

Accessing Your Red Cross Account & Online Course

- *Please read all the instructions and follow the steps carefully*
- *If at any point you have an issue with your account, please email us at admin@lifepreservers.ca with a **screenshot** of your issue for next steps*
- **You MUST complete the online course before attending your classroom training**
- **Please bring a DIGITAL or PHYSICAL COPY of your online completion ticket to class as your instructor will check for proof of your online course completion**

We highly recommend you use a **private browsing/incognito** window for all steps

Before you begin, please **login to your email account and find your email from the Canadian Red Cross**

**The email will be sent to your email as provided to Life Preservers First Aid
If you do not see an email, please check your junk folder and that you are in the right email account, otherwise email us at admin@lifepreservers.ca*

You will receive one of two emails from the Red Cross depending on whether or not you already have an existing account in their system:
You may have an existing account in their system even if you are not aware of it, **please follow the next steps carefully based on the email you receive from the Red Cross:**

If your email from Red Cross is titled

“Action Required: Register for your new Red Cross Account”

follow the steps in [Section A](#)

If your email from Red Cross is titled:

“Your Red Cross training registration CRM:(Digits)”

follow the steps in [Section B](#)

Section A: How to Register for Your Red Cross Account

This section outlines the steps to follow if you received the “Action Required: Register for your new Red Cross Account” email only

If you did not receive this email, please go to [Section B](#)

1. Please open the email from Red Cross and click on the link that says “Please click here to create my New Red Cross Account”

Your online training

The login details below will direct you to your course materials. If you registered for a blended course, you must complete the online component before the in-class session.

1. [Please click here to create a new My Red Cross account](#)

This registration link is customized for you, only! Do not forward this email.

2. Click “Sign up now” to create your My Red Cross account & password.
Please make note of your login details – you’ll need these each time you log in.
3. Complete your profile and click “Submit”.
4. Navigate to “MY PROFILE --> My Online Courses”.
5. Activate the course in the language of your choice.
6. Begin your training.

2. Clicking on the link will open a new webpage

You may briefly see this page pop up and then **disappear**: please wait for the next page to load

Canadian Red Cross

VALIDATE CERTIFICATE | CONTACT US | SHOP | SIGN IN

Sign in Register Redeem invitation

Sign up with an invitation code

* Invitation Code

I have an existing account

VALIDATE AND REGISTER

- Now you will see this page load, select “First Time User SIGN UP NOW”
Do NOT sign in with a social account as this will result in account errors



First-time user, click **Sign up now**

Returning user, sign-in to your account

Returning user, sign-in to your account

Password [Forgot your password?](#)

Password

Sign in

OR

Sign in with your social account

 Microsoft

 Google

 Facebook

 LinkedIn

- Enter the email address you where you received the Red Cross email and click “SEND VERIFICATION CODE”

