



**American Red Cross**

# Class Posting Service User Guide

Revised December 1, 2019

## Overview

Welcome to the American Red Cross Class Posting Service! This document includes terms and conditions as well as a user guide for Training Providers who have been approved to post class offerings on the Red Cross website, [redcross.org](http://redcross.org). Please follow this user guide as you submit requests to post classes on [redcross.org](http://redcross.org).

Following the instructions on this document will help ensure accuracy of data and will help accelerate the approval process. You can also view a How-To Video for the Class Posting Service on the Red Cross Learning Center—Partner Portal under the Resources navigation tab.

## The Class Posting Service

American Red Cross Training Providers in good standing with a valid agreement may be granted access to the Class Posting Service. If your organization does not have an Authorized Provider (AP) or Licensed Training Provider (LTP) agreement, please contact the Training Support Center at 1-800-RED-CROSS or [support@redcrostraining.org](mailto:support@redcrostraining.org).

New Training Providers will be granted access to the Class Posting Service when signing their agreement. If you are a current Training Provider that does not currently use the Class Posting Service but wish to, please contact your American Red Cross representative. If you do not know your representative, please contact the Training Support Center at 1-800-RED-CROSS or [support@redcrostraining.org](mailto:support@redcrostraining.org). Training Providers that currently use the Class Posting Service will be able to use the service in the new Red Cross Learning Center without interruption.

If granted access, individuals with access to the Red Cross Learning Center Partner Portal can access and submit classes to post through the Class Posting Service.

## Blended Learning Classes

Blended learning classes should be set up in the Red Cross Learning Center prior to posting the class to the Red Cross website. The new system for blended learning classes (released November 2019) provides the students with automated communications, access to the online content plus to digital course materials, and copies of their certification once the class is reported. The instructor and partner administrator are able to track the online completion status of all blended learning students directly in the Learning Center.

**Process to post a blended learning class:**

- Provider sets up the blended class in the Red Cross Learning Center
- Provider (partner administrator) submits the class to post on Red Cross website
- Provider manages the blended learning class in the Red Cross Learning Center
- Provider closes the class in the Red Cross Learning Center

*For more information about the Blended Learning Process, please see the Blended Learning How to Guide and video in the Resources section of the Red Cross Learning Center—Partner Portal.*

*Note:* Customers currently using the Direct Links platform for blended learning classes may continue to use Direct Links through September 2020 at which time all customers should fully migrate to the Learning Center for blended class offerings. Providers using Direct Links will need to continue the process of sending students the link and the blended learning class will need to be closed using the course record entry system.

## **Class Posting Service: Class Postings on Red Cross Website (RCO) - Terms and Conditions**

By accessing and using The American National Red Cross (the “Red Cross”) web interface on [www.RedCross.org](http://www.RedCross.org) (the “RCO”) in order to post Training Provider (a “Provider”) American Red Cross courses offered by Provider pursuant to a written Provider agreement (“Courses”) with the Red Cross (“Provider Agreement”), the Provider agrees to the RCO terms of use (available here <http://www.redcross.org/terms-of-use>) and to the terms and conditions set forth below (collectively, with the Provider Agreement, the “Terms and Conditions”). The Red Cross reserves the right to modify, alter or otherwise update these Terms and Conditions at any time. By using this website after notice of such changes is posted, the Provider agrees to be bound by any modifications, alterations or updates.

- **RCO Interface Responsibilities.** Provider will timely insert accurate information into the RCO interface regarding Courses on certain Provider website(s) (“Provider Websites”), and will provide hyperlinks (“Provider Hyperlinks”) to certain Provider Website landing pages (“Provider Landing Pages”). Provider understands and acknowledges that the Red Cross may use this information to post Provider Hyperlinks to Provider Landing Pages in its sole discretion, with a goal to provide RCO user access to Provider’s Courses. Provider understands and acknowledges that such posts will be visible and available to the general public, as well as invited, potential participants of Provider.
- **Provider Agreement.** In connection with Provider’s use of RCO and in offering Courses, Provider shall adhere to the requirements of its Provider Agreement and these Terms and Conditions.
- **Provider Liability.** Provider shall remain responsible for any and all liability arising out of:
  - Its promotion of Courses on, and general use of, RCO;
  - The function and content of its Provider Landing Pages;
  - Its delivery of Courses to customers; and
  - The general conduct of its business.
- **American Red Cross Name and Logo.** Use of RCO pursuant to these Terms and Conditions shall not confer any right of Provider to use the Red Cross name and/or logo in advertising Provider’s goods or services, except as otherwise expressly permitted pursuant to its Provider Agreement and Training Provider Resource Guide.
- **Provider Hyperlinks.** Provider Hyperlinks shall lead users to a functioning Provider Landing Page that does not interfere with a user's ability to navigate away from the Provider Landing Page. Provider Hyperlinks shall not include the Red Cross name and/or logo in the display URL.

