

MY RED CROSS - USER GUIDE



Signing In

My Red Cross can be accessed from any device with an internet connection.

Signing in

1. Go to: www.redcross.ca/myrc

A screenshot of the Canadian Red Cross website's home page. The page features a navigation bar at the top with links for "FIND A COURSE", "VALIDATE CERTIFICATE", "REDEEM INVITATION", "BLOG", "JOBS", "SHOP", "VOLUNTEER", "FRANÇAIS", and "SIGN IN". Below the navigation bar is a search bar and a menu with "NEWS", "TOOLS", "RESOURCES", "MARKETING", and "STANDARDS". A blue banner reads "Stay connected with the Canadian Red Cross" with social media icons for Twitter, Facebook, and Instagram. The main content area is titled "Home" and includes a filter section with three tabs labeled "1", "2", and "3". Under tab "1", there are three filter boxes: "Select Program and Category" with two dropdown menus, "Select your date range" with two date input fields, and "Select your location" with a location input field and a "250 km" dropdown. A "Show Filters" link and a red "SEARCH" button are also present. The footer contains copyright information and links for "Privacy Policy" and "Contact Us".

2. If you received an email invitation, click on REDEEM INVITATION in the menu at the top of the screen.

FIND A COURSE VALIDATE CERTIFICATE **REDEEM INVITATION** BLOG JOBS SHOP VOLUNTEER FRANÇAIS | SIGN IN

3. Enter the invitation code you received to proceed to your profile.

The screenshot shows the Canadian Red Cross website's registration interface. At the top, there is a navigation bar with links: FIND A COURSE, VALIDATE CERTIFICATE, REDEEM INVITATION, BLOG, JOBS, SHOP, CONTACT, VOLUNTEER FRANÇAIS, and SIGN IN / REGISTER. The Canadian Red Cross logo is on the left, and a search bar is on the right. Below the navigation bar is a blue banner with the text "Stay connected with the Canadian Red Cross" and social media icons for Twitter, Facebook, and Instagram. The main content area is titled "Sign up with an invitation code". It features a text input field labeled "Invitation Code" with a red arrow pointing to it from the left. Below the input field is a checkbox labeled "I have an existing account". A red button labeled "VALIDATE AND REGISTER" is positioned to the right of the input field. At the bottom of the page, there is a footer with copyright information: "All content copyright © 1999 - 2017 Canadian Red Cross. All rights reserved." and links for "Privacy Policy" and "Contact Us".

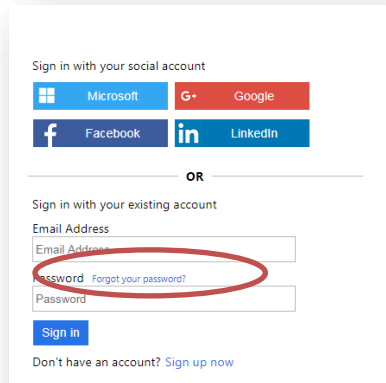
4. You will be redirected to the Microsoft Corporation Microsoft Online login page. Because My Red Cross connects the user to our Microsoft Dynamics environment, user accounts are validated through Microsoft Online.
5. On the Microsoft Online login page you can log in with your email address or you can choose to use third-party validation through your Microsoft (Hotmail), Google (Gmail), Facebook or LinkedIn account. This will not share any of your personal information with the Red Cross or Microsoft Online, it is simply a way of verifying identification and simplifying login.

The screenshot shows the Microsoft Online login page. It is divided into two main sections. The top section is titled "Sign in with your social account" and contains four buttons: Microsoft (with the Windows logo), Google (with the G+ logo), Facebook (with the 'f' logo), and LinkedIn (with the 'in' logo). Below this section is a horizontal line with the word "OR" centered underneath. The bottom section is titled "Sign in with your existing account" and contains two input fields: "Email Address" and "Password". Below the "Password" field is a link that says "Forgot your password?". At the bottom of this section is a blue "Sign in" button. At the very bottom of the page, there is a link that says "Don't have an account? Sign up now".