*Do **NOT** use a different email address or you will cause an account error*

Email Address

Enter your email address

Send verification code

New Password

New Password

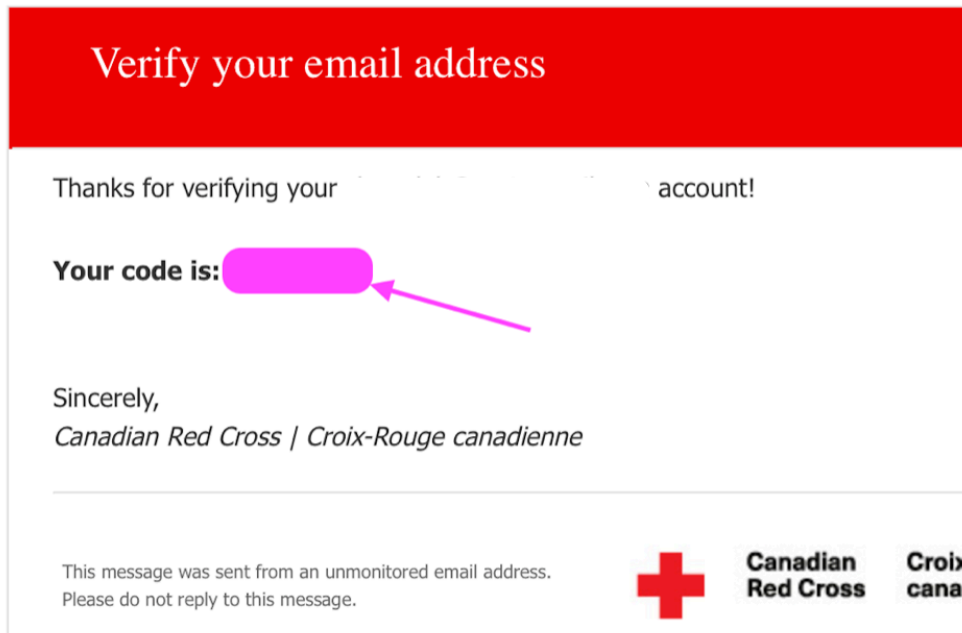
Confirm New Password

Confirm New Password

Create

Cancel

5. Check your email account for an email from Microsoft / Red Cross
Copy the verification code



6. Enter the code into the "Verification Code" field
Click the blue "VERIFY CODE" button

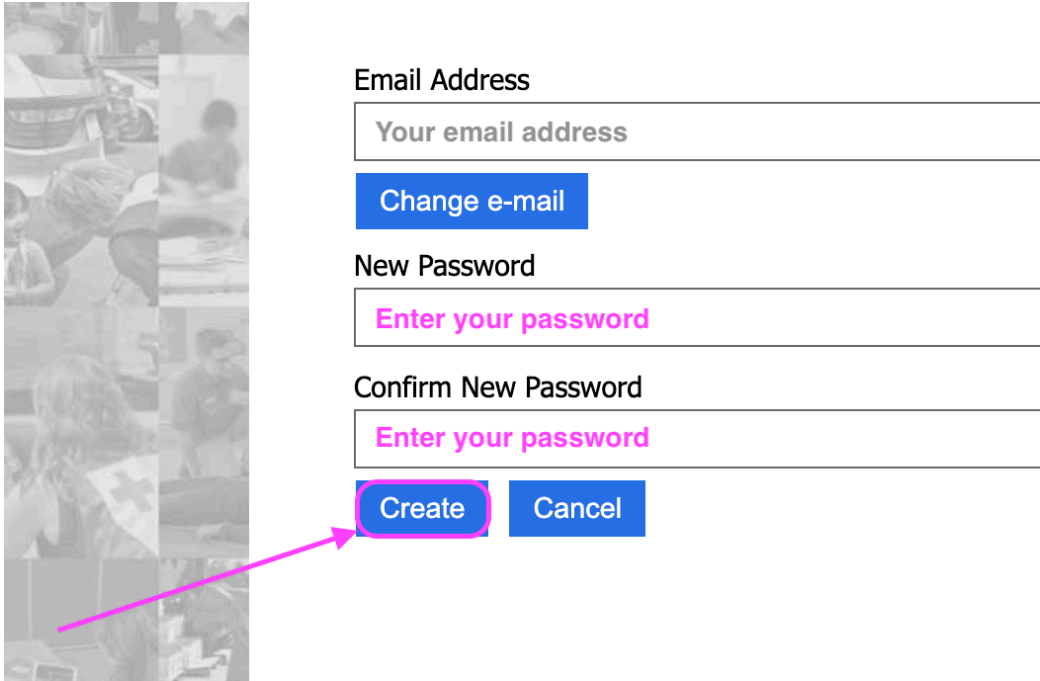
*You **must** click this button otherwise you will not be able to proceed*

The image shows a registration form with the following fields and buttons:

- Email Address:
- Verification code:
- Buttons: "Verify code" (blue, highlighted with a pink circle and arrow) and "Send new code" (blue)
- New Password:
- Confirm New Password:
- Buttons: "Create" (grey) and "Cancel" (blue)

7. Enter your password in the “New Password” field
Re-enter your password in the “Confirm New Password” field
Click on the “CREATE” button