- **Provider Landing Pages.** Provider Landing Pages shall provide the RCO user with the opportunity to purchase the Course it listed on RCO. Any Course Provider lists on RCO should be easily found on the Provider Landing Page (i.e., user should not have to search for the Course again after leaving RCO.) Provider Landing Pages shall contain no courses or advertisements for courses from Red Cross competitors, bad grammar or improper punctuation. Provider Landing Pages must contain only information that is relevant and appropriate to the Courses being offered and the audience viewing the Courses, and include contact information for Provider for any questions, comments and/or complaints. Provider must promptly and professionally respond to any customer questions, comments and/or complaints. The following details on the Provider Landing Page must match what is listed on RCO:
  - Name of course;
  - Prices, without any premium or markup above the Prices listed, additional charges, listing fees or hidden fees. For Courses with discounts, such as “member pricing” that may not apply to all of Provider’s customers, the maximum Course price must be displayed on RCO;
  - Course descriptions;
  - The period of time for each Course and class cannot be shorter than the minimum period of time required by Red Cross’s national minimum requirements applicable to each Course and class for applicable Red Cross certification;
  - The period of time for each Course and class shall correspond to the period of time for each Course and class displayed on the AP/LTP’s RCO Course offering).
- **Provider Websites.** Provider Websites shall be viewable on both desktop/laptop and mobile devices using popular web browser apps that are supported by major providers. (such as Apple, Google, Microsoft or Mozilla). Provider Websites shall comply with all applicable federal, state and local laws and regulations, and Provider’s own privacy policies, which must be at least as restrictive and protective as those on RCO, including but not limited to, with regards to its access, use, sharing and storage of the information (including, without limitation, personally identifiable information) provided by users of Provider’s website(s), the sale and purchases of any listed goods or services offered, and any content restrictions, as further required of these Terms and Conditions. Provider Landing Pages or any related web pages on its Provider Websites that contain its Course postings (including advertising) shall not contain any content that:
  - Is offensive; adult-themed; contains sexual, violent or criminal content; advocates violence or intimidation, harassment, physical force or discrimination motivated by hostility to any race, ethnicity, religious belief, sex, age, disability or sexual orientation;

- Is related to tobacco, alcohol, gambling (other than promotional contests), “get-rich-quick” or similar schemes, or firearms, ammunition, or fireworks;
  - Is false, deceptive or misleading or contains spam, viruses or spyware;
  - Is in violation of the rights of any third party, including copyright, trademark, privacy, publicity, or other personal or proprietary rights;
  - Is in violation of Red Cross’ policies (including the LTP/AP Resource Guide, general terms and conditions and privacy policies), or the fundamental principles of the International Red Cross and Red Crescent Movement or otherwise violates any civil or criminal law;
  - States or implies an American Red Cross endorsement of Provider; or
  - Uses American Red Cross copyrights or trademarks or any confusingly similar marks, outside of scope of its Provider Agreement or without prior written permission from the American Red Cross, in its sole discretion.
- **Payments.** Red Cross has no obligation to refund any payment for Courses for any reason. If Provider charges any payments due under any Provider Agreement by using a credit card or debit card, then subsequently disputes any such charge, and such dispute is reasonably determined by the Red Cross to be improper or unjustified, then, the Red Cross may, in its sole discretion, revoke Provider’s privileges to make any future payments associated such Provider Agreement and/or terminate the Provider Agreement.
  - **General.** The Red Cross reserves the right to reject, approve or remove any Provider Hyper-links and/or Provider course information from RCO for any reason, in its sole discretion, including Provider Hyperlinks and content that negatively affect the American Red Cross’ relationship with its users or that promote content, services, or activities, contrary to its mission or interests. Provider’s Agreement currently in effect, together with these Terms and Conditions constitutes the entire understanding of the parties with respect to the subject matter hereof. In the event of a conflict between these Terms and Conditions and the terms of Provider’s Agreement, the terms of the Provider Agreement will govern. Provider’s rights under these Terms and Conditions to post Courses on RCO shall immediately terminate upon termination or expiration of Provider’s Agreement; however, termination of Provider’s ability to post Courses shall not automatically terminate Provider’s Agreement. These terms are subject to change at any time.

