Direct Links Resource Guide

Delivering First Aid/CPR/AED and Basic Life Support Simulation Learning
Last Update: February 15, 2017

Direct Links Overview

The primary method for delivering the online portion of blended learning (i.e. simulation learning) for the First Aid/CPR/AED and Basic Life Support programs is via the Direct Links platform. Direct Links is a self-service platform that allows instructors to provide participants with immediate access to simulation learning via a single link/URL per course and gives participants an easy log-in process to begin accessing these courses quickly.

With Direct Links, participants are responsible for providing the instructor with proof that they completed the online portion through one of the three available options as explained below. Direct Links are available for basic-level First Aid/CPR/AED and Basic Life Support courses only. When using Direct Links, payment for student registrations is made when the instructor reports the training through the Instructor Portal.

For instructor-level courses, and in those cases where an Authorized Provider (AP) or Licensed Training Provider (LTP) requires each individual student to pay via credit card in order to access the online course, there is an alternate method to access online learning through the American Red Cross Learning Center, however this method requires additional time and effort compared to the Direct Links platform. Information on requesting a blended (simulation) learning offering using this alternate method can be found in the FAQs at the end of this document. The remainder of this document contains additional details regarding how to use the Direct Links platform to access Simulation Learning.

Using Direct Links for Simulation Learning

The instructor is responsible for distributing the course-specific direct link (URL) to students by selecting the correct link from the table below:

Important: Be sure to copy/paste the complete URL for distribution. We recommend you test the URL and confirm that it takes you to the intended course before distributing to your students.

Course Name	Online Course Length Estimate (hh:mm)	Course Code	Direct Link (URL)
Adult and Pediatric First Aid/CPR/AED	2:30	HSSSFA516 r.2017	http://redcrosslearning.com/course/301040f0-c611-11e6-981d-bb8e5751112f
Pediatric First Aid/CPR/AED	2:20	HSSSFA515 r.2017	http://redcrosslearning.com/course/1abbe440-c611-11e6-a4f4-bd8a97138281

Course Name	Online Course Length Estimate (hh:mm)	Course Code	Direct Link (URL)
Adult First Aid/CPR/AED	2:05	HSSSFA514 r.2017	http://redcrosslearning.com/course/02b6b8e0-c611-11e6-81f6-a5a76b229f34
Adult and Pediatric CPR/AED	1:30	HSSSFA513 r.2017	http://redcrosslearning.com/course/f1d6cbd0-c610-11e6-8cb1-fd6cba7ba1e9
Pediatric CPR/AED	1:20	HSSSFA512 r.2017	http://redcrosslearning.com/course/e3b28f60-c610-11e6-839e-f3a55edcfb6e
Adult CPR/AED	1:05	HSSSFA511 r.2017	http://redcrosslearning.com/course/d1c18020-c610-11e6-97ba-adc268562c07
First Aid	1:05	HSSSFA510 r.2017	http://redcrosslearning.com/course/b4411ec0-c610-11e6-babf-4fecf6ce231c
Basic Life Support for Healthcare Providers	2:00	HSSBLS101 r.2016	http://redcrosslearning.com/course/d4639880-d01b-11e5-a5e8-d572c14d508a

A sample email template for distributing the direct link is available on Instructor's Corner. The template includes a place for the instructor to add the following key information:
- Course-specific URL (the "direct link")
- Approximate time to complete the online portion (varies by course – see table above)
- Date, time and location of the instructor-led classroom skills session that must be completed after the online portion

In addition, the template includes information about the PC/tablet requirements for the course, a description of the methods the student may use as proof of completion and a reminder that the online portion must be completed prior to attending the skills session.

Students may provide instructors one of the following as proof that they completed the online portion of the course:
- A copy of the completion record that may be printed from the online course.
- A copy of the email confirmation received upon completion of the online portion
- Visibility to the completion status that appears above the "Launch Course" button (requires student to log in to the direct links platform using the course URL provided by the instructor)

If a student has not completed the online portion or cannot provide verification, the instructor may tell the student that they cannot attend the class because they are unable to show proof of online course completion. If the instructor has other upcoming courses, the student may be given an opportunity to join another upcoming class where they can show proof of online completion. Alternatively, if time and resources allow, the instructor may offer an opportunity for the student to show their knowledge by successfully completing the written test for the course prior to participating in the skills session.

After conducting the skills session, instructors should report blended learning courses delivered via direct links through the Course Record Portal (see the "Job Aid: Entering Training Using the Course Record Entry System" document on Instructor's Corner for information on how to submit training records and acquire certifications for the students.)

Course Access using Direct Links

Below are the screens students will see when accessing courses via Direct Links:

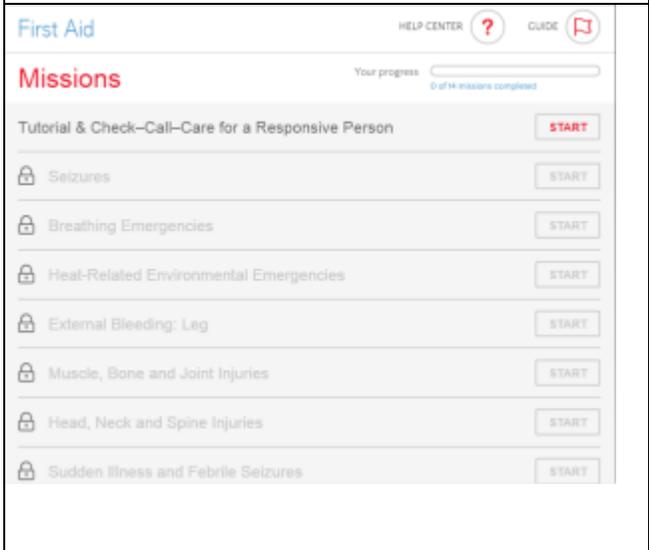| Login/Create Login	
These screens show how students create an account (first-time users), login to their existing account, and/or reset their password.	