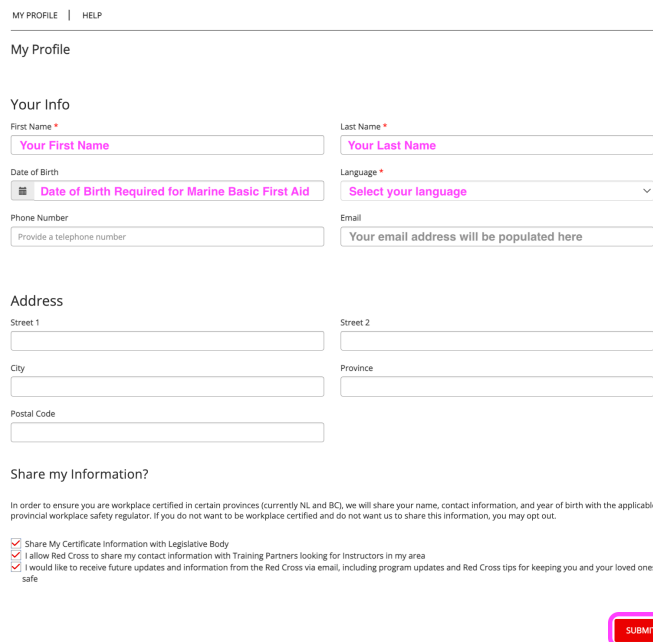
If the create button is grey, please click the “VERIFY CODE” button above



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

- Email Address:** A text input field containing the placeholder text "Your email address". Below it is a blue button labeled "Change e-mail".
- New Password:** A text input field containing the placeholder text "Enter your password".
- Confirm New Password:** A text input field containing the placeholder text "Enter your password".
- Buttons:** Two buttons are located below the password fields: a blue button labeled "Create" and a blue button labeled "Cancel". A pink arrow points to the "Create" button.

8. Enter your details into the profile page, scroll down and press “SUBMIT”
Note that your **Date of Birth and **Address** are also REQUIRED if you are taking the **Marine Basic First Aid** training*



The screenshot shows a "My Profile" page with the following sections and fields:

- MY PROFILE | HELP** (Page header)
- My Profile** (Section title)
- Your Info** (Section title)
 - First Name ***: Text input field with placeholder "Your First Name".
 - Last Name ***: Text input field with placeholder "Your Last Name".
 - Date of Birth**: Date picker with placeholder "Date of Birth Required for Marine Basic First Aid".
 - Language ***: Dropdown menu with placeholder "Select your language".
 - Phone Number**: Text input field with placeholder "Provide a telephone number".
 - Email**: Text input field with placeholder "Your email address will be populated here".
- Address** (Section title)
 - Street 1**: Text input field.
 - Street 2**: Text input field.
 - City**: Text input field.
 - Province**: Text input field.
 - Postal Code**: Text input field.
- Share my Information?** (Section title)
 - Share My Certificate Information with Legislative Body
 - I allow Red Cross to share my contact information with Training Partners looking for instructors in my area
 - I would like to receive future updates and information from the Red Cross via email, including program updates and Red Cross tips for keeping you and your loved ones safe
- SUBMIT** (Red button) with a pink arrow pointing to it.

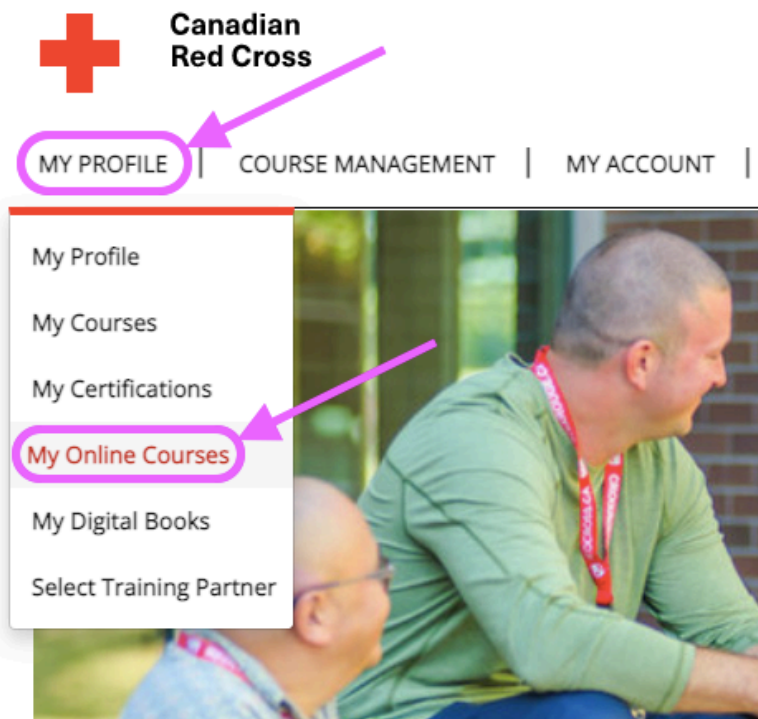
9. You will now receive confirmation of your account creation



MY PROFILE | HELP

Submission completed successfully.