## Accessing the Class Posting Service and Posting Classes

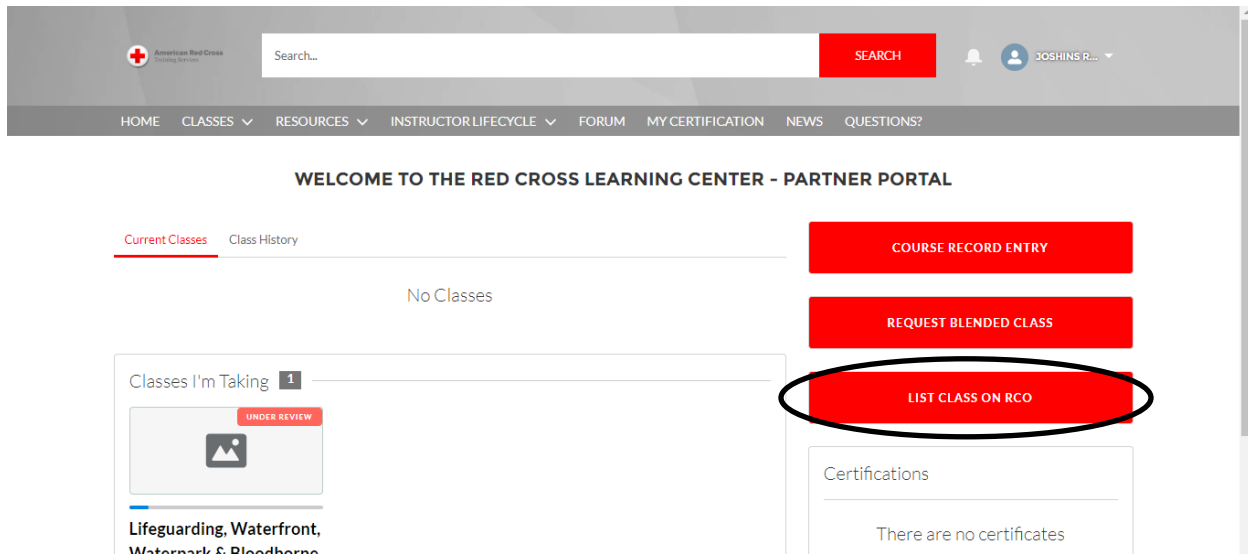
Prior to posting, organizations will need to identify one or more individuals as administrators for their organizations. Administrators do not have to be instructors. Only administrators will be able to access the partner portal. After receiving approval and administrator access for your organization, users may follow the instructions below to post classes.

1. **Login to the Red Cross Learning Center—Partner Portal:** Visit [Redcrosslearningcenter.org](http://Redcrosslearningcenter.org) and login using your Red Cross Learning Center username and password. Note: If you do not know your Learning Center password, visit [Redcrosslearningcenter.org](http://Redcrosslearningcenter.org) and select the “Forgot Password” link. You will receive an email with instructions to reset your password.

