



ECSI HELP DOCUMENT

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How do I log in to the ECSI website?

1. To log in to the ECSI website, go to ecsinstitute.org and then click **LOGIN to Member Center**.

The screenshot shows the ECSI website's login interface. At the top, there's a navigation bar with links: Verify Student Certificate, Contact Us, Site Map, Shopping Cart, and two LOGIN buttons (to Member Center and to Your Account). The main header features the ECSI logo and the tagline "EMERGENCY CARE & SAFETY INSTITUTE Life-Saving Training. Simplified." Below this is a secondary navigation bar with links: Courses & Materials, Student Resource Center, About ECSI, Education Centers & Instructors, and Member Center. The main content area has two panels. The left panel, titled "Login to the Member Center", contains fields for Email and Password, and a Submit button. The right panel, titled "Forgot your password", contains a text box for email and a Submit button. A red box highlights the login fields in the left panel. The footer contains contact information for Emergency Care & Safety Institute, a home link, and copyright information.

2. Under Login to the Member Center, type your Email and Password in the text boxes, and then click **Submit**.

Note: If you have forgotten your password, type your email address under **Forgot your password**, and then click **Submit**.

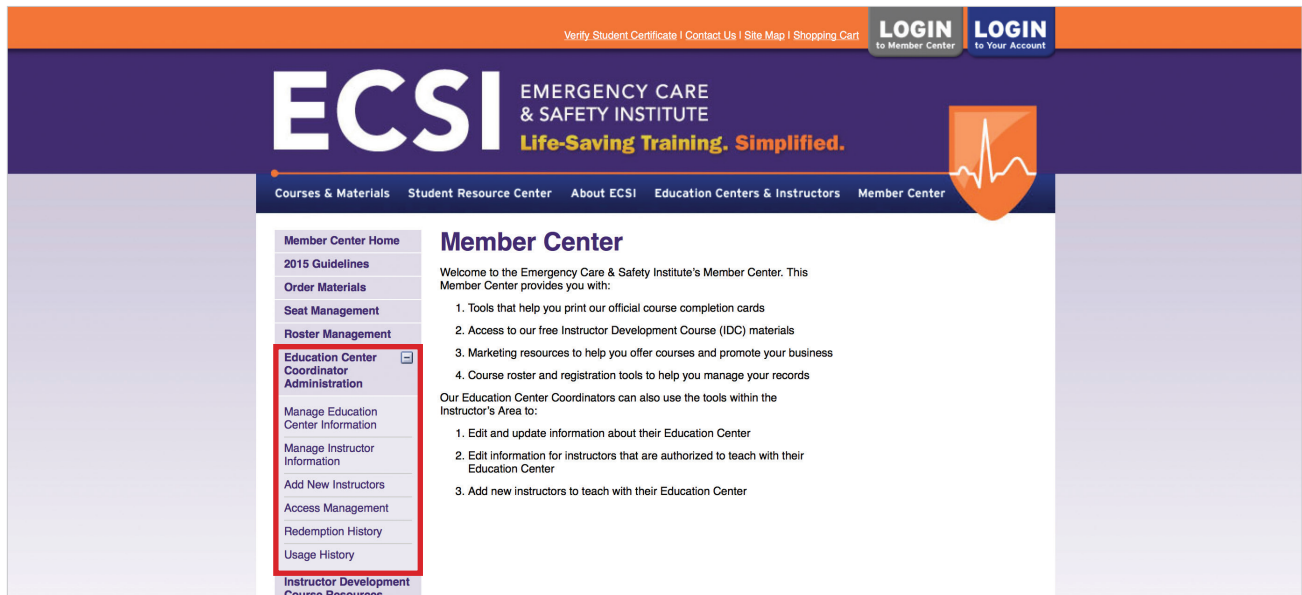
The Member Center opens. You can use the commands on the navigation bar on the left or the navigation bar across the top to order materials, manage rosters and seats, and perform other administrative and instructor tasks.

The screenshot shows the ECSI Member Center page. The top navigation bar is identical to the login page. The main header also features the ECSI logo and tagline. Below the navigation bar, there's a left sidebar with a list of links: Member Center Home, 2015 Guidelines, Order Materials, Seat Management, Roster Management, Education Center Coordinator Administration, Instructor Development Course Resources, NAEMT's Bleeding Control for the Injured Course Materials, Marketing Tools, View Registered Courses (Legacy), Course Completion Cards (Legacy), and Logout. A red box highlights the sidebar links. The main content area is titled "Member Center" and contains a welcome message and a list of features: 1. Tools that help you print our official course completion cards, 2. Access to our free Instructor Development Course (IDC) materials, 3. Marketing resources to help you offer courses and promote your business, and 4. Course roster and registration tools to help you manage your records. Below this, it lists tools for Education Center Coordinators: 1. Edit and update information about their Education Center, 2. Edit information for instructors that are authorized to teach with their Education Center, and 3. Add new instructors to teach with their Education Center. The footer is identical to the login page.

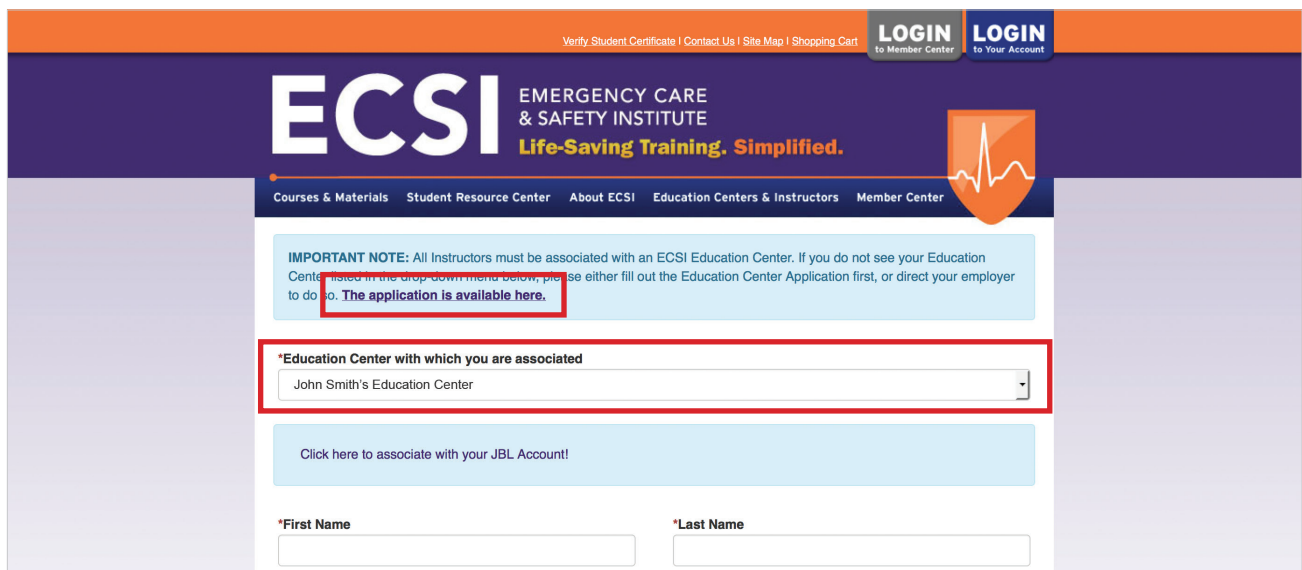
As an Administrator, how do I add new instructors?

As an Administrator, you can add yourself as an instructor and add others as instructors as well. To do so, take the following steps:

1. [Log in](#) to the ECSI website.
2. On the navigation bar on the left side of the Member Center screen, click **Education Center Coordinator Administration**. The navigation bar expands to display administrative options.



3. Click **Add New Instructors**.



- (optional) The screen to add a new instructor should display the education center with which you're associated, but if it doesn't, click the **Education Center with which you are associated** down arrow and choose an education center from the list.

Note: If you don't see your education center listed, you need to fill out the Education Center Application first. You can click the **The application is available here** link if necessary. Instructors must be associated with an ECSI Education Center in order to be registered on the ECSI website.

- (optional) Click the [Click here to associate with your JBL Account](#) link to associate your ECSI account with your Jones & Bartlett Learning account.

If you are an administrator adding instructors, you should either get the instructors' JBL log-in credentials from them or notify the instructors that they will have to associate their ed center accounts with their JBL accounts in order to use the ECSI website to set up a course or submit a roster.

- Fill in the required fields, which are marked with an asterisk.
- Under **Please select all of the courses that you are qualified to teach**, click the check box for each course the instructor is qualified for. You may need to scroll to see all of the options.

