# 2019 HeartCode BLS (#15-3254) Technical Tips

CPR & Emergency Cardiovascular Care

Q: Does the 2019 HeartCode BLS online course allow students to take both the prehospital and in-hospital tracks?
A: Yes. Once a student has successfully completed the first track and passed the coinciding exam, a HeartCode BLS course completion certificate will be available for the student to print for entry into the hands-on skills session. The student may go back into the course and take the second track; however, an additional HeartCode BLS course completion certificate will not be issued for the second track.

Q: Can students access previous modules completed while working within the course?
A: Yes. However, the program will automatically return to the beginning of those modules. Students may click on the top navigation bar to move around within that module. (See below)
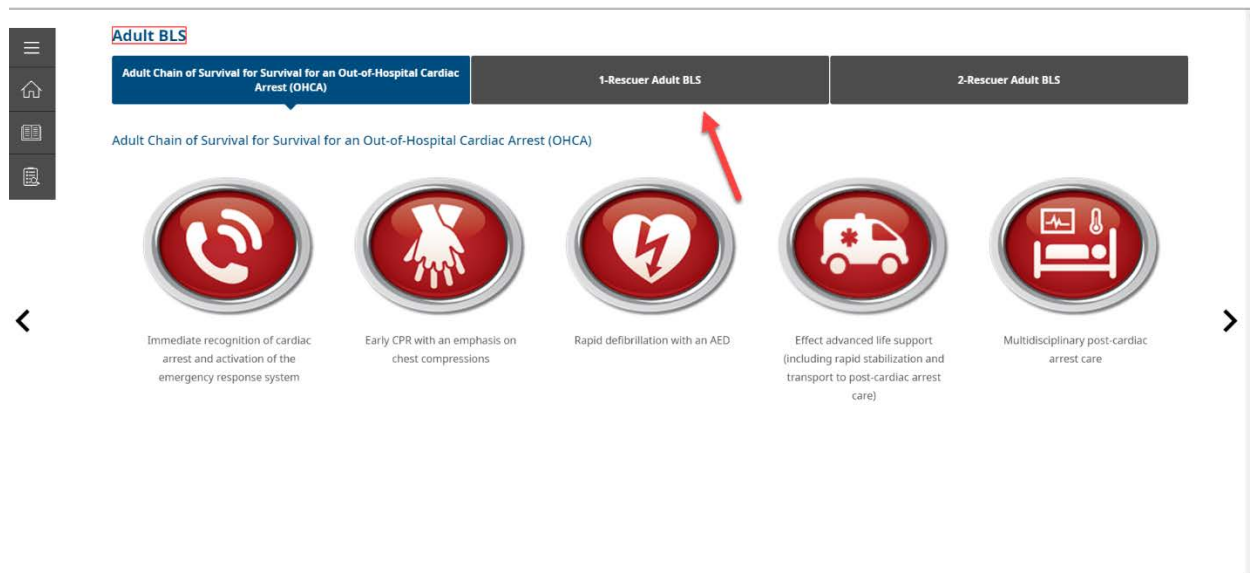
Q: Can a student pause patient case eSimulations during the course?
A: Yes. Please note, when pausing an eSimulation, the function keys along the bottom become grayed out and will remain inactive until the eSimulation is resumed.

Q: How can a student access the provider manual and algorithms while working on a patient case eSimulation?
A: Students must pause the eSimulation in order to access the provider manual and algorithms.

Q: If a module in the course includes an eSimulation, are students required to complete that eSimulation before moving to the next module?
A: Yes. Students are required to access and complete an eSimulation before moving to the next module.

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Q: Are students required to complete all the knowledge checks in the course?
A: Yes. Throughout the course, students are required to answer all knowledge checks before moving forward. However, these are not graded or used as part of the final exam scoring.

Q: Why do the answer options on the exam pages have black boxes around a gray font? This could be straining on the viewer's eyes.
A: This is due to meeting accessibility guidelines. We will revisit this specific use of color for future versions of HeartCode courses.

Q: My eSimulations are taking a long time to load. What can I do to optimize loading times?
A: Please ensure that your computer meets the minimum requirements and that you have a strong Internet connection as described in the technical requirements link below. If you are using Internet Explorer, you may have a better experience using Chrome. Closing all other browser windows and apps while working through the course will also help.

Q: The eSimulations on my computer screen are small. What can I do to increase them?
A: Check to see that your screen display size is set to 100%.

