

Keeping Safety Smart LLC

Instructor Portal Frequently Asked Questions

Who can purchase eCards through Keeping Safety Smart?

Only instructors who are currently affiliated with Keeping Safety Smart LLC are eligible to purchase and receive AHA eCards through our Instructor Portal.

How do I become affiliated with Keeping Safety Smart?

Complete the Instructor Affiliation Application found in the Instructor Portal. Once approved, you'll receive access to purchase eCards and submit course rosters.

What certifications can I order?

Affiliated instructors may purchase American Heart Association eCards for the disciplines they are authorized to teach.

How do I purchase eCards?

Log into the Instructor Portal, select the appropriate eCard product, enter the quantity needed, complete payment, and save your order confirmation number.

When should I purchase my eCards?

All eCards must be purchased before submitting your class roster.

Do I need my order number?

Yes. Your eCard order number must be entered in the Notes section of the roster upload form so payment can be verified.

How quickly are eCards processed?

Once payment and your completed roster have been verified, eCards are generally processed in a timely manner.

How do I submit my class roster?

Upload your completed roster using the Roster Upload form found in the Instructor Portal.

Which roster form should I use?

Only the official roster forms available for download in the Instructor Portal may be used.

Can I modify the roster form?

No. Roster forms must not be altered in any way. Altered forms may delay processing.

What information is required?

Ensure all required fields are completed, including student information, instructor information, course completion date, Training Site information, and your eCard Order Number in the Notes section.

What happens if my roster is incomplete?

Incomplete or incorrect rosters cannot be processed until all required information has been received.

Am I responsible for verifying student information?

Yes. Verify that all student names and email addresses are accurate before submitting your roster.

Can I request corrections after cards have been issued?

Yes, but corrections may delay processing and additional fees may apply depending on the circumstances.

When should rosters be submitted?

Please submit rosters as soon as possible after course completion to ensure students receive their eCards promptly.

Are eCard purchases refundable?

Generally, eCard purchases are non-refundable once cards have been assigned. Contact us if you have questions before purchasing.

Can I purchase extra eCards?

Yes. Purchase only the quantity you reasonably expect to use.

I forgot to include my order number.

Contact us as soon as possible so we can locate your payment and avoid delays.

I'm having trouble uploading my roster.

Verify you're using the official roster form and that the file uploads successfully. If problems continue, contact us for assistance.

I need additional eCards immediately.

Contact Keeping Safety Smart directly. We'll do our best to accommodate urgent requests.

Contact Us

Keeping Safety Smart LLC Phone: 985-502-9425 Email: keepingsafetysmart@outlook.com
Address: 79456 Bruhl Rd Folsom, LA 70437 Facebook: Keeping Safety Smart LLC