The screenshot shows a registration form with the following fields and options:

- Click here to associate with your JBL Account!** (link)
- *First Name**: Jane
- *Last Name**: Smith
- *Address**: 5 Wall Street
- *City**: Burlington
- *State/Province**: Massachusetts
- *Postal Code**: 01803
- *Country**: UNITED STATES
- *Email**: info@ECSIInstitute.org
- *Primary Phone**: 555-555-555
- *Please select all of the courses that you are qualified to teach**
 - ☒ CPR and AED
 - ☒ Pet First Aid
 - ☐ new sub course2
 - ☐ Final round Test course for testing.
 - ☐ Final round sub course1 for testing
 - ☐ new subcourse 3
 - ☐ new subcourse 4
 - ☐ Standard Level First Aid, CPR, and AED
 - ☐ Advanced Level First Aid, CPR, and AED
 - ☐ Emergency Medical Responder
 - ☐ Healthcare Provider CPR

A yellow callout box points to the course selection area with the text: **Click a check box for each course the instructor is qualified to teach.**

You can choose to be “grandfathered” if you currently have adequate knowledge and teaching experience and won’t require an Instructor Development Course.

If you currently have adequate content knowledge (e.g., first aid, CPR, AED) and can also demonstrate adequate teaching experience (e.g., professional educator; state EMS, fire, or police instructor; or an instructor from another nationally recognized organization), you are eligible to be "grandfathered" as an ECSI Instructor. You will be asked to list your credentials below.

If you wish to become a new Instructor and are *not* qualified for Instructor "grandfathering," an ECSI representative will contact you with information about the nearest location and dates for an ECSI Instructor Development Course, and you can skip the questions about instructor credentials below.

☒ I am eligible to be "grandfathered." I am listing my applicable credentials below. Choose whether or not the instructor can be "grandfathered"
☐ I am not eligible to be "grandfathered." Please contact me about ECSI Instructor Development Courses.

Current Instructor Credentials

- ☒ American Heart Association
- ☒ American Red Cross
- ☐ American Safety and Health Institute
- ☐ Ellis & Associates Instructor
- ☒ EMS Educator
- ☐ Fire Service Educator
- ☐ Law Enforcement Agency
- ☒ Medic First Aid
- ☐ National Safety Council
- ☐ Other Corporate or Professional Educator
- ☒ ECSI Instructor Development Course
- ☐ eACLS (Advanced Cardiac Life Support) Instructor
- ☒ Pediatric First Aid for Caregivers and Teachers (PedFACTs) Instructor

Current Instructor Credentials

☐ I will fax my credentials (Fax to 866-429-4931)
☐ I will email my credentials (Email to: membership@ECSIinstitute.org)

Please list your instructor credentials in detail

Upload proof of credentials (Only PDF, JPG, BMP, TIFF, and DOC files less than 512 KB in size are accepted)

8. If you wish to be grandfathered, click **I am eligible to be “grandfathered.” I am listing my applicable credentials below.**
9. Select the check boxes for your **Current Instructor Credentials.**
10. List your credentials in the **Please list your instructor credentials in detail** text box.

This information can include statements that demonstrate your expertise and experience. For example: “RN for 5 years, providing CPR training to the public for 3 years,” or “EMT for 7 years, providing Pediatric First Aid training for 3.”

In addition to the information you enter in the text box, you must supply proof of your credentials either by uploading, emailing, or faxing supporting documents.

11. (option 1) *To upload your credentials* in PDF, JPG, BMP, TIFF, or DOC format, click **Browse** under **Upload proof of credentials...** and then in the **Choose File to Upload** dialog box, select the file or files and then click **Open**. Click **Upload** to complete the upload.

Note: You can upload more than one file at a time by clicking the first file and then pressing **CTRL** (Windows) or **command** (Mac) and clicking additional files. Note also that files must be less than 512 KB.

or

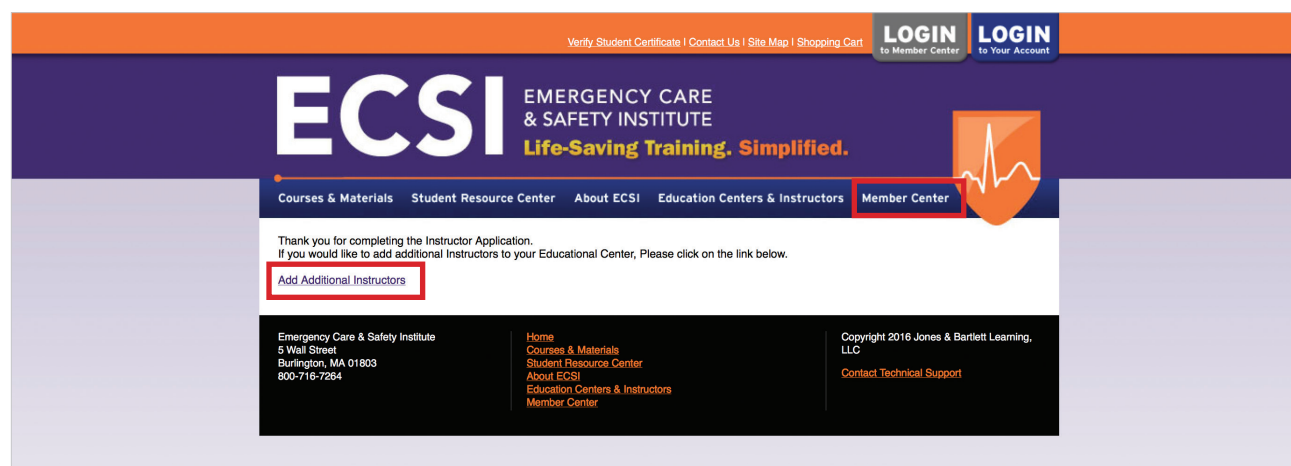
(option 2) *To email or fax your credentials*, click the appropriate option button under Current Instructor Credentials at the bottom of the screen. Emails should be sent to membership@ECSInstitute.org. The fax number is 866-429-4931.

Note: If you aren't eligible to be grandfathered, you can sign up for an ECSI Instructor Development Course by clicking **I am not eligible to be "grandfathered." Please contact me about ECSI Instructor Development Courses.**

12. *If you want to be grandfathered:* When you have finished filling out all of the fields and have provided either proof of credentials or have selected the fax or email option, click **Submit Application**.

or

If you are not eligible to be grandfathered: Make sure you have selected **I am not eligible to be grandfathered.** Please contact me about ECSI Instructor Development Courses, and then click **Submit Application**.

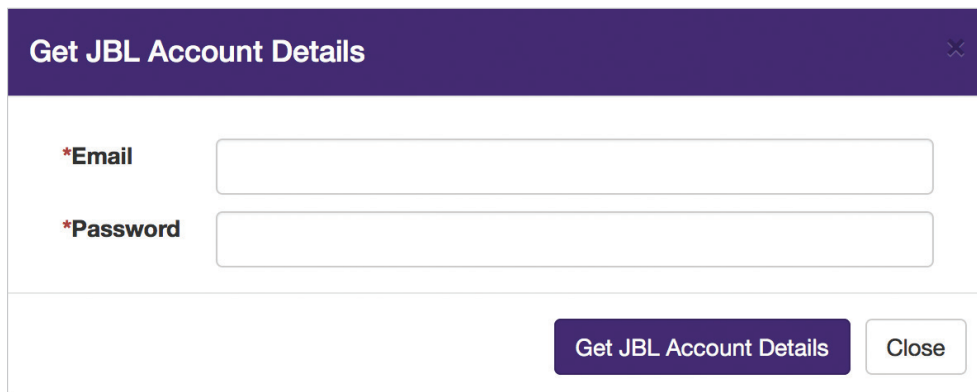


Note: If you are an Administrator and wish to continue to add instructors, click the **Add Additional Instructors** link and repeat the process. To return to the Member Center Home page, click **Member Center** on the right side of the top navigation bar, and on the menu, click **Member Center Home**.

How do I associate an ECSI account with a Jones & Bartlett Learning account?

