



American Red Cross

Request Online Class User Guide

January 17 , 2023

Version 1

Overview

This document is a user guide for Training Providers who use the Request Online Class (ROC) tool on the Red Cross Learning Center. Following the instructions in this document will help ensure that classes are set up correctly.

The Request Online Class Tool

Request Online Class (ROC) is a tool within the Red Cross Learning Center that allows Red Cross AP/LTPs to offer an online class to their students via a single registration URL. This functionality creates a streamlined experience where customers are only required to manage one link per class. AP/LTP Partner admins may request online class(es) by purchasing “seats” in the class.

After completing their purchase, partner admins will receive a URL for student registration. This single URL may be distributed to students for self-registration in RCLC. Once registered, students may complete the online class at their own pace. Students receive a completion certificate immediately upon successful completion of the online class. Partner administrators are eligible to monitor and edit enrollments, adjust the registration end date, and add seats to a class.

All American Red Cross Training Providers in good standing with a valid agreement will be able to access the Request Online Class tool through the Red Cross Learning Center. 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@redcrosstraining.org.

Accessing the Request Online Class Tool and Creating Classes

Prior to creating an online class, 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, users may follow the instructions below to post classes.

1. **Login to the Red Cross Learning Center:** Visit 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 and select the “Forgot Password” link. You will receive an email with instructions to reset your password.

American Red Cross Training Services TRAINING + CERTIFICATION SUPPLIES & PRODUCTS

LOGIN

CLAIM VOUCHER

[Sign Me Up](#)

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.

[Red Cross Employees \(whose primary role is not as an instructor\), click here to login](#)

American Red Cross Search... SEARCH SB_TEST J...

HOME CLASSES RESOURCES INSTRUCTOR LIFECYCLE FORUM MY CERTIFICATION NEWS QUESTIONS?

RED CROSS LEARNING CENTER - PARTNER PORTAL

Announcements

- [Direct Links Unavailable for Short Time on October 6](#)
- [Revised Prerequisites to participate in a Lifeguarding Instructor/Instructor Trainer Review Course](#)
- [Release of the FAST Program](#)

Classes I'm Teaching

[Current Classes](#) [Class History](#)

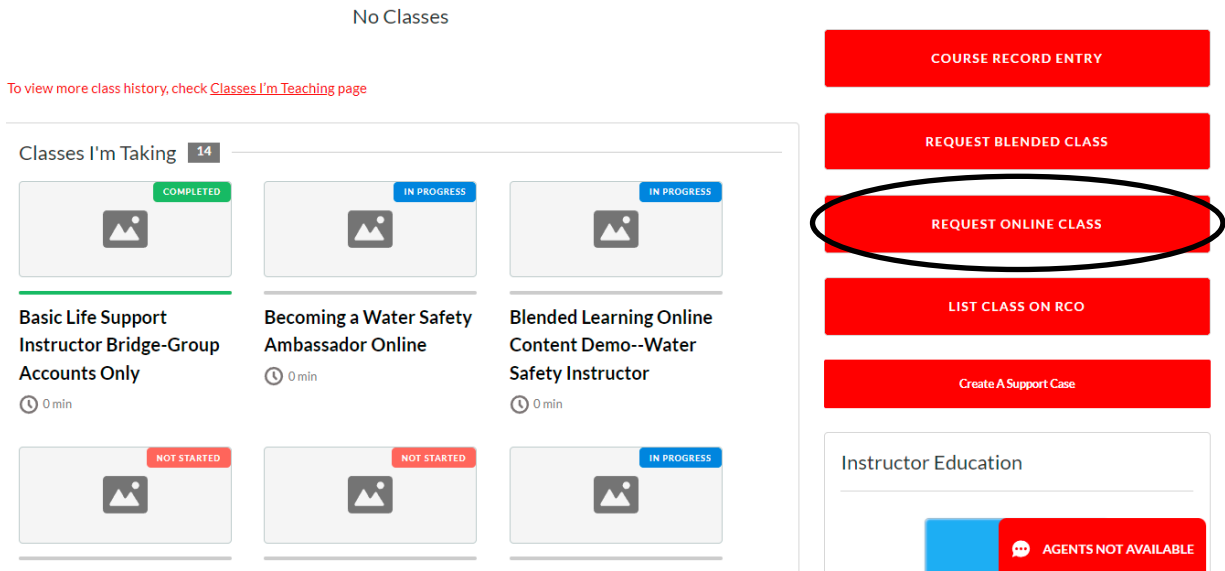
Quick Actions and Links

- [American Red Cross COVID-19 Guidance](#)
- [American Red Cross Focused Updates and Guidelines 2020](#)
- [Purchase Course Materials and Supplies](#)