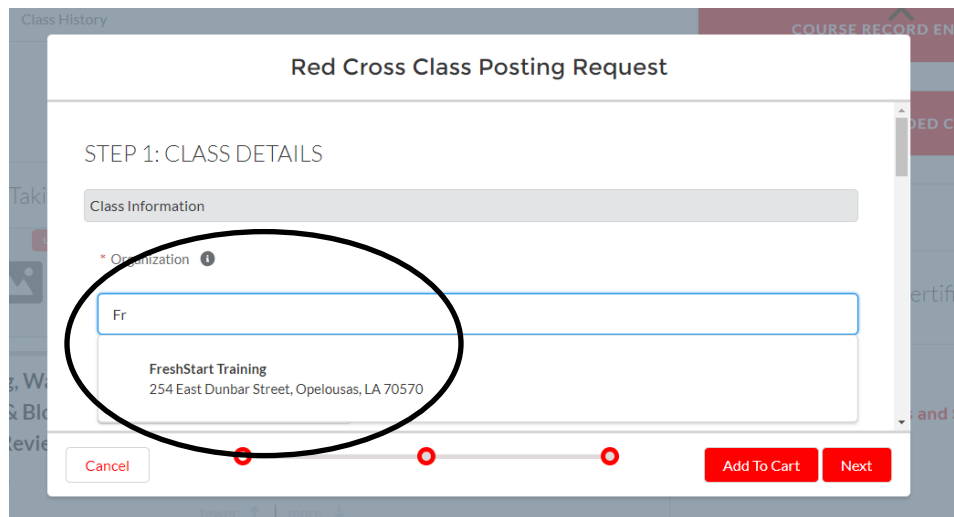
The screenshot shows the American Red Cross Learning Center Partner Portal. At the top, there is a navigation bar with the American Red Cross logo, "American Red Cross Training Services", and links for "TRAINING + CERTIFICATION" and "SUPPLIES & PRODUCTS". Below this is a login form with a text input field containing the email address "joshua.rowland@redcross.org.uatinst", a password field with masked characters, and two red buttons: "LOGIN" and "CLAIM VOUCHER". A "Sign Me Up" link is positioned to the right of the buttons. Below the buttons, there is a paragraph of text: "If you have received a voucher to take an online course, select the Claim Voucher button in order to enter your voucher number and gain access to the Learner's Community." Below this text is a link: "[Red Cross Employees \(whose primary role is not as an instructor\), click here to login](#)".

The second part of the screenshot shows the dashboard after login. At the top, there is a search bar with the text "Search...", a "SEARCH" button, and a user profile icon labeled "JOSHUA R...". Below the search bar is a navigation menu with links: "HOME", "CLASSES", "RESOURCES", "INSTRUCTOR LIFECYCLE", "FORUM", "MY CERTIFICATION", "NEWS", and "QUESTIONS?". The main heading is "WELCOME TO THE RED CROSS LEARNING CENTER - PARTNER PORTAL". Below this heading, there are two tabs: "Current Classes" (selected) and "Class History". The "Current Classes" section shows "No Classes". To the right of this section are three red buttons: "COURSE RECORD ENTRY", "REQUEST BLENDED CLASS", and "LIST CLASS ON RCO". Below the "Current Classes" section is a "Classes I'm Taking" section with a counter showing "1". There is a card for a class titled "Lifeguarding, Waterfront," with a status of "UNDER REVIEW". To the right of this section is a "Certifications" section with the text "There are no certificates".

2. **Select “List Class On RCO”.** Click the “List Classes On RCO” button on the home page.



3. **Select Your Organization:** Select the organization you will be posting the class for. If you are affiliated with more than one organization, you will see multiple options in the drop-down list. If you do not see the organization, type the organization name. Please be sure to select the correct organization. If the list is blank or you do not see the organization you are attempting to post a class for, then you or your organization does not currently have permission to use the Class Posting Service and you should contact your American Red Cross representative.



4. **Select Your Course:** Enter the course name or course code and then click the search button. A list of courses will be populated. Select the name for the course you want to post. For blended learning courses, make sure -BL is at the end of the course name. You will only be eligible to post classes that are under your provider agreement.

The screenshot shows a modal window titled "Red Cross Class Posting Request". At the top, there is a search bar with the text "Course" and "Adult First Aid/CPR/AED" entered. A red "Search" button is to the right. Below the search bar, it says "Storefront: CPS" and "Search Results: 65 products." A table lists the search results:

Product SKU	Name	Select
AP-HSSFA514-BL	Adult First Aid/CPR/AED-BL	>
AP-HSSFA516-BL	Adult and Pediatric First Aid/CPR/AED-BL	>
AP-HSSFA404	Adult First Aid/CPR/AED	>
AP-HSSFA415	Adult and Pediatric First Aid/CPR/AED	>

At the bottom of the modal, there are "Cancel", "Add To Cart", and "Next" buttons. The "Add To Cart" and "Next" buttons are highlighted in red.