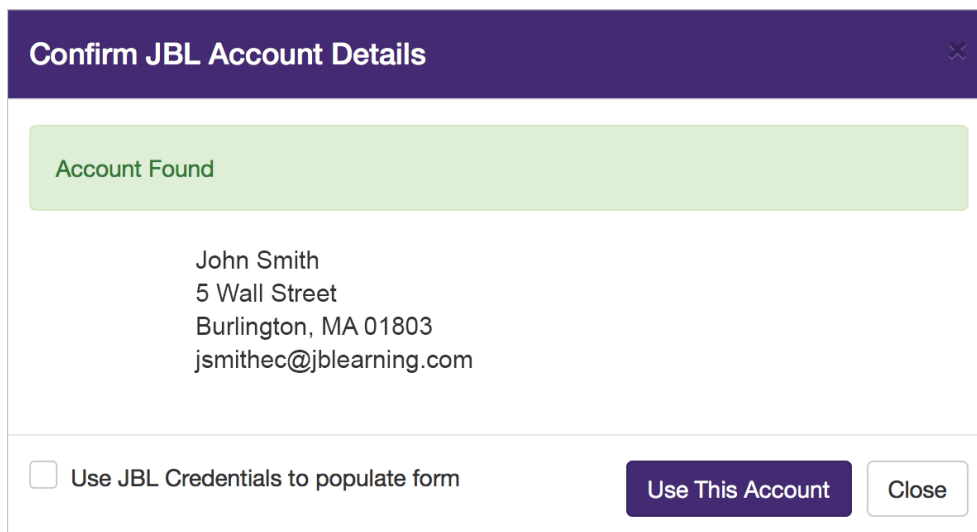
When you add a new instructor to your education center or add yourself as an instructor, you need to associate the ECSI instructor account with the relevant Jones & Bartlett Learning account. If you don't do so, you or the instructor will be prompted to make the association before managing a roster or managing seats.

When you choose to associate an ECSI website account with a Jones & Bartlett Learning account, the ECSI website displays the following dialog box:



The dialog box has a dark purple header with the title "Get JBL Account Details" and a close button (X). Below the header, there are two input fields: "*Email" and "*Password". At the bottom right, there are two buttons: "Get JBL Account Details" (dark purple) and "Close" (light gray).

1. Enter your JBL Account Details, including Email and Password, and then click **Get JBL Account Details**.



The dialog box has a dark purple header with the title "Confirm JBL Account Details" and a close button (X). Below the header, there is a green box with the text "Account Found". Underneath, the account details are listed: "John Smith", "5 Wall Street", "Burlington, MA 01803", and "jsmithec@jblearning.com". At the bottom left, there is a checkbox labeled "Use JBL Credentials to populate form". At the bottom right, there are two buttons: "Use This Account" (dark purple) and "Close" (light gray).

2. Once the system has found your account, you can choose to use your JBL credentials to populate the form by clicking the **Use JBL Credentials to populate form** check box and then clicking **Use This Account**, or you can simply click **Use This Account** to associate the account, but fill in the fields manually.

As an Administrator, how do I edit my Education Center information?

1. From the Member Center Home, on the left navigation bar, click **Education Center Coordinator Administration** to expand the list of commands.
2. Click **Manage Education Center Information**.

The screenshot shows the ECSI Member Center interface. At the top, there's a navigation bar with links like 'Verify Student Certificate', 'Contact Us', 'Site Map', and 'Shopping Cart'. There are also 'LOGIN' buttons for 'to Member Center' and 'to Your Account'. The main header features the ECSI logo and the tagline 'EMERGENCY CARE & SAFETY INSTITUTE Life-Saving Training. Simplified.' Below this is a sub-navigation bar with links: 'Courses & Materials', 'Student Resource Center', 'About ECSI', 'Education Centers & Instructors', and 'Member Center'. The left sidebar contains a list of navigation options: 'Member Center Home', '2015 Guidelines', 'Order Materials', 'Seat Management', 'Roster Management', 'Education Center Coordinator Administration' (which is expanded), 'Instructor Development Course Resources', 'NAEMT's Bleeding Control for the Injured Course Materials', 'Marketing Tools', 'View Registered Courses (Legacy)', 'Course Completion Cards (Legacy)', and 'Logout'. The main content area is titled 'Manage Education Center Information'. It displays the following information for 'John Smith's Education Center':
Education Center Name: John Smith's Education Center
Website:
First Name: John
Last Name: Smith
Email: info@ecsinstitute.org
Shipping Address: 5 Wall Street, Burlington, MA 01803
Billing Address: 5 Wall Street, Burlington, MA 01803
Primary Phone: 555-555-555
Secondary Phone:
Fax:
Password:
Below this information is a section labeled 'Courses to Offer:' with an 'Edit' button.

The Manage Education Center Information screen displays the current information for your ed center.

3. Near the bottom of the Manage Education Center Information page, click **Edit**.

All of the ed center information text on the screen becomes editable.

4. Edit the information in the text boxes, and then click **Update**.

Note: To reject your changes, click **Cancel**.

As an Administrator, how do I edit my instructors' information?

1. From the Member Center Home page, on the left navigation bar, click **Education Center Coordinator Administration** to expand the list of available commands.
2. Click **Manage Instructor Information**.

The screenshot shows the ECSI Member Center Administration interface. The top navigation bar includes links for 'Verify Student Certificate', 'Contact Us', 'Site Map', 'Shopping Cart', and two 'LOGIN' buttons. The main header features the ECSI logo and the tagline 'EMERGENCY CARE & SAFETY INSTITUTE Life-Saving Training. Simplified.' Below the header is a navigation menu with options like 'Courses & Materials', 'Student Resource Center', 'About ECSI', 'Education Centers & Instructors', and 'Member Center'. The left sidebar contains a list of administrative tasks, with 'Education Center Coordinator Administration' expanded. The main content area displays a table of instructors with columns for Name, Address, Email, Primary Phone, and ECSI Expiration. Above the table are fields for 'For City' and 'Replace' text boxes, and a 'Change for Selected' button.

	Name	Address	Email	Primary Phone	ECSI Expiration
<input type="checkbox"/>	John Smith	PO Box #, Irving, TX, 75015	jsmithec@jblearning.com	5555555555	4/10/2013
<input type="checkbox"/>	Jane Smith	5 Wall Street, Burlington, MA, 10803	jnsmithec@jblearning.com	5555551234	4/10/2013
<input type="checkbox"/>	Tim Smith	5 Wall Street, Burlington, MA, 10803	tmsmithec@ascendlearning.com	5555551235	4/10/2013
<input type="checkbox"/>	Denise Smith	PO Box #, Irving, TX, 75015	dsmithec@ascendlearning.com	5555551236	4/10/2013
<input type="checkbox"/>	Chris Johnson	PO Box #, Irving, TX, 75015	cjohnsonec@jblearning.com	5555551237	4/10/2013
<input type="checkbox"/>	Mary Johnson	5 Wall Street, Burlington, MA, 10803	mjohnsonec@jblearning.com	5555551238	4/10/2013

On this screen, you can replace information for each instructor, including City, State, Country, Zip, and Primary Phone. For example, assume some of your instructors have moved from the ed center in Irving, Texas to the ed center in Dallas, Texas. To change information for selected instructors:

3. Click the **check boxes** to the left of the instructors whose information you want to edit.
4. Click the **For** down arrow, and click **City** (for example).
5. Enter the city name you want to replace in the **Replace** text box, for example, **Irving**, enter the new city, for example **Dallas**, in the with text box.
6. Click **Change for Selected**.

Note: You can also reauthorize instructors by clicking **Reauthorize Selected**, or send instructors certificates in PDF format by clicking **Send Certificate to Selected**.

How do I edit information for an individual instructor?

You can also edit information for an individual instructor by opening a screen that displays their data.

1. From the Manage Instructor Information screen, click the **instructor hyperlink**.

Edit Instructor

*Education Center with which you are associated
John Smith's Education Center

[Click here to associate with your JBL Account!](#)

*First Name: John
*Last Name: Smith
*Address: 5 Wall Street
*City: Burlington
*State/Province: Massachusetts
*Postal Code: 01803
*Country: UNITED STATES
*Email: jsmithec@jblearning.com
*Primary Phone: 5555-555-555

*Please select all of the courses that you are qualified to teach

- ☒ CPR and AED
- ☒ Pet First Aid
- ☐ new sub course2
- ☐ Final round Test course for testing.

2. On the Edit Instructor screen, make changes by entering new information and course qualifications.
3. Click **Save Changes** and then click **Close Window** to return to the list of instructors for your center.

What levels of permissions can I give my instructors?

To change permission levels for instructors, take the following steps:

1. Click **Education Center Coordinator Administration** in the left navigation bar, and then click **Access Management**. You can give instructors the following permissions:
 - Edit student email after roster is submitted
 - Purchase Seat
 - Submit Roster
 - Create Roster
2. When you have finished granting permissions, click **Save**.

How do I set up a new course?

If you plan to teach a course, you need to purchase seats for that course and then create the classes for which you'll use those seats. After students have taken and passed a class, their seat can be redeemed for a digital Certificate of Completion for that course.