10. Next, **hover** your mouse over “MY PROFILE” in the top left corner
From the dropdown menu, **click** “My ONLINE Courses”



11. This will open a new tab with your Online Course Menu
Choose the English (or French) language option and click “ACTIVATE”

Course Language Selection

enrolled	course	options
6 Feb 2023	Standard First Aid & CPR - Online (english)	activate
6 Feb 2023	Secourisme général et RCR - En ligne (french)	activate

My Online Course Menu

enrolled	course	status	options
		nocourses	

12. Select “YES” on the popup confirming your course language selection

Standard First Aid & CPR - Online
(english)
Are you happy with your course language selection?

Warning: Your selection is irreversible.

[Yes](#) [No](#)

13. Click “ENTER COURSE” to begin your Blended online course
Your **progress will be saved if you exit** the course at any time



My Online Course Menu

enrolled	course	status	options
	Standard First Aid & CPR - Online (english)	not started	enter course

14. This is how your Blended online course looks

You must complete the Knowledge Evaluation quiz at the end of each section to move onto the next - there is **no limit** on the number of attempts

Course Outline font-size: A A

← Previous 4 of 4 Knowledge Evaluation

The Standard First Aid & CPR course has both an online component and a classroom component.

The online component, which you're currently doing, will focus on building your knowledge. It includes injury prevention strategies, important background knowledge, and descriptions of how to recognize and care for a variety of injuries and illnesses. You will also read about particular first aid skills, and watch videos demonstrating how these skills are performed.

Once you complete this online component, you will be ready to move on to part two: The classroom component. The classroom component will focus on developing your skills. Your instructor will know that you have completed this online component, and so won't spend as much time on the background information that is covered here. Make sure you take the time you need to feel comfortable with what you're learning.

This online component covers care for adults, children, and babies. When you complete the classroom component, your skills and knowledge evaluation will focus on only the topic for which you are being certified.

You must successfully complete both the online and the classroom components to be certified in Standard First Aid & CPR.

← Previous 4 of 4 Knowledge Evaluation

15. Once you have completed the Blended online course, you will receive this Blended course completion ticket

Note that you **MUST** bring a DIGITAL or PHYSICAL copy of this to the classroom training as your instructor will be checking, and you will **not be allowed** to attend the classroom training without it

If you will not be able to complete your Blended online course before attending your in-class training, please call or email us immediately admin@lifepreservers.ca as our standard rescheduling fees apply

If you have an issue accessing your Red Cross account at any point, please email us a screenshot of your issue at admin@lifepreservers.ca immediately for next steps

Date Online Completed: [Redacted]
Ticket Number: [Redacted]

Congratulations

[Redacted]

You have completed the online portion of
Emergency First Aid & CPR - Online
You are now required to attend and successfully complete a skills and examination session.

Please make contact or have a company coordinator contact your training provider to arrange a time for skills training and examination session.
If you have further inquiries, please contact: mycrossupport@redcross.ca or 1-877-356-3226

Please note: This is not a certificate, it is a ticket validation of the completion of the online portion of training.
Please print this ticket and present it at the skills training and examination session.

Section B: How to Access Your Blended Online Course

This section outlines the steps to follow if you received the “Your Red Cross training registration: CRM” email only

If you did not receive this email, please go to [Section A](#)

*We highly recommend you use a **private browsing/incognito** window for all steps*

1. Please open the email from Red Cross and click on the link beside the “Login to My Red Cross” step

Your online training

The login details below will direct you to your course materials. If you registered for a blended course, you must complete the online component before the in-class session.

