or connect live on our web chat!

(888) 322-8350

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Business Hours: 7:30am - 5:00pm CST



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GUIDELINES**