Note: Click [here](#) to see an alternative way to create a roster.

1. Click **Seat Management** on the left navigation bar to view a list of possible courses.

The Courses list is generated by the ECSI website, and includes only those courses (based on available certifications) that can be taught in an ECSI Education Center. The Course Name column lists the courses and the Seats column lists the number of seats available in a particular course. In the screenshot below, 626 seats are available for the Advanced Level First Aid CPR and AED course. In order to use the seats, you create classes. In this example, you could teach 62 classes of 10 students each, and one class with 6 students, or 31 classes of 20 students each, and so forth.

The screenshot displays the ECSI Member Center interface. The main content area is titled 'Courses' and features a search bar with the placeholder text 'Enter an invoice id to redeem an invoice' and a 'Redeem' button. Below this, a table lists available courses and their seat counts:

Course Name	Seats
Advanced Level First Aid, CPR, and AED <small>new sub course2, new subcourse 3, new subcourse 4</small>	315
Automated External Defibrillator	0
BLAST	0

Each course entry includes links for 'Redemption History' and 'Usage History'. The left sidebar provides navigation options, and the top navigation bar includes links for 'Courses & Materials', 'Student Resource Center', 'About ECSI', 'Education Centers & Instructors', and 'Member Center'. The top right corner features 'LOGIN to Member Center' and 'LOGIN to Your Account' buttons.

For every course type available, the user or the ed center can [purchase resources](#)—for example, eBooks, textbooks, online courses, or manuals. Each resource purchased includes a seat.

2. Once you receive the email acknowledging the purchase (which may take up to 24 hours after the purchase), click the **Enter an invoice id to redeem an invoice** text box, enter the invoice ID, and then click **Redeem**.

The ECSI website will add seats to the courses for which you've purchased resources. For example, if you have purchased 10 manuals for BLAST (which has 0 seats in the screenshot above), the number of seats on the Courses screen will change from 0 to 10.

3. To create a class, click the course name, for example **Advanced Level First Aid, CPR, and AED**.

The ECSI website displays the Create Roster screen.

Verify Student Certificate | Contact Us | Site Map | Shopping Cart

LOGIN to Member Center **LOGIN** to Your Account

ECSI EMERGENCY CARE & SAFETY INSTITUTE
Life-Saving Training. Simplified.

Courses & Materials Student Resource Center About ECSI Education Centers & Instructors Member Center

Member Center Home
2015 Guidelines
Order Materials
Seat Management
Roster Management
Education Center Coordinator Administration
Instructor Development Course Resources
NAEMT's Bleeding Control for the Injured Course Materials
Marketing Tools
View Registered Courses (Legacy)
Course Completion Cards (Legacy)
Logout

Create Roster

Class Name

Completion Date

Course

Submit

4. Type a **Class Name** and select a **Completion Date**.

The **Course** (in this case, **Advanced Level First Aid, CPR, and AED**) should be selected by default.

5. To create the class, click **Submit**.

Verify Student Certificate | Contact Us | Site Map | Shopping Cart

LOGIN to Member Center **LOGIN** to Your Account

ECSI EMERGENCY CARE & SAFETY INSTITUTE
Life-Saving Training. Simplified.

Courses & Materials Student Resource Center About ECSI Education Centers & Instructors Member Center

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Instructor Development Course Resources
NAEMT's Bleeding Control for the Injured Course Materials
Marketing Tools
View Registered Courses (Legacy)
Course Completion Cards (Legacy)
Logout

Create Roster

Course Added! [Click here to add students.](#)

Class Name

Completion Date

Course

Submit

The ECSI website displays a message that the course has been added to the ed center. At this point, you have two options: You can click the **Click here to add students link** to add students to the course, or you can add the students later by clicking **Manage Roster** for the course on the Roster Management screen.

- Click **Roster Management** on the left navigation bar to see a list of all of the classes in your ed center.
Your newly created course should appear at the bottom of the list.

The screenshot shows the ECSI Roster Management interface. The header includes the ECSI logo and navigation links. The left sidebar contains a menu with options like Member Center Home, 2015 Guidelines, Order Materials, Seat Management, Roster Management, Education Center Coordinator Administration, Instructor Development Course Resources, NAEMT's Bleeding Control for the Injured Course Materials, Marketing Tools, View Registered Courses (Legacy), Course Completion Cards (Legacy), and Logout. The main content area is titled 'Roster Management' and features a search bar and tabs for 'My Rosters', 'All Rosters', and 'Create Roster'. Below this is a table with the following data:

Course Name	End Date	Instructor	Action
Spring 2016 CPR and AED	2 STUDENTS SUBMITTED	Apr 30, 2017	Jane Smith Manage Roster
Spring 2016 Standard Level First Aid, CPR, and AED	1 STUDENT SUBMITTED	Sep 09, 2016	Jane Smith Manage Roster
Summer 2016 Standard Level First Aid, CPR, and AED	1 STUDENT 315 SEATS AVAILABLE	Apr 30, 2018	Jane Smith Manage Roster
Fall 2016 CPR and AED	2 STUDENTS SUBMITTED	Apr 30, 2018	Jane Smith Manage Roster
Fall 2016 Advanced Level First Aid, CPR, and AED	7 STUDENTS SUBMITTED	Dec 30, 2016	Jane Smith Manage Roster
Bi-annual Oxygen Class Oxygen Administration	8 STUDENTS NOT ENOUGH SEATS	Apr 30, 2016	Jane Smith Manage Roster

The list includes the following columns:

- **Course Name**, which includes the individual class name as well as the course name
- **End Date** for the course
- **Instructor** (the person who created the roster)
- **Action** with a **Manage Roster** hyperlink for each entry.

The list also includes information about available seats:

- **SUBMITTED** indicates that the class has concluded and the roster has been submitted. It also shows the number of students on the roster.
- **NOT ENOUGH SEATS** indicates that you need to order materials (i.e., seats) to accommodate the number of students on the class roster. To do so, click **NOT ENOUGH SEATS**, and then add seats on the [Order Materials screen](#).
- **[number] SEATS AVAILABLE** which means that you can add students to the class roster up to the number listed.

Why is my roster showing that I have “0 seats available?”

Test Class Adult CPR & AED, Standard First Aid	0 STUDENT 0 SEATS AVAILABLE	Sep 01, 2017	Brian Rooney	Manage Roster
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If you plan to teach a course, you will need to purchase the resources for the course and redeem the invoice(s) so that your seats are showing in your account. From there, you are able to create your course. If you have redeemed your invoice(s) and confirmed that your seats are in your account, but your roster is showing “0 seats available,” it is likely because the correct course name was selected under the incorrect heading during the course creation process.

During the course creation process, the drop-down menu has headings with corresponding course names beneath. You must choose a course name which is below the heading where your seats are housed. If you purchased our field guides, your “seats” will be housed under the heading “ECSI Refresher Courses,” therefore you must choose a corresponding course name under that heading.

Note: If you choose a course name under the “ECSI Refresher Courses” heading, the ECSI Course Completion Card will not state that it is a refresher course. The heading is simply used for organizational purposes.

Course

- Adult CPR & AED, Standard First Aid

Instructor

Assisting Instructor

- ☐ Jean Auman
- ☐ Jennifer Berry
- ☐ Jessica Carmichael
- ☐ LORNA DOWNING
- ☐ Patty Einstein
- ☐ D1 Howard

eACLS

- eACLS

ECSI Refresher Courses

- Adult & Child CPR
- Health Care Provider CPR & AED - USCG EMCASI-133
- Health Care Provider CPR & AED/Standard First Aid/O2 Admin
- Adult & Child CPR & AED
- Adult & Child CPR & AED / Standard First Aid
- Adult & Child CPR / Standard First Aid
- Adult CPR
- Adult CPR & AED / Standard First Aid
- Adult CPR / Standard First Aid
- Adult CPR and AED

If you did not purchase field guides, your “seats” will be housed under the heading that matches the title of the resource you purchased. For example, in the screenshot below, this Education Center purchased materials from Standard Level First Aid, CPR, and AED (heading) and is teaching Adult CPR & AED, Standard First Aid (course name).