1. Log into My Red Cross <https://myrc.redcross.ca/en>
You already have a My Red Cross account. **You last logged in using your** **so please log in using the same email address.** Using a different access method will create duplicate profiles and will not allow you to access your course or certification information.
2. Navigate to “MY PROFILE --> My Online Courses”.
3. Activate the course in the language of your choice.
4. Begin your training.

Canadian Red Cross courses set the industry standard in Prevention and Safety training. Whether your training fulfills a professional mandate or is for personal growth, we thank you for choosing the Canadian Red Cross.

First aid supplies are available through the [Canadian Red Cross eShop](#).
For First Aid tips, on-the-go, [download our free app](#).

2. Enter the same email address you received the Red Cross email along with your password and click “SIGN IN”

*Do **NOT** use a different email address or social account - issues will occur*
If you do not know your password, click “Forgot your password?” above the password field and follow the steps to reset your password and log in



First-time user, click [Sign up now](#)

Returning user, sign-in to your account

Your email address

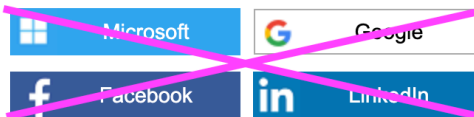
Password [Forgot your password?](#)

Your password

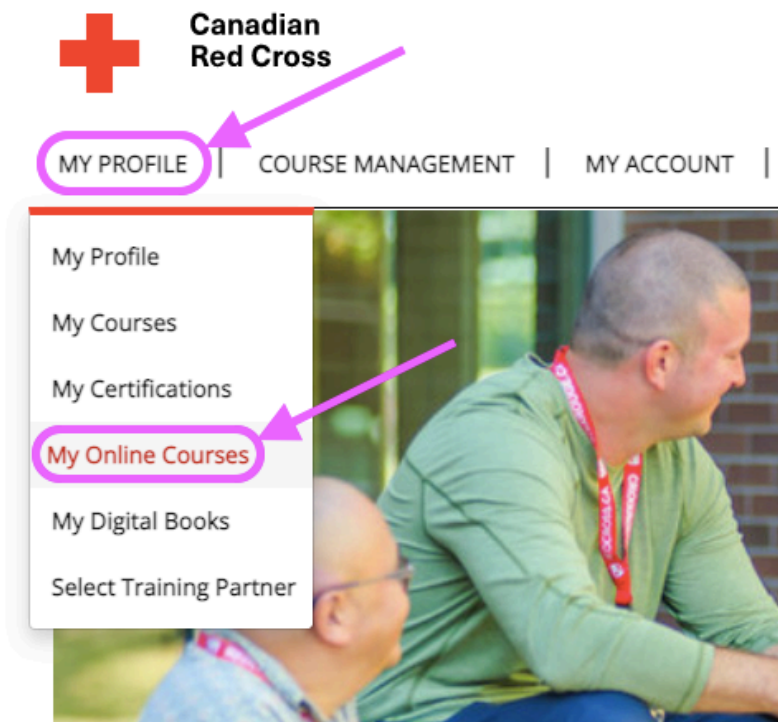
Sign in

OR

Sign in with your social account



- Once signed in, **hover** your mouse over “My Profile” in the top left corner
From the dropdown, **click** “My ONLINE Courses”



- This will open a new tab with your Online Course Menu
Choose the English (or French) language option and click “ACTIVATE”