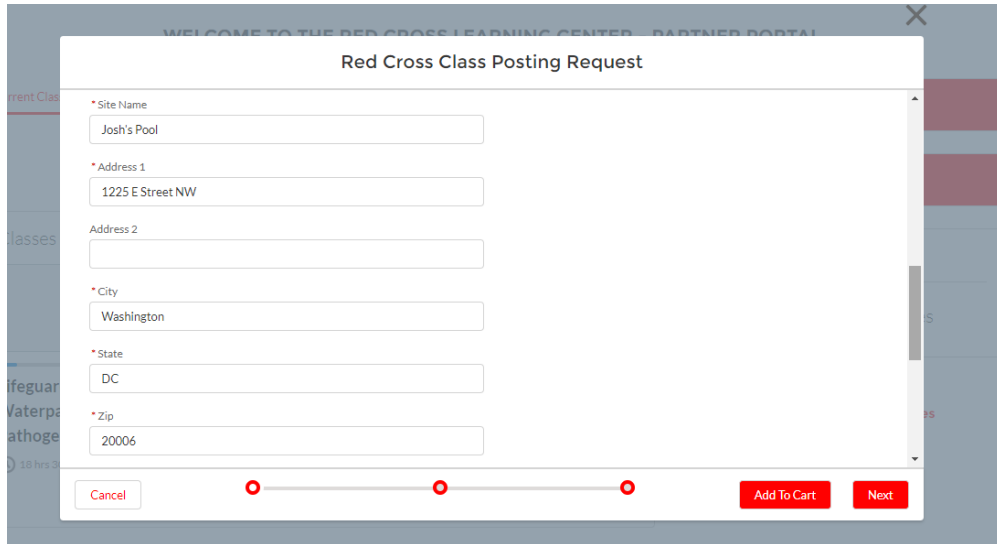
5. **Session Dates and Times:** Enter the session dates, start times, and end times for the class you will be offering. The in-person session times must be scheduled for at least the minimum course time. Click the add session button for classes with multiple sessions. Once you have submitted payment, you will not be able to edit the starting dates or times for the class.

The screenshot shows the "Red Cross Class Posting Request" modal window. The "Class Format" is set to "Classroom". Under the "Session" section, there are two rows of session information:

* Date	* Start Time	* End Time	* Time Zone
Nov 11, 2019	8:00 AM	6:30 PM	US/Eastern
Nov 13, 2019	9:00 AM	4:00 PM	US/Eastern

There is a red "Del" button to the right of the second session row. Below the session rows is a red "Add Session" button. At the bottom of the modal, there are "Cancel", "Add To Cart", and "Next" buttons. The "Add To Cart" and "Next" buttons are highlighted in red.

6. **Facility:** Enter the address of the facility where the in-person session(s) will take place. If you have entered a facility address in the Red Cross Learning Center before, you can search for that facility using the Site Search function and the location and address will automatically populate.

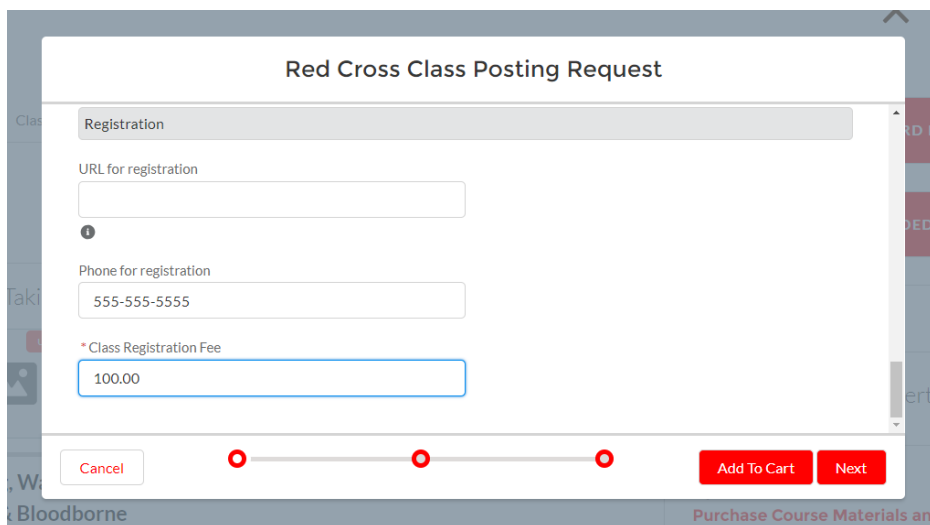


The screenshot shows a web form titled "Red Cross Class Posting Request". The form is partially filled out with the following information:

- \* Site Name: Josh's Pool
- \* Address 1: 1225 E Street NW
- Address 2: (empty)
- \* City: Washington
- \* State: DC
- \* Zip: 20006

At the bottom of the form, there are three red progress indicators, a "Cancel" button on the left, and "Add To Cart" and "Next" buttons on the right.