The screenshot shows a web interface for managing a roster. On the left, there are labels for 'Course', 'Instructor', and 'Assisting Instructor'. Below 'Assisting Instructor' is a list of names with checkboxes: Jean Auman, Jennifer Berry, Jessica Carmichael, LORNA DOWNING, Patty Einstein, and D1 Howard. To the right, a dropdown menu is open, showing a list of course options. The option 'Standard Level First Aid, CPR, and AED' is highlighted with a red box. Other options include '- Adult CPR & AED, Standard First Aid' (which is the selected option at the top of the dropdown), '- RCP Para Proveedores de Salud', 'Sports First Aid & Injury Prevention', '- Sports First Aid & Injury Prevention', '- Sports First Aid & Injury Prevention - NYS Coaches', '- Sports First Aid & Injury Prevention - NYS Coaches, Adult, Child, & Infant CPR & AED', '- Sports First Aid & Injury Prevention, Adult, Child, & Infant CPR & AED', '- Emergency First Aid with CPR A - Training Centre Heart Beat (204) 488-4439', '- Adult & Child CPR', '- Adult & Child CPR & AED', '- Adult & Child CPR & AED, Standard First Aid', '- Adult CPR', '- Adult CPR & AED', and '- Adult CPR & AED, Standard First Aid' (at the bottom of the dropdown).

To ensure your roster is showing the correct number of seats for your course, you can update the course details by following these steps:

1. Click **Roster Management** on the left navigation bar.
2. Click on your course and then click **Edit Course Info**.
3. You will now be able to choose the correct course name under the correct heading in the “Course” drop-down menu.
4. Click **Save**.

The screenshot shows the 'Edit Course Info' form. At the top, it displays 'Instructor: Brian Rooney' and 'Assisting Instructors' with a count of 0. Below this is 'Completion Date: Sep 01, 2017'. A red box highlights the 'Edit Course Info' link. At the bottom, there are two buttons: 'Submit Roster' and 'Save Roster'. Below these buttons is a checkbox labeled 'Pass All' and a link labeled 'Add Row'.

How do I create a roster?

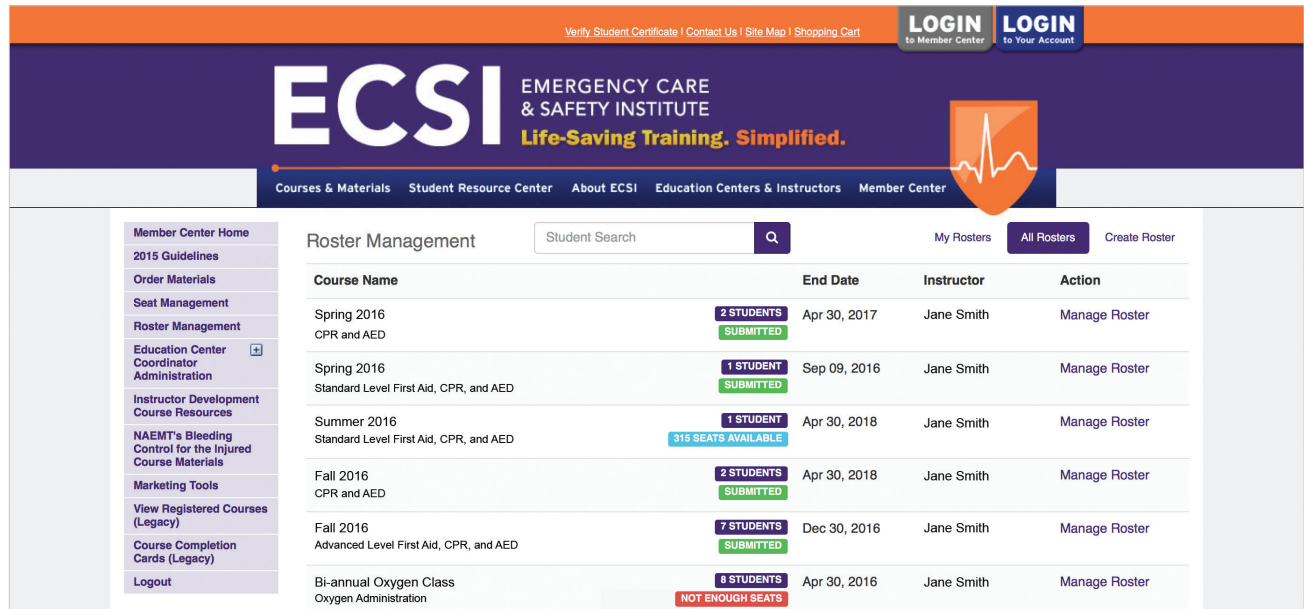
When you set up a new course, you also create a roster. However, there's an alternative method for doing this, as follows:

1. On the left navigation bar, click **Roster Management**.
2. Click the **Create Roster** link near the top of the screen.
3. Enter the information on the Create Roster screen, including class name, completion date, and course.
4. Click the **Submit**.

How do I manage a roster for a course that hasn't yet been submitted?

Once you submit a roster, you can only make changes to a student's email address. However, before you submit a roster, you can add students, remove students, and indicate whether or not a student has passed. To do so, take the following steps:

1. Click **Roster Management** on the navigation bar.



Verify Student Certificate | Contact Us | Site Map | Shopping Cart

LOGIN to Member Center **LOGIN** to Your Account

ECSI EMERGENCY CARE & SAFETY INSTITUTE
Life-Saving Training. Simplified.

Courses & Materials Student Resource Center About ECSI Education Centers & Instructors Member Center

Member Center Home
2015 Guidelines
Order Materials
Seat Management
Roster Management
Education Center Coordinator Administration
Instructor Development Course Resources
NAEMT's Bleeding Control for the Injured Course Materials
Marketing Tools
View Registered Courses (Legacy)
Course Completion Cards (Legacy)
Logout

Roster Management Student Search

My Rosters All Rosters Create Roster

Course Name	End Date	Instructor	Action
Spring 2016 CPR and AED	2 STUDENTS SUBMITTED	Apr 30, 2017	Jane Smith Manage Roster
Spring 2016 Standard Level First Aid, CPR, and AED	1 STUDENT SUBMITTED	Sep 09, 2016	Jane Smith Manage Roster
Summer 2016 Standard Level First Aid, CPR, and AED	1 STUDENT 315 SEATS AVAILABLE	Apr 30, 2018	Jane Smith Manage Roster
Fall 2016 CPR and AED	2 STUDENTS SUBMITTED	Apr 30, 2018	Jane Smith Manage Roster
Fall 2016 Advanced Level First Aid, CPR, and AED	7 STUDENTS SUBMITTED	Dec 30, 2016	Jane Smith Manage Roster
Bi-annual Oxygen Class Oxygen Administration	8 STUDENTS NOT ENOUGH SEATS	Apr 30, 2016	Jane Smith Manage Roster

2. From the Roster Management screen, click **Manage Roster** in the row where your class is listed.

The screenshot shows the ECSI Member Center interface. At the top, there's a navigation bar with links like 'Verify Student Certificate', 'Contact Us', 'Site Map', and 'Shopping Cart'. The ECSI logo and tagline 'EMERGENCY CARE & SAFETY INSTITUTE Life-Saving Training. Simplified.' are prominently displayed. Below the logo, there's a secondary navigation bar with links: 'Courses & Materials', 'Student Resource Center', 'About ECSI', 'Education Centers & Instructors', and 'Member Center'. On the left, a sidebar menu lists various options including 'Member Center Home', '2015 Guidelines', 'Order Materials', 'Seat Management', 'Roster Management', 'Education Center Coordinator Administration', 'Instructor Development Course Resources', 'NAEMT's Bleeding Control for the Injured Course Materials', 'Marketing Tools', 'View Registered Courses (Legacy)', 'Course Completion Cards (Legacy)', and 'Logout'. The main content area is titled 'Advanced Level First Aid, CPR, and AED (Advanced Level First Aid, CPR, and AED)' and shows 'Instructor: Jane Smith' and 'Completion Date: Apr 29, 2016'. Under the title, there's a 'Manage Students' section with a message: 'There are no students in this roster. Add students below by adding manually or upload a file.' Below this is the 'Add New Students' section, which includes a table with columns for 'First Name', 'Last Name', and 'Email'. There are also checkboxes for 'Pass All' and 'Passed', and an 'Add Row' button. At the bottom, there's an 'Upload Roster' section with a note: 'You can upload a file with comma separated values for your roster here using the following format' followed by the example 'FirstName, LastName, Email'.

The ECSI website displays the screen for your class. On this screen you can specify whether or not a student has passed by clicking the **Passed check box**, or you can click **Remove** to remove a student from the roster. You can also enter new students in the Add New Students section, or you can [upload a roster](#) with comma-separated values.

Note: Once you submit a roster, the only field you can modify on the roster is a student's email address. Note also that if you submit a roster and include the name of a student who did not pass the course, that student's seat will be taken away along with the seats of the passed students.