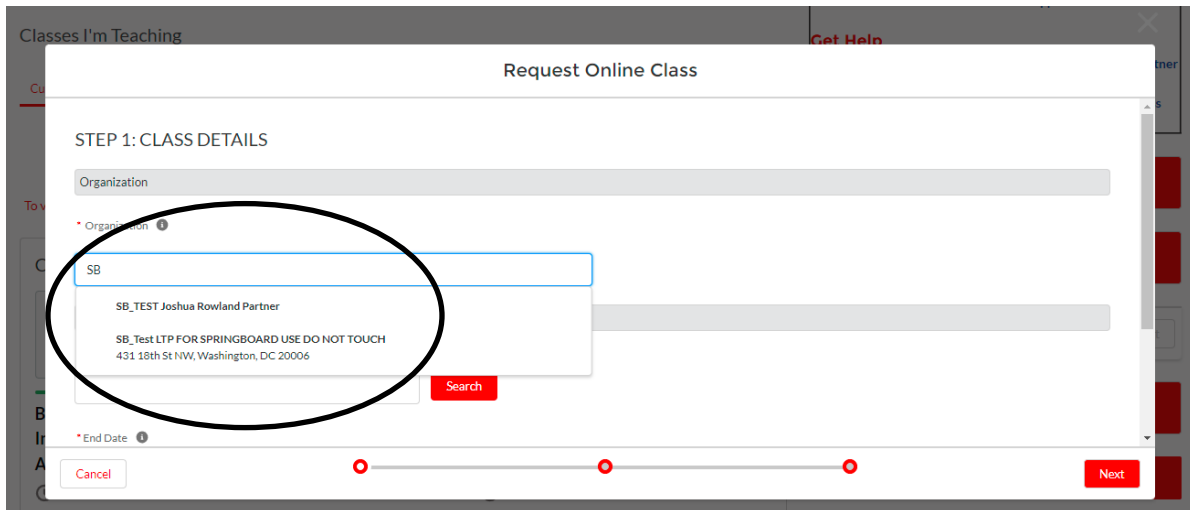
Get Help

- [Video: Overview of the Red Cross Learning Center Partner Portal](#)
- [How To Information and Videos for Using the Red Cross Learning Center](#)

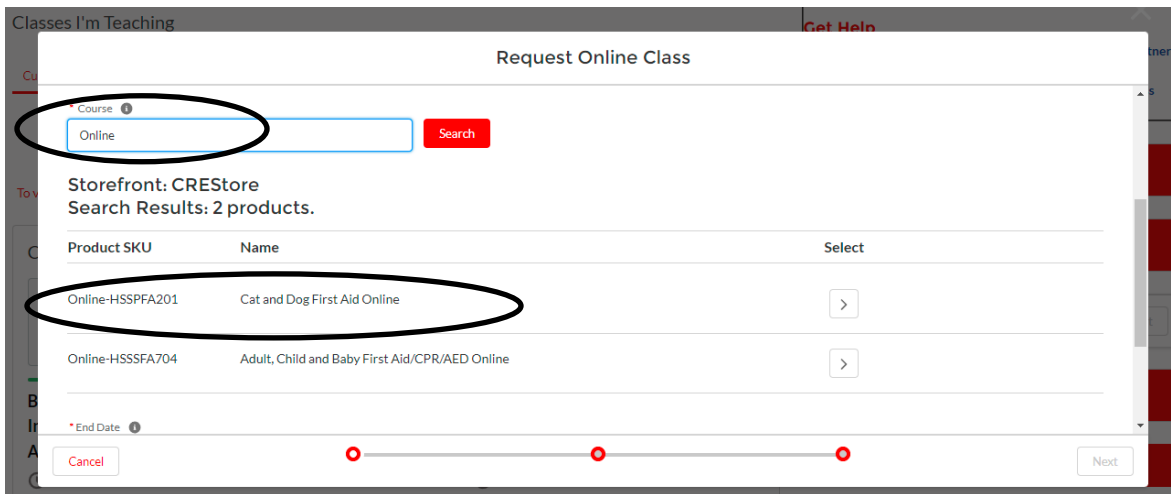
2. **Select “Request Online Class”.** Click the “Request Online Class” button on the home page. The button is listed approximately halfway down the page on the right side.