7. **Registration Information:** Enter the registration information that customers will use to register for the class offering. You must enter either a URL address or a phone number. If using a URL, the address must start with http:// or https://. Enter the fee you will charge participants to register for the course. To add additional courses before checking out, select the 'Add to Cart' button and then scroll to the top of the page and enter the course information for the new course. Once you have added all the classes you will be posting, click on the next button.



The screenshot shows the same "Red Cross Class Posting Request" form, but now the "Registration" section is active. The form contains the following information:

- URL for registration: (empty)
- Phone for registration: 555-555-5555
- \* Class Registration Fee: 100.00

The "Class Registration Fee" field is highlighted with a blue border. At the bottom, there are three red progress indicators, a "Cancel" button on the left, and "Add To Cart" and "Next" buttons on the right.

8. **Review:** Review the information for all the classes you have entered. You can edit or delete any class information. If the information is correct, click submit.

Red Cross Class Posting Request  
Please fill all the mandatory details

STEP 2: Review

Course Information EDIT DELETE

Organization  
Joshua Rowland

Course  
Adult First Aid/CPR

Class Format  
Classroom

DATE	START TIME	END TIME	TIME ZONE
11/11/2019	08:00 AM	6:30 PM	US/Eastern
11/13/2019	09:00 AM	4:00 PM	US/Eastern

Training Facility  
Josh's Pool, 1225 E Street NW., Washington, DC, 20006

URL for registration

Cancel Submit

9. **Checkout:** Review the cart summary information and enter the credit card holder's name, card information, and billing address. Once complete, click the make payment button.

