

PALS & BLS HeartCode Complete Training Instructions

Step One: **Access HeartCode Complete Online Courses**

- Two emails will be sent within 3 business days of registration to your VUMC email address from RQI Partners and RQI1Stop.
- Click the link in the HeartCode Complete Account Created email to set your password and access the online courses. If you do not see the email, check your Quarantine/Spam mail.
- The online modules/simulations take approximately the following time to complete:
 - BLS: 1-2 hours
 - PALS: 6-7 hours
 - You must complete both the BLS and PALS online modules.
- The course evaluations will not be available to complete until after you finish skills testing (step 2).

Step Two: **Skills Testing at Manikin Station**

- After you have completed the online modules and simulations, visit a manikin station in your expiration month to complete your required skills tests.
- Manikin stations are available at several locations. [Click here to view locations.](#)
- Skills testing is self-directed and takes approximately 20-30 minutes for each course.
- You will complete separate skills tests for both BLS and PALS.
- After completing your skills testing, disinfect the manikins according to the posted directions. Wipes are in the storage compartment below the adult manikin.

Step Three: **Claim eCards**

- To claim your eCards, log into your RQI HeartCode account from any device after you have completed the skills testing.
- The course evaluations are required before you can claim your eCards.
- Email or print to give your supervisor a copy of your updated eCards.