How do I upload, save, and submit a roster?

If you already have student information in a file, or prefer to work in an Excel or text file to enter student data, you can upload the data rather than re-entering it, as long as that data has comma-separated values. Acceptable file types are TXT (text), CSV (comma-separated values), or XLSX (Excel).

The screenshot shows the 'Manage Students' interface. On the left is a sidebar with navigation links. The main content area has a header for 'Advanced Level First Aid, CPR, and AED (Advanced Level First Aid, CPR, and AED)' and instructor information. Below this, the 'Manage Students' section indicates 'There are no students in this roster. Add students below by adding manually or upload a file.' The 'Add New Students' section contains input fields for 'First Name', 'Last Name', and 'Email', along with checkboxes for 'Pass All' and 'Passed', and an 'Add Row' button. The 'Upload Roster' section provides instructions on file formats (CSV or Excel) and includes a 'Browse...' button, a 'File has reader row' checkbox, and links for 'Sample CSV File' and 'Sample Excel File'. An 'Upload' button is at the bottom right.

If you already have the file, take the following steps:

1. Under Upload Roster on the Manage Students screen, click **Browse**.
2. In the Choose File to Upload dialog box, select the file, and then click **Open**.
3. Click **Upload**.

This screenshot shows the same 'Manage Students' interface after a successful upload. A green message box at the top of the student list says 'Students Uploaded Successfully!'. The student list now contains three entries, each with a 'Remove' link. The 'Add New Students' section remains at the bottom.

The ECSI website displays a message indicating that the upload was successful, and fills in the student names and information.

4. To save the roster, click **Save Roster**.
5. If you are ready to submit the roster, click the Passed check box for each passing student, click **Remove** for any students you want to remove from the roster, and then click **Submit Roster**.

Note: Once you submit a roster, the only student information you can edit is the Email address.

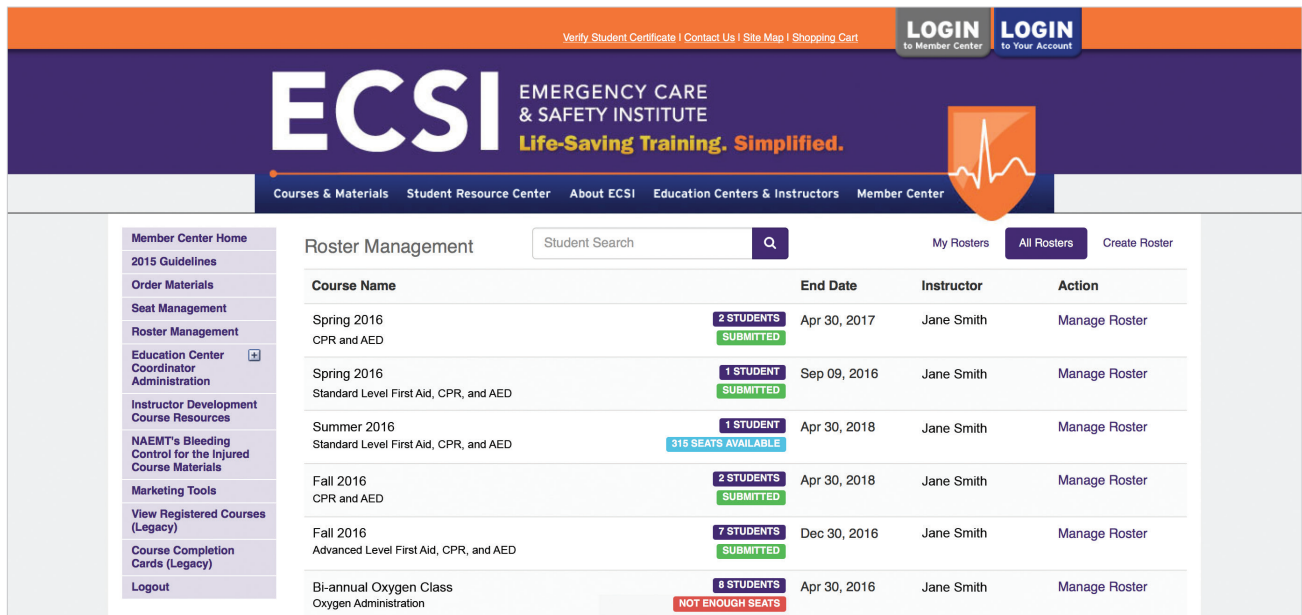
How do I print and download rosters?

If you ever want to print a roster for any reason, use your browser's Print function to print the web page. You should also remember that saved and/or submitted rosters for your ed center are available for viewing on the ECSI website.

How do I obtain digital Certificates of Completion?

Once you have [submitted a roster](#), you can print digital certificates or you can email them. To do so, take the following steps:

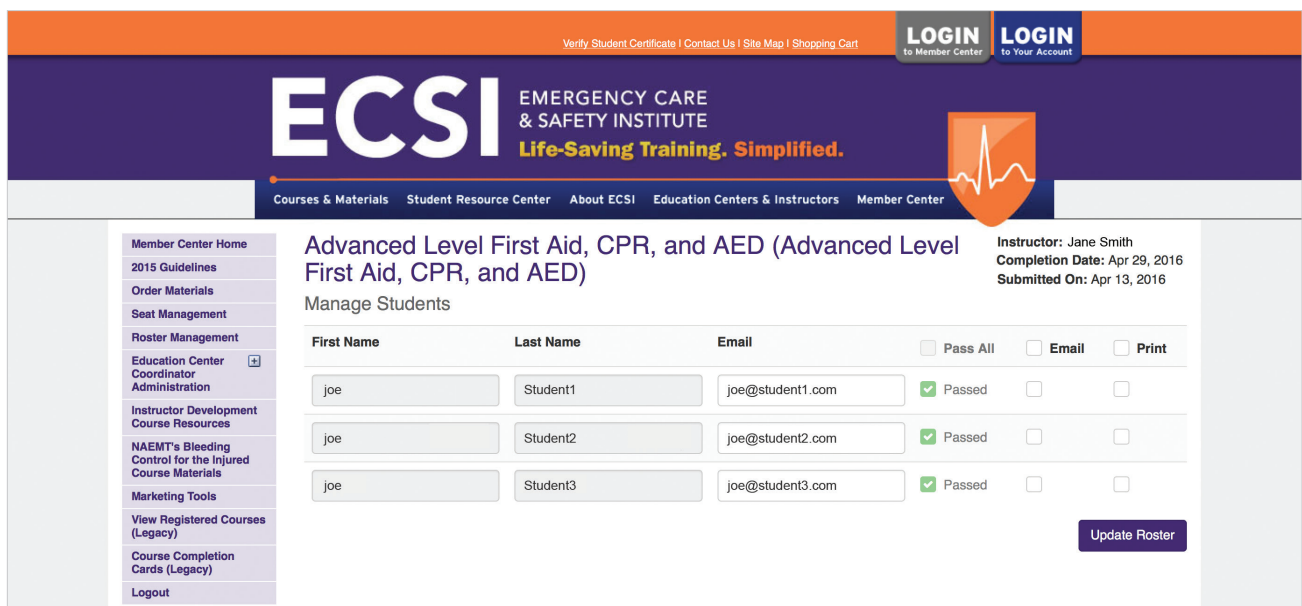
1. Click **Roster Management** on the left navigation bar.



The screenshot shows the ECSI Roster Management interface. The left sidebar contains a navigation menu with options like Member Center Home, 2015 Guidelines, Order Materials, Seat Management, Roster Management, Education Center Coordinator Administration, Instructor Development Course Resources, NAEMT's Bleeding Control for the Injured Course Materials, Marketing Tools, View Registered Courses (Legacy), Course Completion Cards (Legacy), and Logout. The main content area is titled 'Roster Management' and features a 'Student Search' bar. Below this is a table listing courses with columns for Course Name, End Date, Instructor, and Action. The table shows several courses, including Spring 2016 CPR and AED, Spring 2016 Standard Level First Aid, CPR, and AED, Summer 2016 Standard Level First Aid, CPR, and AED, Fall 2016 CPR and AED, Fall 2016 Advanced Level First Aid, CPR, and AED, and Bi-annual Oxygen Class Oxygen Administration. Each course has a status indicator (e.g., 2 STUDENTS SUBMITTED, 1 STUDENT SUBMITTED, 315 SEATS AVAILABLE, 7 STUDENTS SUBMITTED, 8 STUDENTS NOT ENOUGH SEATS) and a 'Manage Roster' link.