6. Choose the appropriate social account or log in with your email and password.
7. You will be directed to your personalized landing page.

Forgotten Password

If you have registered for MYRC using an email and password and have forgotten the password, click on 'Forgot your password?' from the Microsoft Online login page. A verification email will be sent to the email address you provided.



Sign in with your social account

Microsoft Google
Facebook LinkedIn

OR

Sign in with your existing account

Email Address
Email Address

Password [Forgot your password?](#)
Password

[Sign in](#)

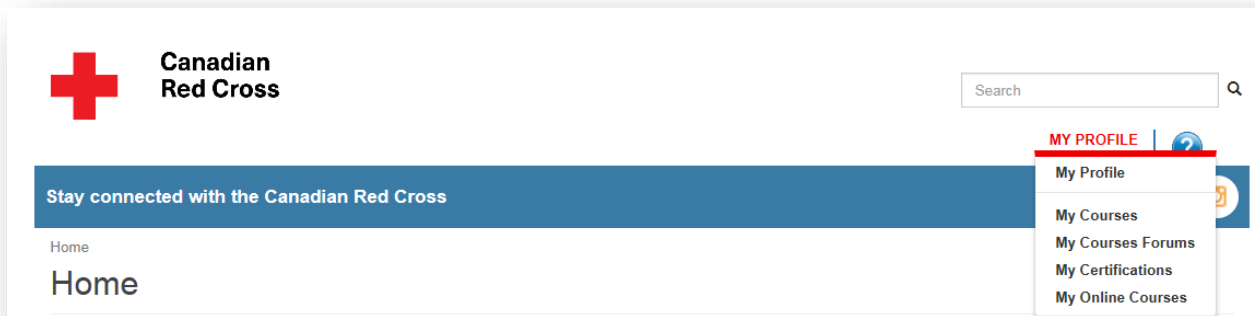
Don't have an account? [Sign up now](#)

NOTE: if you registered using your Microsoft, Google+, Facebook or LinkedIn account you will not need a separate password for My Red Cross.

My Profile

Click on **My Profile** to access a menu with following options:

- My Profile
- My Courses
- My Course Forums
- My Certifications
- Select Training Partner (This option is visible only to those that have been granted special permissions by the Training Partner.)



My Profile allows you to change your profile information. It's identical to the screen where you first entered your information during registration.

Your Information

These are the fields under **Your Information**:

- Title
- First Name
- Middle Initial
- Last Name
- Date of Birth: Enter in mm/dd/yyyy format or click on the calendar icon to select. (mandatory for Instructors)
- Language: English or French - indicate the primary language for business purposes.

A screenshot of the "Your Information" form. The form has the following fields:

- Title**: A text input field containing "Doctor".
- First Name ***: A text input field containing "Buckles".
- Middle Initial**: An empty text input field.
- Last Name ***: A text input field containing "Jones" with a clear (X) button to its right.
- Date of Birth ***: A date input field containing "06/15/1983" with a calendar icon to its right.
- Language ***: A dropdown menu with "English" selected.

Phone/Email

These are the fields under **Phone/Email**:

- Main Phone
- E-mail: this field is mandatory
- Mobile Phone
- Business Phone

The screenshot shows a form titled "Phone/Email". It contains four input fields: "Main Phone" with the value "403-261-6572", "E-mail *" with the value "buckles.jones@redcross.ca", "Mobile Phone" (empty), and "Business Phone" (empty).

Address

These are the fields under **Address**:

- Street 1
- Street 2
- City
- Province
- Postal Code

The screenshot shows a form titled "Address". It contains five input fields: "Street 1" with the value "1305 11 AVE SW", "Street 2" (empty), "City" with the value "Calgary", "Province" with the value "AB", and "Postal Code" with the value "T3C 3P6".