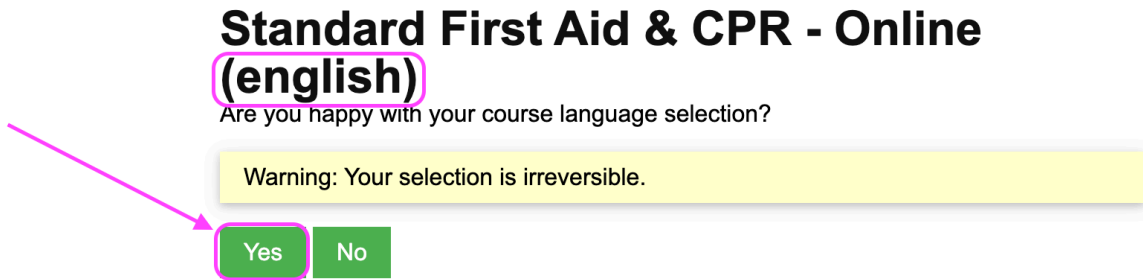
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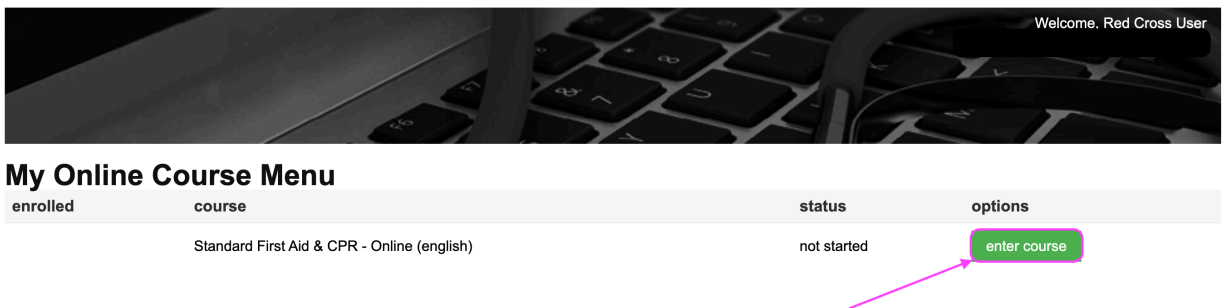
My Online Course Menu

enrolled	course	status	options
nocourses			

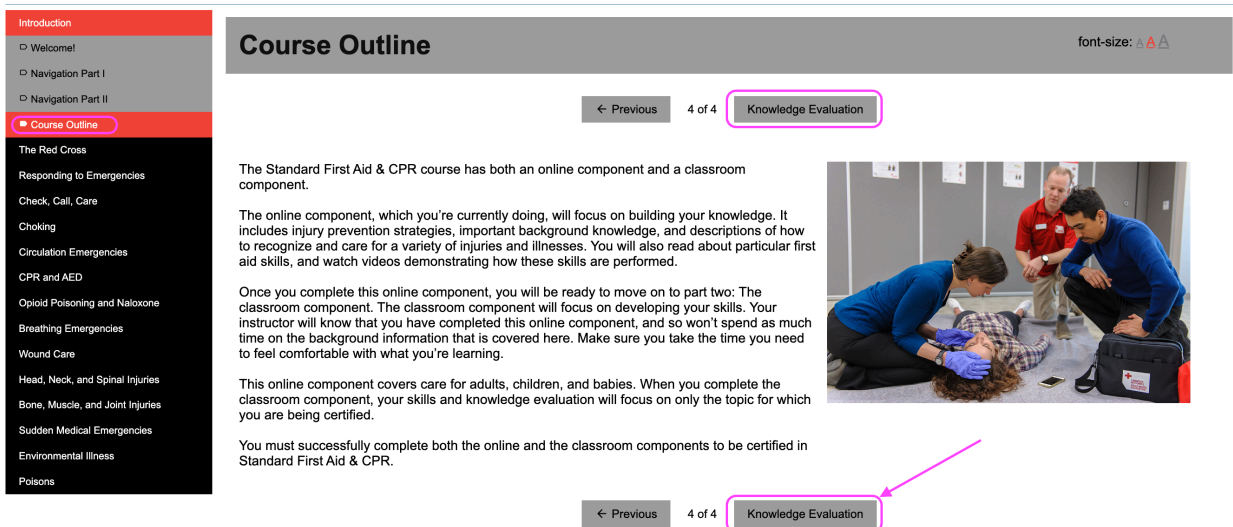
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Date Online Completed: [REDACTED]	
Ticket Number: [REDACTED]	
<h1>Congratulations</h1>	
[REDACTED]	
You have completed the online portion of Emergency First Aid & CPR - Online You are now required to attend and successfully complete a skills and examination session.	
Please make contact or have a company coordinator contact your training provider to arrange a time for skills training and examination session.	
If you have further inquiries, please contact: myrcsupport@redcross.ca or 1-877-356-3226	
<p style="text-align: center;">Please note: This is not a certificate, it is a ticket validation of the completion of the online portion of training. Please print this ticket and present it at the skills training and examination session.</p>	