3. **Select Your Organization:** Select the organization you are creating 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, you should contact your American Red Cross representative.



- Select Your Class:** Enter the class name or course code and then click the search button. A list of classes will be populated. Select the name for the class you will create for your participants. You will only be eligible to create class that are under your provider agreement.



Note: The below list contains all the available classes in the Request Online Class tool. If one of the below classes is not under your provider agreement, then it will not show up in the search results.

Class Name	Course Code
Adult CPR/AED Online-OL	ROC-HSSSFA505-OL-r.21
Adult First Aid/CPR/AED Online-OL	ROC-HSSSFA702-OL-r.21
Adult, Child and Baby First Aid/CPR/AED Online-OL for AP	ROC-HSSSFA704-OL-r.21
Advanced Child Care Training Online-OL	ROC-HSSCAR206-OL
Babysitting Basics Online-OL	ROC-HSSCAR203-OL
Becoming an American Red Cross Ambassador for Water Safety Online AP	ROC-HSSAQU110-OL
Bloodborne Pathogens Training Online-OL	ROC-HSSBBP101-OL-r.21
Cat and Dog First Aid Online-OL	ROC-HSSPFA201-OL
Child and Baby First Aid/CPR/AED Online-OL	ROC-HSSSFA703-OL-r.21
First Aid for Opioid Overdoses Online-OL	ROC-HSSSFA517-OL
First Aid for Severe Bleeding Online-OL	ROC-HSSSFA508-OL
First Aid for Severe Trauma Online-OL	ROC-TSFAST101-OL
First Aid Online Only-OL	ROC-HSSSFA506-OL-r.21
Lifeguard Management Online-OL	ROC-HSSAQU405-OL
Online Anaphylaxis and Epinephrine Auto-Injector-OL	ROC-HSSSFA504-OL
Orientation to Swim Lessons for Parents and Caregivers Online AP	ROC-HSSAQU112-OL
Safety Training for Swim Coaches Online Content-OL	ROC-HSSAQU303-OL
Seguridad en el Agua para Padres y Cuidadores - Spanish Language Online AP	ROC-HSSAQU111-OL
Water Safety for Parents and Caregivers Online Course-OL	ROC-HSSAQU100-OL

5. **Enter the End Date:** Enter the end date for registrations. This will be the last date participants can register for the online class. The end date must be in the future. The end date can be edited after the class has been created. Students do not need to complete the class by the end date.

The screenshot shows the 'Request Online Class' form. The 'End Date' field is highlighted with a red circle. The form includes the following fields:

- Organization: SB_Test LTP FOR SPRINGBOARD USE DO NOT TOUCH
- Class Information: Cat and Dog First Aid Online
- End Date: Jan 31, 2022
- Total Number of Students: (empty)

Navigation buttons: Cancel, Next

6. **Enter the Total Number of Students:** Enter the number of students that will be taking online class. The amount charged will be based on the number students and the per person fee for the class. If the total number of students is unknown, it is not recommended to purchase more registrations than needed. You can purchase additional registrations if the amount purchased does not meet your needs. Refund are not available if you purchase more registrations than needed. Extra registrations can be used for future classes. Once you have completed this step, select next to move forward.