	• The Direct Links URL will take the student to the LOGIN/CREATE LOGIN screen.
	   o First time users will select the "Create Login" button (see next screen)
	   o Returning users will login with their existing credentials
	      ▪ Users who cannot remember their password can select "Forgot Password" and password reset information will be sent to the email provided in the forgot email prompt, if valid. If not valid, user will be asked to enter email again.
	• After selecting "login," the student will automatically be taken to the course launch screen (See Launch Screen section below)
	• First-time users will also receive an email confirming their account creation

	First-time users
	• First-time users will fill in the registration information needed to create a login and select the "Register" button
	• Required information to enter includes:
	   o First Name
	   o Last Name
	   o Email (entered twice; if emails don't match, users will get an error notification)
	   o Password (entered twice; if passwords don't match, users will get an error notification)
	• User will be required to check "I have read and agree to the Terms & Conditions" which links to this page: http://www.redcross.org/terms-of-use
	• After selecting "login," the student will automatically be taken to the launch course screen (See Launch Screen section below)
	• The user will also receive an email confirming their account creation
	
	Note:
	• Students must use unique email addresses when creating accounts
	• Student emails will not be used for marketing or any other communication unless relevant to using the Direct Links platform.

Launch Course Screen

These screens show what students will see after they log into their account and when they launch the course.
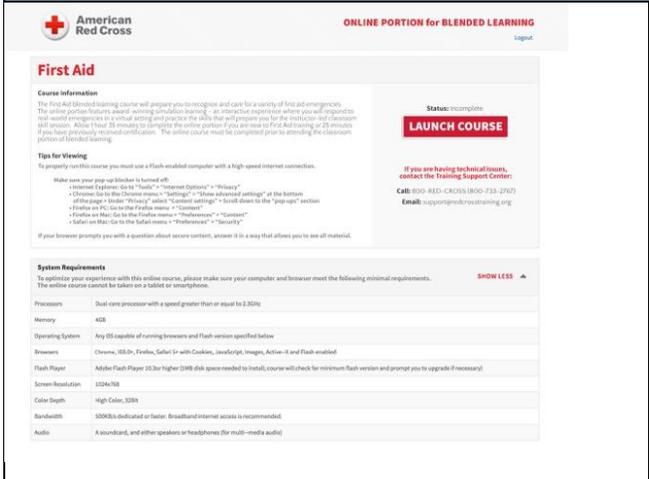
	• Default state of this page displays course description, tips for properly running the course, completion status ("Not Started" by default, changes to "Complete" once completed) • Expanded view displays full list of system requirements • Upon selecting Launch Course, the specific course tied to the link will launch in a separate window (see next screen) • Should the student close the course and return at a later time, they should use the original link provided by the client to return to the course. Progress will resume from where the student left off.
	• Visual of First Aid/CPR/AED course launching in separate window.
	• Visual of Basic Life Support course launching in separate window

FAQs about Direct Links

Q: Does an instructor have the ability to check the online completion status of their students?
A: No, instructors do not have access to any completion reporting for students using Direct Links. For this reason, it's the student's responsibility to provide proof of completion using one of the three methods provided.

Q: As an instructor, can I use Direct Links to access the course?
A: Yes

Q: One of my students forgot the password for their Direct Links log-in – can the TSC assist the student with resetting it?
A: No. As a self-service platform, the student should go through the "Forgot Password?" process on the Direct Links log-in screen. They will be prompted to enter their email address. They will then be emailed a link to reset their password. The email will come from DO NOT REPLY – RED CROSS LEARNING.

Q: Will students who use Direct Links still be eligible to receive a digital certificate?
A: Yes. Digital certificates are produced once the instructor enters the training records into the Instructor Portal.

Q: Is payment required at the time the student registers using Direct Links?
A: No. Payment is due when you course completion is reported in the Course Record Portal. A credit card is required unless your organization is approved for invoicing (by purchase order).

Q: Some employees do not have email addresses – can they create their Direct Links log-in without one?
A: No, they should use their personal email address instead. Am email address is required to receive the email that confirms course completion.

Q. Can I use Direct Links if I have a purchase order (PO) number for invoicing?
A: Yes, you can. You will use the PO number when you report the training through the Instructor Portal.

Q. Can I use Direct Links for an Instructor course?
A: At this time, no. Direct Links is only available for basic-level First Aid/CPR/AED and Basic Life Support for Healthcare Providers simulation learning courses. Instructor courses must still go through the American Red Cross Learning Center. To request an instructor course, Instructor Trainers must click the link below and submit a request that will be received and processed by the Training Support Center within 3 business days.
> **Form to request blended learning instructor courses:**
> *https://instructorscorner.wufoo.com/forms/authorized-provider-ap-instructor-course-setup/*

Q. Can I have students pay the AP/LTP through Direct Links?
A: No. If you require each individual student to pay the AP/LTP fee to the Red Cross direct via credit card, you must submit a blended learning offering request to the Training Support Center (TSC) and they will create a registration link for the offering for you to distribute to your students. Students will use this customized link to register and pay via credit card (or purchase order number for organizations approved for invoicing). Note that these processing requests takes up to 3 business days to fulfill.
> **Form to request basic-level simulation learning courses for individual student payment:**
> *http://www.redcross.org/lp/ap-blended-learning-request-form*