Red Cross Class Posting Request

\* Card Number  
4111-XXXX-XXXX-XXXX

\* Exp MM  
11

\* Exp YYYY  
2019

\* CVV  
345

Credit Card Billing Address

\* Street  
2025 E Street NW

\* City  
Washington

\* State  
DC

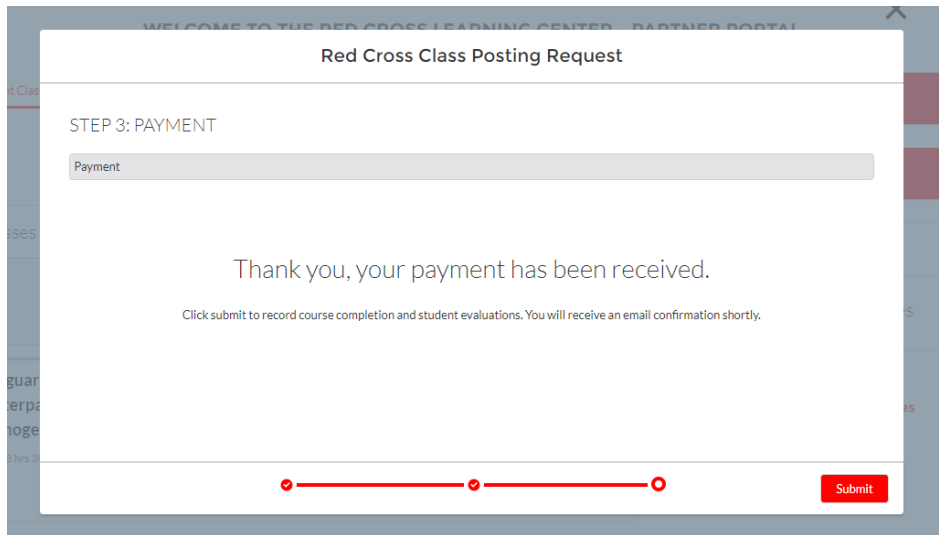
\* Country  
US

\* Zip Code  
20006

Make Payment

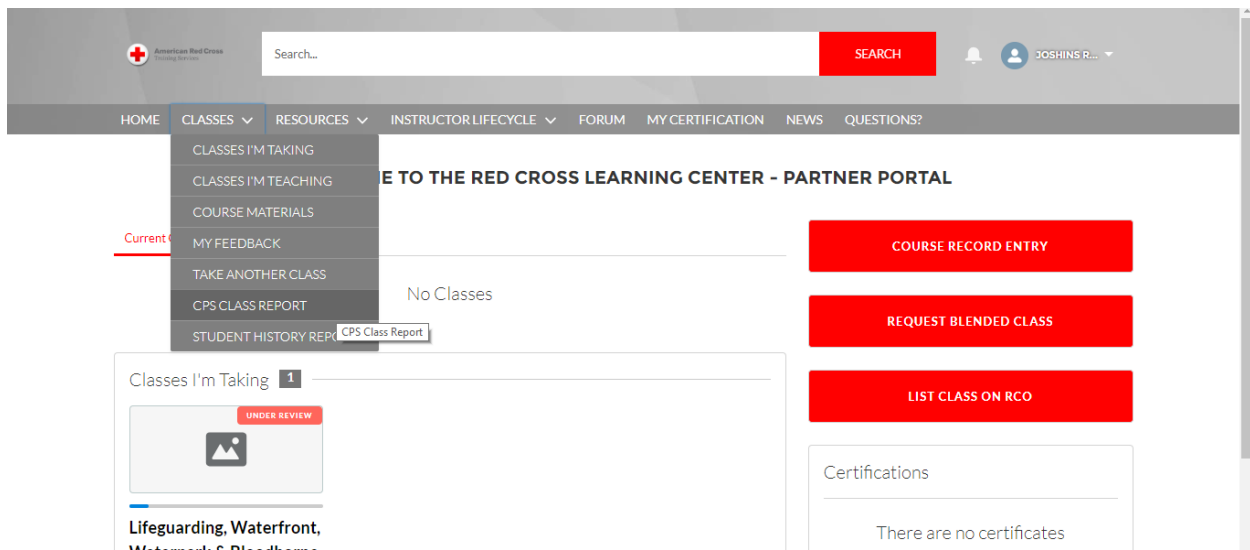
Cancel Submit

10. **Payment Confirmation:** Once the payment has been processed, you will see a screen confirming the payment has been received. Click the submit button to finish the process and have the class posted to RedCross.org.



## Class Posting Service Class Report

To view or print a report of the classes that have been submitted for posting, select 'CPS Class Report' from the Classes dropdown menu.



Next, select an Organization and a 90-day date range. The report can also be filtered by course name.

The screenshot shows the American Red Cross training management system interface. At the top, there is a search bar with the text "Search..." and a red "SEARCH" button. Below the search bar is a navigation menu with options: HOME, CLASSES, RESOURCES, INSTRUCTOR LIFECYCLE, FORUM, MY CERTIFICATION, NEWS, and QUESTIONS?. Below the navigation menu, there are filter fields for Organization (FreshStart Training), Start Date From (Oct 31, 2019), Start Date To (Jan 29, 2020), and Course (search...). Below the filters, there is a note: "\* This is a listing of all CPS Classes Entered for Publication \*". Below the note, there are "Export" and "Print" buttons. Below the buttons, there is a table with 20 items. The table has columns: COURSE, ORGANIZATION, LOCATION NAME, LOCATION, START DATE, TIME, and CLASS-ID.

COURSE ↓	ORGANIZATION ↓	LOCATION NAME ↓	LOCATION	START DATE ↓	TIME	CLASS-ID
Adult and Child First Ai...	FreshStart Training	Freshstart Training Office	1313 Magnolia Lane Washington DC 20002	11/01/2019	09:00 AM - 11:30 AM	CLS-00005646
Adult and Pediatric CP...	FreshStart Training	My House	1000 Ave of America Manhattan NJ 01021	12/07/2019	09:00 AM - 06:00 PM	CLS-00006021
Adult and Pediatric Firs...	FreshStart Training	JT's fun house	555 smith street Duryea PA 10001	11/04/2019	08:00 AM - 02:00 PM	CLS-00005687

Select export or print. The printed version opens as a PDF file. The export will open as an excel spreadsheet.