The screenshot shows the 'Request Online Class' form. The 'Total Number of Students' field is highlighted with a red circle and contains the value '17'. The 'Next' button is also highlighted with a red circle. The form includes the following fields:

- Organization: SB_Test LTP FOR SPRINGBOARD USE DO NOT TOUCH
- Class Information: Cat and Dog First Aid Online
- End Date: Jan 31, 2022
- Total Number of Students: 17

Navigation buttons: Cancel, Next

7. **Review:** Review the information to make sure the class, end date, organization, and number of students are correct. If any of the information is not correct, select edit and make any necessary adjustments.

Request Online Class

STEP 2: REVIEW

Course Information EDIT

Course	Organization
Cat and Dog First Aid Online	SB_Test LTP FOR SPRINGBOARD USE DO NOT
Class End Date	Total number of Students
01/31/2022	17

Cancel
●
●
●
Next

8. **Checkout:** Review the cart summary information, select the payment option, and complete the information.
 - For Credit Card, enter the information about the cardholder, the credit card number and billing address associated with the card, then select Make Payment.
 - For Invoice, choose one of the following options:
 - No PO: Use this when your organization has been approved for invoicing privileges and does not require a Purchase Order number printed on the Invoice in order to remit payment.
 - Existing PO: Use this when you have already set up Purchase Orders in this system. You may update any existing POs to amend purchase limits or expiration dates as needed. The PO number you select will be listed on the Invoice.
 - New PO: Enter information from your organization's Purchase Order here to set up a new PO. You will be able to select this PO next time you enter training. This PO number will be listed on the Invoice.
 - Click Make Payment

Request Online Class

STEP 3: PAYMENT

Payment

Cart Summary: 1 items.

Product SKU	Name	List Price	Quantity	Extended Price
Online-HSSPFA201	Cat and Dog First Aid Online	\$25.00	17	\$425.00
Total:				\$425.00

Cancel
Submit

Request Online Class

Bill To | Ship To

Billing Address:
This is your Account Billing Address. If paying by Credit Card, please use the fields below to enter in the address associated with the credit card you wish to pay with.

Shipping Address: None

SB_Test LTP FOR SPRINGBOARD
USE DO NOT TOUCH

431 18th St NW
Washington, DC
US, 20006

[Choose](#)

Payment Details:
Select your payment option – Invoicing or credit card – and complete the information. **Note:** for zero-dollar transactions, click Submit.

[Cancel](#) [Submit](#)

Request Online Class

Credit Card Billing Address

* Street
123 Swim Lane

* City
Swim

* Country
US

* State
VA

* Zip Code
21111

[Make Payment](#)

[Cancel](#) [Submit](#)

9. **Payment Confirmation and Class URL:** Once the payment has been processed, you will see a screen confirming the payment has been received. This screen will also display the class URL. Copy and save the URL. Distribute this URL to students for self-registration into the class on the Red Cross Learning Center. Once registered, students may complete the online class at their own pace and will receive a completion certificate once they have met the class objectives. Click close to close this screen.

Request Online Class

Payment

Thank you, your payment has been received.

Your class
- ROC TEST LP - AA
is now active. Copy the URL below and distribute to students so that they may register for your class.

Online class:
Access link for students: <https://roctest-americanredcross.cs194.force.com/learner/s/online-class-registration?id=a6501000001nzteAAA>
[Copy URL](#)

[Cancel](#) [Submit](#)