Q: How can a student maximize the course performance when using Google Chrome as the browser?
A: To maximize performance when using Google Chrome, the hardware accelerator must be turned on. (See steps below)

1. Open Chrome
2. Locate the "3 vertical dots" icon in the top right corner of the browser window and click to open the dropdown menu
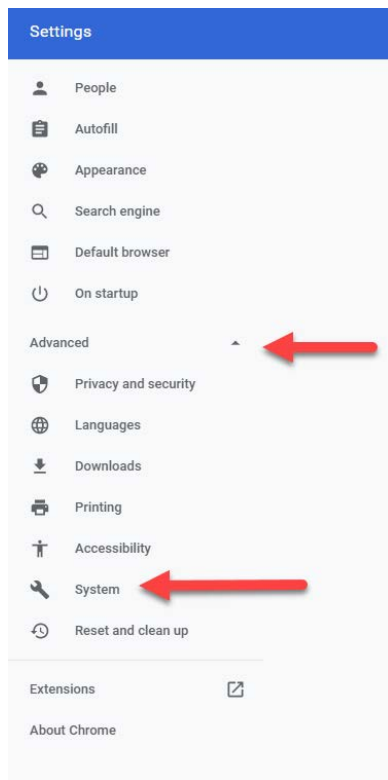3. From the dropdown menu, select Settings

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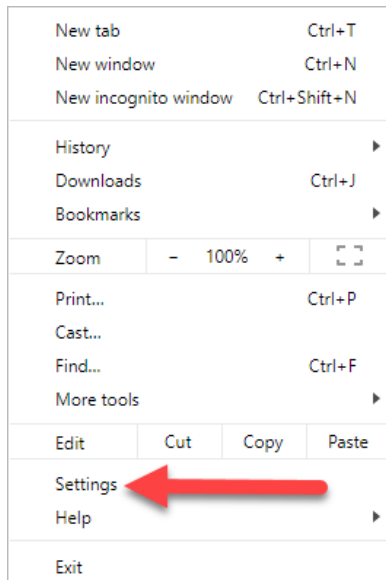
4: On the Settings page, locate the "Advanced" link in the left-hand navigation bar
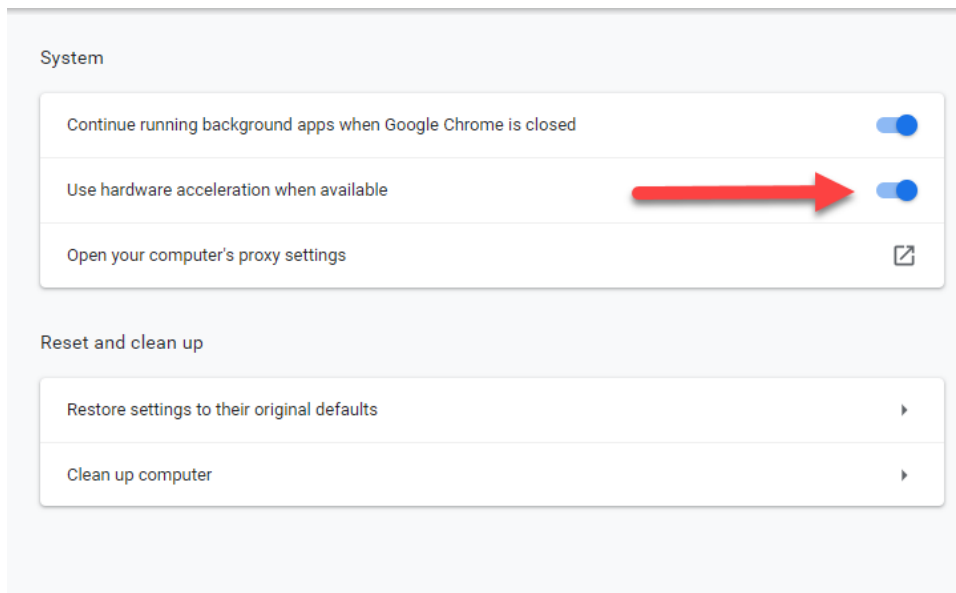5: Open the dropdown menu from the "Advanced" link and select "System"

6: On the "System" page, make sure the button for "Use hardware acceleration when available" is turned on.

Q: What are the minimum technical requirements for HeartCode BLS?
A: Minimum technical requirements are available at https://elearning.heart.org/courseTechnicalRequirement/334

For any technical assistance needed, please contact the AHA Customer Support Center at 888-242-8883 or eLearning.help@heart.org. Hours of operation are Monday through Friday, 8 a.m. – 5 p.m. Central Time.