Course Name	End Date	Instructor	Action
Spring 2016 CPR and AED	Apr 30, 2017	Jane Smith	Manage Roster
Spring 2016 Standard Level First Aid, CPR, and AED	Sep 09, 2016	Jane Smith	Manage Roster
Summer 2016 Standard Level First Aid, CPR, and AED	Apr 30, 2018	Jane Smith	Manage Roster
Fall 2016 CPR and AED	Apr 30, 2018	Jane Smith	Manage Roster
Fall 2016 Advanced Level First Aid, CPR, and AED	Dec 30, 2016	Jane Smith	Manage Roster
Bi-annual Oxygen Class Oxygen Administration	Apr 30, 2016	Jane Smith	Manage Roster

Click **Manage Roster** next to your course name (you might need to scroll of the course list is long.)



The screenshot shows the ECSI Manage Students interface for the 'Advanced Level First Aid, CPR, and AED (Advanced Level First Aid, CPR, and AED)' course. The left sidebar is the same as the previous screenshot. The main content area is titled 'Manage Students' and features a table with columns for First Name, Last Name, Email, and checkboxes for Pass All, Email, and Print. The table lists three students: joe Student1, joe Student2, and joe Student3. Each student has a 'Passed' status and checkboxes for Email and Print. An 'Update Roster' button is located at the bottom right of the table. The top right of the page shows the instructor's name (Jane Smith), completion date (Apr 29, 2016), and submission date (Apr 13, 2016).

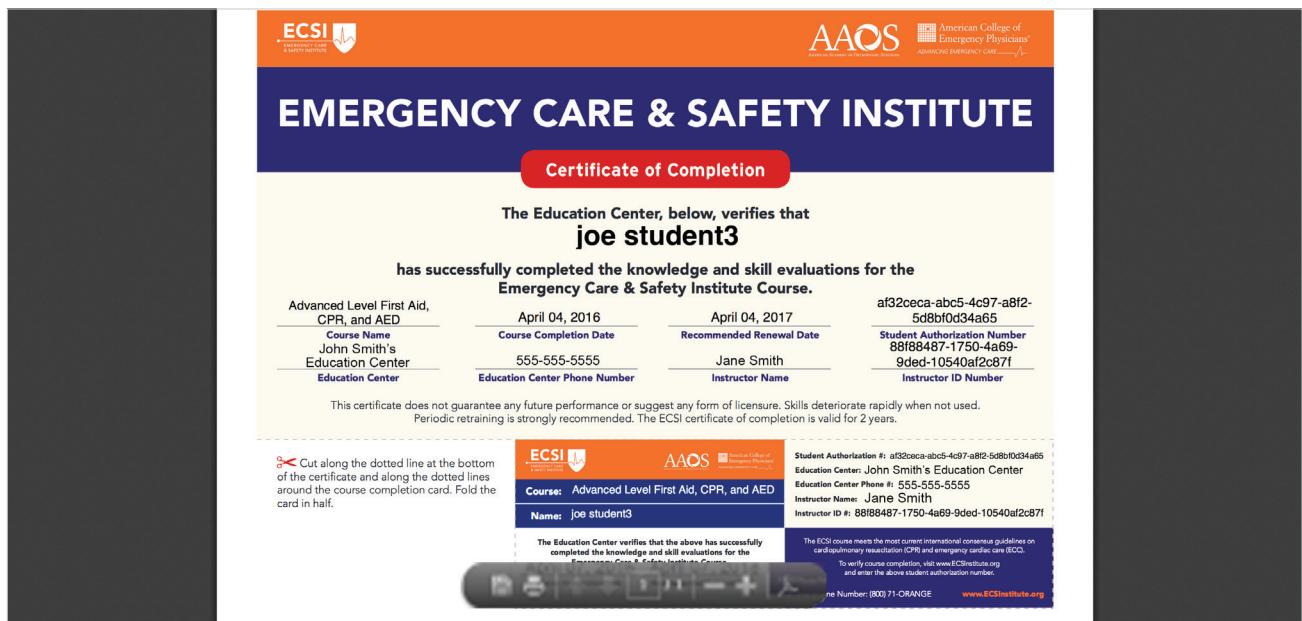
First Name	Last Name	Email	Pass All	Email	Print
joe	Student1	joe@student1.com	<input checked="" type="checkbox"/> Passed	<input type="checkbox"/>	<input type="checkbox"/>
joe	Student2	joe@student2.com	<input checked="" type="checkbox"/> Passed	<input type="checkbox"/>	<input type="checkbox"/>
joe	Student3	joe@student3.com	<input checked="" type="checkbox"/> Passed	<input type="checkbox"/>	<input type="checkbox"/>

2. To email or print a certificate or certificates, click the Email and/or Print check boxes next to each student's name, or click the **Email** and/or **Print** check boxes next to **Pass All**.
3. Click **Update Roster**.



ECSI displays a Certificate of Completion in the Web browser for the first student listed on the roster. It opens additional browser tabs for each additional student.

- Point to the bottom of the certificate until you see icons for saving and printing the certificate.



- Click the **Save a copy icon** to save the certificate on your hard drive, or click the **Print icon** to open the Print dialog box on your computer and print the certificate.

How can I reprint or email a student a Certificate of Completion?

To reprint or email a certificate, [follow these instructions](#).

What is the difference between “redemption history” and “usage history”?

You can see details about seats purchased (Redemption History), by clicking **Seat Management** on the left navigation bar, and then clicking the **Redemption History** link for a course.

The screenshot shows the ECSI website interface. The top navigation bar includes links for 'Verify Student Certificate', 'Contact Us', 'Site Map', and 'Shopping Cart'. There are two 'LOGIN' buttons: 'to Member Center' and 'to Your Account'. The main header features the ECSI logo and the tagline 'EMERGENCY CARE & SAFETY INSTITUTE Life-Saving Training. Simplified.' Below the header is a navigation menu with 'Courses & Materials', 'Student Resource Center', 'About ECSI', 'Education Centers & Instructors', and 'Member Center'. The left sidebar contains a list of links: 'Member Center Home', '2015 Guidelines', 'Order Materials', 'Seat Management', 'Roster Management', 'Education Center Coordinator Administration', and 'Instructor Development Course Resources'. The main content area is titled 'Redemption History' and displays a table with the following data:

Invoice Id	Purchase Date	Redeemed Date	Seats	Redeemed By
1553057	11/14/2007	04/04/2016	10	Jane Smith
1063523	09/30/2004	04/12/2016	1	Jane Smith

The Redemption History screen displays information about the Invoice ID, Purchase Date, Redeemed Date (when someone entered an invoice ID to add the seats to the Ed Center), the number of seats, and the name of the instructor or administrator who redeemed the seats.

You can also see information about the seats that have been used (when instructors submit rosters) by clicking the **Usage History** link for a course.

The screenshot shows the ECSI website interface. The top navigation bar includes links for 'Verify Student Certificate', 'Contact Us', 'Site Map', and 'Shopping Cart'. There are two 'LOGIN' buttons: 'to Member Center' and 'to Your Account'. The main header features the ECSI logo and the tagline 'EMERGENCY CARE & SAFETY INSTITUTE Life-Saving Training. Simplified.' Below the header is a navigation menu with 'Courses & Materials', 'Student Resource Center', 'About ECSI', 'Education Centers & Instructors', and 'Member Center'. The left sidebar contains a list of links: 'Member Center Home', '2015 Guidelines', 'Order Materials', 'Seat Management', 'Roster Management', 'Education Center Coordinator Administration', 'Instructor Development Course Resources', and 'NAEMT's Bleeding Control for the Injured Course'. The main content area is titled 'Usage History' and displays a table with the following data:

Course Name	Seats	Submitted By	Date Submitted
Advanced Level First Aid, CPR, and AED	3	Jane Smith	04/04/2016
Boy Scouts of America Wilderness First Aid 16-hour course	2	Jane Smith	04/13/2016
Advanced Level First Aid, CPR, and AED	2	Jane Smith	04/13/2016

The Usage History screen lists the Course Name, Seats, and information about who submitted the seats and when. The easiest way to think about redemption vs. usage is that redeemed seats are “incoming seats” (available seats) in your ed

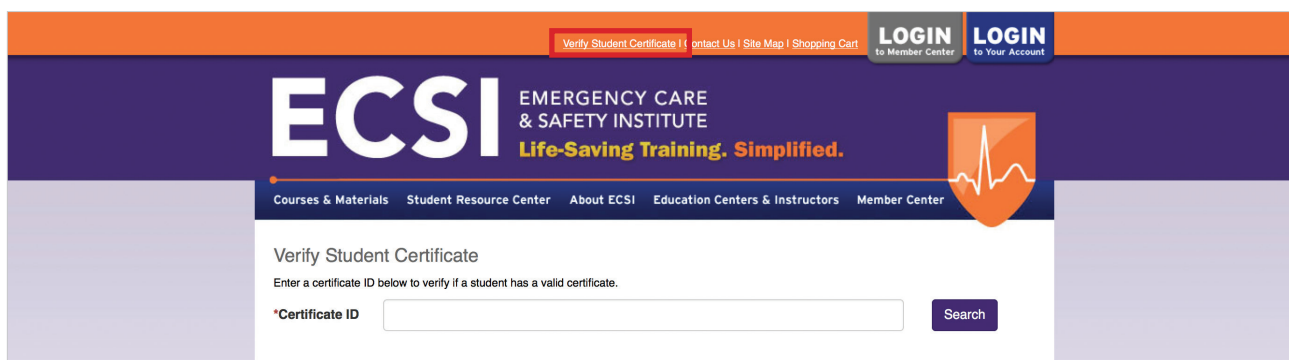
center, whereas used seats are “outgoing seats,” or seats that are no longer available.