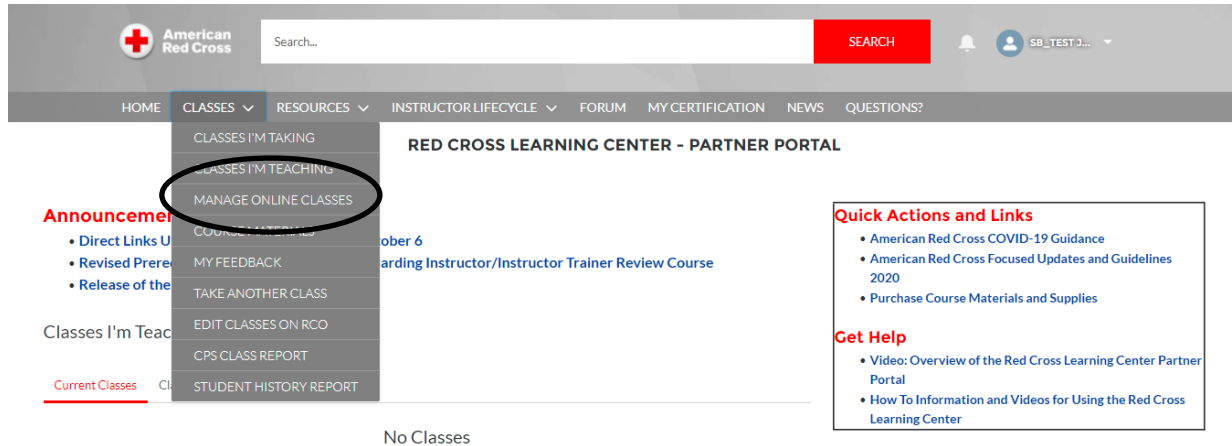
Review, Edit, and Manage Online Classes

After creating an online class, administrators can review, manage, and edit classes for their organizations.

Review

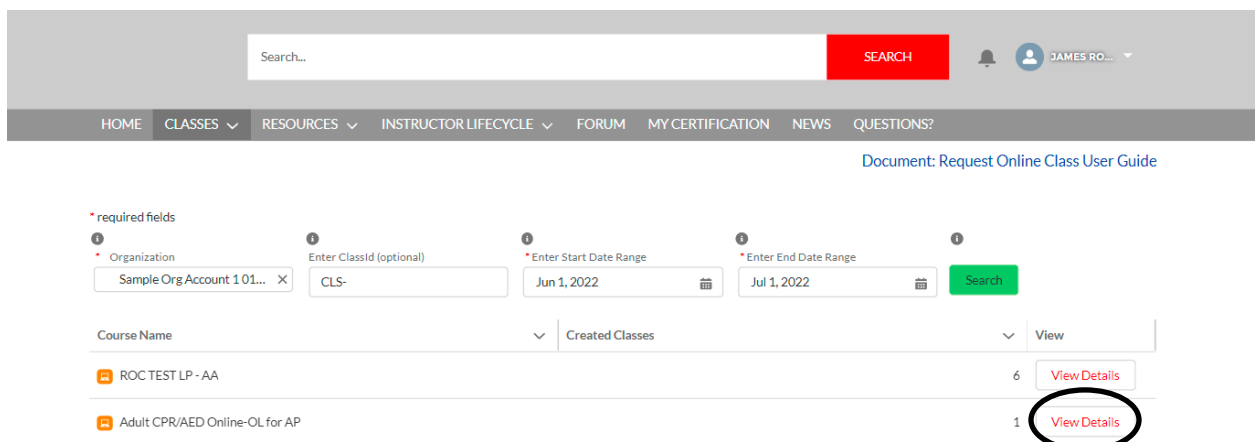
To review online classes, please complete the following steps:

1. **Select 'Manage Online Classes':** After logging into the Red Cross Learning Center, locate the classes drop down and select 'Manage Online Classes'.



The screenshot shows the top navigation bar of the American Red Cross Learning Center Partner Portal. The 'CLASSES' dropdown menu is open, and the 'MANAGE ONLINE CLASSES' option is circled in red. The page title is 'RED CROSS LEARNING CENTER - PARTNER PORTAL'. There are also sections for 'Announcements', 'Quick Actions and Links', and 'Get Help'.

2. **Search For Your Online Class:** To locate an online class and view details search by selecting an organization and date range. If known, a class ID can also be entered. Once the information is entered, select search. Any classes meeting the criteria will be populated in a list below. Select view details for any class you would like to review.



The screenshot shows the search results page for online classes. The search form at the top includes fields for Organization, ClassId (optional), Start Date Range, and End Date Range. The search button is highlighted in green. Below the search form, there is a table of results with columns for Course Name, Created Classes, and View. The 'View Details' button for the 'Adult CPR/AED Online-OL for AP' class is circled in red.

Course Name	Created Classes	View
ROC TEST LP - AA	6	View Details
Adult CPR/AED Online-OL for AP	1	View Details

Edit

To edit an online class, locate the class you would like to edit then select view details. To edit the registration date or add students:

1. **Select 'View or Edit Details':** After you have located the class you would like to edit, select 'View or Edit Details'.

The screenshot shows a search interface with a search bar at the top. Below the search bar is a navigation menu with options: HOME, CLASSES, RESOURCES, INSTRUCTOR LIFECYCLE, FORUM, MY CERTIFICATION, NEWS, and QUESTIONS?. A document link 'Document: Request Online Class User Guide' is visible on the right. The main search area contains several input fields: Organization (Sample Org/Account 101...), Class Id (optional) (CLS-), Enter Start Date Range (Jun 1, 2022), and Enter End Date Range (Jul 1, 2022). A green 'Search' button is to the right. Below the search fields is a table with columns: Status, Course Name, Class Id, Total Seats, Seats Claimed, End Date, Copy Course URL, and Edit. The first row shows a class with status 'Active', course name 'Adult CPR/AE...', class id 'CLS-01896100', total seats '5', seats claimed '0', and end date '06/30/2022'. The 'Edit' column for this row contains a 'Copy URL' button and a 'View or Edit Details' button, which is circled in red.

2. **Edit End Date:** To change the registration date, change the date in the end date field and select 'Save'. The end date should be adjusted to a future date if all registrations have not been used. Unused registrations are not eligible for refunds and should be used for future classes.

The screenshot shows the 'Update Class' form for the 'Cat and Dog First Aid Online' course. The form includes fields for Organization (SB_Test LTP FOR SPRINGBOARD USE DO NOT TOUCH), End Date (09/30/2021), and Number of Seats (150). A 'Seats' summary box shows: Total Seats: 150, Seats Claimed: 4, and Seats Available: 146. The 'Update Class' section contains a red error message: 'The end date for this class has passed.' Below this is a 'Number of Students to Add' field set to 0. The 'End Date' field is set to 'Sep 30, 2021' and is circled in red. A green 'Save' button is also circled in red.

3. **Add Students:** To add students, enter the additional number of students in the 'Number of Students to Add' field and select save.

Details Students

Course
Cat and Dog First Aid Online

Organization
SB_Test LTP FOR SPRINGBOARD USE DO NOT TOUCH

End Date
09/30/2021

Number of Seats
150

Seats
Total Seats: 150
Seats Claimed: 4
Seats Available: 146

Update Class
The end date for this class has passed.

Number of Students to Add
0

End Date
Sep 30, 2021

Save

4. **Checkout:** Review the cart summary information, select the payment option, and complete the information. Please refer to step 8 of the 'Accessing the Request Online Class Tool and Creating Classes' section for details on the checkout process. It is not recommended that seats be added to a class that was created more than 6 months ago.

Manage

To manage the students in an online class, locate the class you would like to edit then select view details. To manage the students already enrolled in the course:

1. **Select 'View or Edit Details':** After you have located the class you would like to edit, select 'View or Edit Details'.

Search... SEARCH

HOME CLASSES RESOURCES INSTRUCTOR LIFECYCLE FORUM MY CERTIFICATION NEWS QUESTIONS?

Document: Request Online Class User Guide

* required fields

Organization: Sample Org Account 101... Enter ClassId (optional): CLS- Enter Start Date Range: Jun 1, 2022 Enter End Date Range: Jul 1, 2022 Search

Status	Course Name	Class Id	Total Seats	Seats Claimed	End Date	Copy Course URL	Edit
	Adult CPR/AE...	CLS-01896100	5	0	06/30/2022	Copy URL	View or Edit Details

2. **Student Information:** To view student information, select 'Students'.

The screenshot shows the American Red Cross LMS interface. At the top, there is a search bar and a navigation menu with options: HOME, CLASSES, RESOURCES, INSTRUCTOR LIFECYCLE, FORUM, MY CERTIFICATION, NEWS, and QUESTIONS?. The 'CLASSES' menu is expanded, and the 'Students' option is circled in red. Below the navigation, the 'Details' section is active, showing course information for 'Cat and Dog First Aid Online'. The 'Seats' section displays: Total Seats: 150, Seats Claimed: 4, and Seats Available: 146. The 'End Date' is 04/14/2022, and the 'Number of Seats' is 150. There is an 'Update Class' section with a 'Number of Students to Add' input field containing the value '3'.