Note: An Administrator can also access this information by clicking **Education Center Coordinator Administration** on the nav bar, and then clicking either **Redemption History** or **Usage History**.

How can a regulatory agency or employer verify the validity of a Certificate of Completion?

Oftentimes, an employer or regulatory might want to verify the legitimacy of any certificates you submit. They can do so by taking the following steps.

1. Go to **ecsinstitute.org**.
2. On the orange title bar, click the leftmost link, **Verify Student Certificate**.

The screenshot shows the ECSI (Emergency Care & Safety Institute) website. The top navigation bar is orange and contains links: 'Verify Student Certificate' (highlighted), 'Contact Us', 'Site Map', and 'Shopping Cart'. There are also 'LOGIN' buttons for 'Member Center' and 'Your Account'. The main header is dark blue with the ECSI logo and tagline 'Life-Saving Training. Simplified.'. Below the header is a dark blue navigation bar with links: 'Courses & Materials', 'Student Resource Center', 'About ECSI', 'Education Centers & Instructors', and 'Member Center'. The main content area is white and titled 'Verify Student Certificate'. It includes a sub-header 'Enter a certificate ID below to verify if a student has a valid certificate.' and a form with a text box labeled '*Certificate ID' and a 'Search' button.

3. Enter the certificate ID in the **Certificate ID** text box.
4. Click **Search**.

ECSI will display one of three messages indicating that:

- The certificate is valid until a specified date.
- The certificate has expired.

or

- The certificate ID is invalid.

How do I find a student to either edit the student's email information or re-send a digital Certificate of Completion?

Long after you have taught a class you might receive a request from a student. Given that your ed center most likely processes hundreds of students a year, it might be difficult to remember which class the student was enrolled in. This is an easy problem to solve.

1. Click **Roster Management** on the left navigation bar.

Member Center Home
2015 Guidelines
Order Materials
Seat Management
Roster Management
Education Center Coordinator Administration
Instructor Development Course Resources
NAEMT's Bleeding Control for the Injured Course Materials
Marketing Tools
View Registered Courses (Legacy)
Course Completion Cards (Legacy)
Logout

Roster Management

Course Name	End Date	Instructor	Action
Spring 2016 CPR and AED	2 STUDENTS SUBMITTED Apr 30, 2017	Jane Smith	Manage Roster
Spring 2016 Standard Level First Aid, CPR, and AED	1 STUDENT SUBMITTED Sep 09, 2016	Jane Smith	Manage Roster
Summer 2016 Standard Level First Aid, CPR, and AED	1 STUDENT 315 SEATS AVAILABLE Apr 30, 2018	Jane Smith	Manage Roster
Fall 2016 CPR and AED	2 STUDENTS SUBMITTED Apr 30, 2018	Jane Smith	Manage Roster
Fall 2016 Advanced Level First Aid, CPR, and AED	7 STUDENTS SUBMITTED Dec 30, 2016	Jane Smith	Manage Roster
Bi-annual Oxygen Class Oxygen Administration	8 STUDENTS NOT ENOUGH SEATS Apr 30, 2016	Jane Smith	Manage Roster

2. In the **Student Search** text box at the top of the screen, type the student's last name.

3. Click **Search**.

ECSI displays a list of students with the name you entered.

Member Center Home
2015 Guidelines
Order Materials
Seat Management
Roster Management
Education Center Coordinator Administration
Instructor Development Course Resources

Student Search

Student Name	Student Email	Course Details
Sam Smith	smithec@jblearning.com	BLAST! View Roster
Brittany Smith	bsmithec@jblearning.com	BLAST! View Roster
Andy Smith	asmithec@jblearning.com	BLAST! View Roster

- On the student list, next to the name of the student you want, click **View Roster**.

The screenshot shows the ECSI (Emergency Care & Safety Institute) Member Center. The header includes the ECSI logo and tagline 'Life-Saving Training. Simplified.' along with navigation links like 'Courses & Materials', 'Student Resource Center', and 'About ECSI'. A sidebar on the left lists various member center options, including 'Roster Management' which is currently selected. The main content area is titled 'Advanced Level First Aid, CPR, and AED (Advanced Level First Aid, CPR, and AED)' and 'Manage Students'. It displays a table of three students, all with the first name 'joe' and status 'Passed'. Each student row has an 'Email' checkbox that is currently unchecked. To the right of the table, there is a summary box showing 'Instructor: Jane Smith', 'Completion Date: Apr 29, 2016', and 'Submitted On: Apr 13, 2016'. At the bottom right of the table area is an 'Update Roster' button.

First Name	Last Name	Email	<input type="checkbox"/> Pass All	<input type="checkbox"/> Email	<input type="checkbox"/> Print
joe	Student1	joe@student1.com	<input checked="" type="checkbox"/> Passed	<input type="checkbox"/>	<input type="checkbox"/>
joe	Student2	joe@student2.com	<input checked="" type="checkbox"/> Passed	<input type="checkbox"/>	<input type="checkbox"/>
joe	Student3	joe@student3.com	<input checked="" type="checkbox"/> Passed	<input type="checkbox"/>	<input type="checkbox"/>

[Update Roster](#)

- Click the **Email** check box for the student.
- Click **Update Roster**.

How do I order materials?

The ECSI website makes it easy to order materials for your classes.

1. Click **Order Materials** on the left navigation bar.

The Order Materials screen lists the available materials for every course.

The screenshot shows the ECSI website's 'Order Materials' page. The header is orange with links for 'Verify Student Certificate', 'Contact Us', 'Site Map', and 'Shopping Cart'. There are two 'LOGIN' buttons: 'to Member Center' and 'to Your Account'. The main header is purple with the ECSI logo and the text 'EMERGENCY CARE & SAFETY INSTITUTE' and 'Life-Saving Training. Simplified.'. Below the header is a navigation bar with links: 'Courses & Materials', 'Student Resource Center', 'About ECSI', 'Education Centers & Instructors', and 'Member Center'. On the left is a sidebar menu with links: 'Member Center Home', '2015 Guidelines', 'Order Materials', 'Seat Management', 'Roster Management', 'Education Center Coordinator Administration', 'Instructor Development Course Resources', 'NAEMT's Bleeding Control for the Injured Course Materials', 'Marketing Tools', 'View Registered Courses (Legacy)', 'Course Completion Cards (Legacy)', and 'Logout'. The main content area is titled 'Order Materials' and lists three categories of materials: 'Advanced First Aid, CPR, and AED 7e', 'CPR and AED', and 'Health Care Provider CPR'. Each category has a checkbox for 'Student Manual' and 'Online Course'. The 'Oxygen Administration' category also has a checkbox for 'Student Manual'.

2. Click to select the check boxes for the materials you want to order.

3. Click **Purchase Items**.

The items you chose are added to your shopping cart.

4. Specify the Quantity for each item, and then click **Update**. (The quantity is 1 by default.)

5. Enter a promotion code, if available, and then click **Apply to Order**.

6. Click **Checkout**.

Note: If you have not finished selecting items, you can also click **Continue Shopping** to return to the list of materials.

7. Sign into the system or create a new account.

8. Follow the onscreen instructions, which include entering customer and payment information, reviewing your order, and confirming your order.

Note that you may not receive the invoice and confirmation of your order for up to 24 hours. Once you do receive it, you can [redeem your seats](#).

9. (optional) Click **Member Center** and then click **Member Center Home** to return to the home screen.

How do I log out of the ECSI website?

To log out of the ECSI website, click **Logout** on the left navigation bar.