3. **Manage Students:** Administrators can view and manage the students enrolled in the online class. Students that are enrolled but are 'In Progress' or 'Not started' status can have their enrollment canceled. Once an enrollment has been canceled, a seat will be added back to the number of seats available. Any student that has their enrollment canceled will no longer be able to access the online course and their progress will be lost. Students that have completed the online course cannot have their enrollment canceled.

The screenshot shows the American Red Cross LMS interface with the 'Students' tab selected. Below the navigation, there is a table of students with columns for Name, Email, Status, and Cancel Enrollment. The table contains four rows of student data. A red 'close' button is visible at the bottom right of the interface.

Name	Email	Status	Cancel Enrollment
Quality AssuranceTester	guestarctester+1254@gmail.com	Not Started	Cancel Enrollment
Michaela French	guestarctester+1254m@gmail.com	Not Started	Cancel Enrollment
june july	guestarctester+junejuly@gmail.com	Not Started	Cancel Enrollment
Tim Osborn	timo.sfdc+arc1@gmail.com	In Progress	Cancel Enrollment

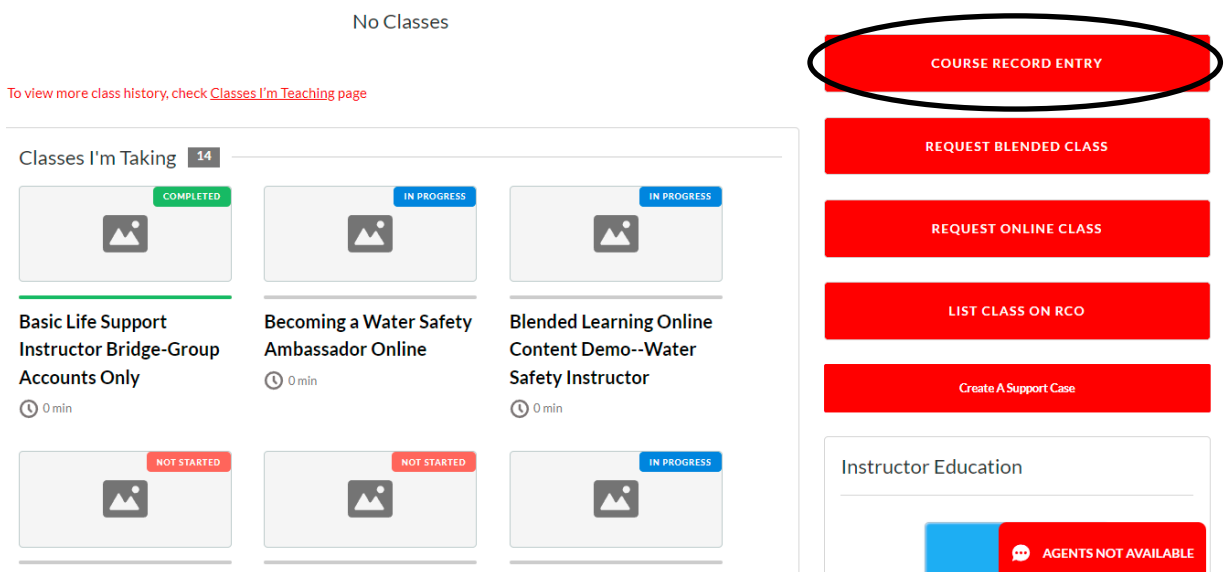
Using ROC to Create a First Aid/CPR/AED Blended Learning Classes

In addition to online only classes, training providers can use the Request Online Class tool to create a First Aid/CPR/AED blended learning course where the online training is decoupled from the skill session. To create a decoupled blended learning course, training providers must:

1. **Create the online course using 'Request Online Class':** After logging into the Red Cross Learning Center, create the online First Aid/CPR/AED online class as directed in the "Accessing the Request Online Class Tool and Creating Classes" section of this user guide.
2. **Distribute the online course URL to the students:** Distribute the online course URL to the students that will be taking the First Aid/CPR/AED blended learning course. Students must complete the online course before they can participate in the skill session.
3. **Schedule and conduct the skill session:** After the students have completed the online training, they will be eligible to take the corresponding First Aid/CPR/AED skill session to become fully certified. The training provider offering the skill session must verify that the students meet the requirements for participating in the skill session and a First Aid/CPR/AED instructor must conduct the skill session.
4. **Submit a course record for the skill session using the 'Course Record Entry' tool:** To fully certify the students, the training provider must submit a course record. Training providers submit the course record using the 'Course Record Entry, tool in the Red Cross Learning Center. A how to guide for submitting a course record can be found on the Red Cross Learning Center.

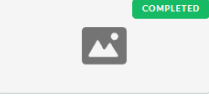
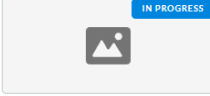
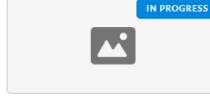
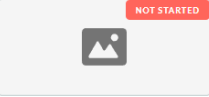
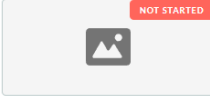
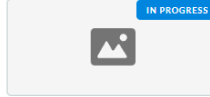
No Classes

To view more class history, check [Classes I'm Teaching](#) page



The screenshot displays the Red Cross Learning Center interface. At the top, it says "No Classes". Below this, there is a red button labeled "COURSE RECORD ENTRY" which is circled in black. Below the circled button are four more red buttons: "REQUEST BLENDED CLASS", "REQUEST ONLINE CLASS", "LIST CLASS ON RCO", and "Create A Support Case". At the bottom of the interface, there is a section titled "Instructor Education" with a blue button and a red button labeled "AGENTS NOT AVAILABLE".

Classes I'm Taking 14

 COMPLETED	 IN PROGRESS	 IN PROGRESS
Basic Life Support Instructor Bridge-Group Accounts Only 0 min	Becoming a Water Safety Ambassador Online 0 min	Blended Learning Online Content Demo--Water Safety Instructor 0 min
 NOT STARTED	 NOT STARTED	 IN PROGRESS

FAQs

Q. Can I receive a refund if I do not use all of the registrations I purchase?

A. No, but you can use those registrations for future classes. The end date for any leftover registrations may need to be edited if used for future students.

Q. Can I still set up an online class through Request Blended Learning on the Red Cross Learning Center?

A. Currently, you can still set up online classes through the Request Blended Learning tool.

Q. I do not know how many seats I will need. How many should I purchase?

A. Determining the number of seats needed may be difficult. It is not recommended that you purchase more seats than needed. You can purchase additional seats if the amount initially purchased does not meet your needs.

Q. I just purchased additional seats. Will the seats be added to the existing URL or will a new URL be generated?

A. Additional seats will be added to the existing URL. If you would prefer a new URL, then you must create a new online class.

Q. Should I post the link to the online class on my website or intranet?

A. You can distribute the URL in the manner that best meets your needs. The Red Cross is not responsible if the URL is distributed to individuals that should not take the online course. Enrollments for students that have completed the online course cannot be canceled and you are not entitled to a refund for that enrollment. Students that are enrolled but are 'In Progress' or 'Not started' status can have their enrollment canceled. Once an enrollment has been canceled, a seat will be added back to the number of seats available.

Q. I lost the URL for the online class I set up. How can I get the URL again?

A. To locate a URL, search for the online class under the 'Manage Online Class'. Once you have located the class, select view details. Click 'Copy URL' to copy the URL. You can then paste the URL into an email or a word document.

* required fields

Organization: Sample Org Account 1 01...
Enter ClassId (optional): CLS-
Enter Start Date Range: Jun 1, 2022
Enter End Date Range: Jul 1, 2022
Search

Status	Course Name	Class Id	Total Seats	Seats Claimed	End Date	Copy Course URL	Edit
	Adult CPR/AE...	CLS-01896100	5	0	06/30/2022	Copy URL	View or Edit Details