Begin typing your address information in the **Street 1** field. The system will search our address service and bring up a list of options. If you see the correct address, select it and the remaining fields will populate automatically. You may also ignore the search and enter the address manually if you prefer.

Share my Information?

These are the sections under **Share my Information?**

- Share My Certificate Information: Indicate whether or not you would like your certificate information to be searchable for Training Partners that are looking for Instructors in their area.
- How may we contact you via Email? Select all that apply.
 - Certification Expiry Reminder: Receive automated reminders when your certifications are about to expire.
 - Volunteer Opportunities: Receive information about volunteer opportunities with the Canadian Red Cross.
 - General Red Cross Communication: Receive notices from the Canadian Red Cross.

The screenshot shows a form titled "Share my Information?". It has a dropdown menu for "Share My Certificate information" set to "Allow". Below it, there are four checkboxes for "How may we contact you via Email? Select all that apply.": "Certification Expiry Reminder", "Volunteer Opportunities", "General Red Cross Communication", and "Program News & Bulletins". All four checkboxes are checked. A red "UPDATE" button is at the bottom right.

- Program News & Bulletins: Receive bulletins and notices about upcoming changes to Canadian Red Cross programs.

When you have completed your changes click on the **Update** button at the bottom of the page to save.

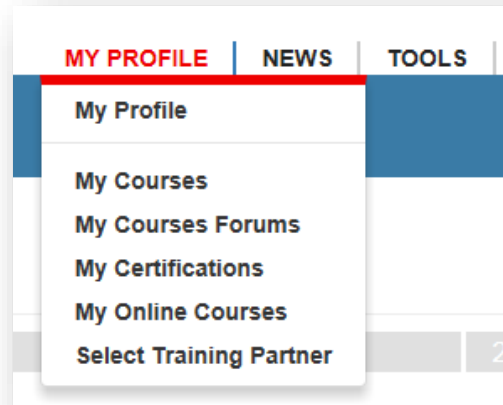


UPDATE

My Courses

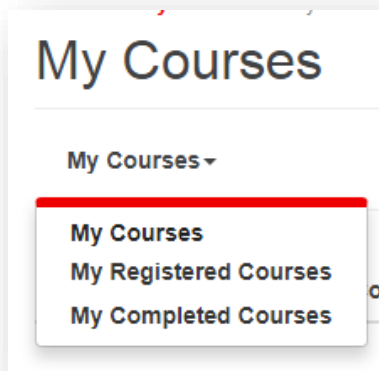
Click on **My Profile** to access a menu with the following options:

- My Profile
- My Courses
- My Course Forums
- My Certifications
- My Online Courses
- Select Training Partner



The drop-down menu controls your view:

- My Courses: Courses you've either registered for or completed.
- My Registered Courses: Courses offered directly through the Canadian Red Cross in which you are registered as a participant. Courses delivered through our Training Partners will not appear here.
- My Completed Courses: Courses that you've completed.



My Courses shows you a list of all the courses you've taken with the Canadian Red Cross.

The screenshot displays the 'My Courses' page on the Canadian Red Cross website. The page features a header with the Canadian Red Cross logo and navigation links for 'MY PROFILE', 'COURSE MANAGEMENT', and 'MY ACCOUNT'. Below the header, there is a search bar and social media icons for Twitter, Facebook, and Instagram. The main content area is titled 'My Courses' and includes a sub-section for 'My Completed Courses'. A table lists the completed courses with the following columns: Course Number, Course Type, Training Partner, Facility, Start Date, End Date, Status, and Language. The table contains one entry: CS - 247 - 2017, Standard First Aid, Sample Training Partner, DI-AC2, 04/10/2017 8:00 AM, 04/14/2017, Passed, English.

Course Number	Course Type	Training Partner	Facility	Start Date	End Date	Status ↑	Language
CS - 247 - 2017	Standard First Aid	Sample Training Partner	DI-AC2	04/10/2017 8:00 AM	04/14/2017	Passed	English

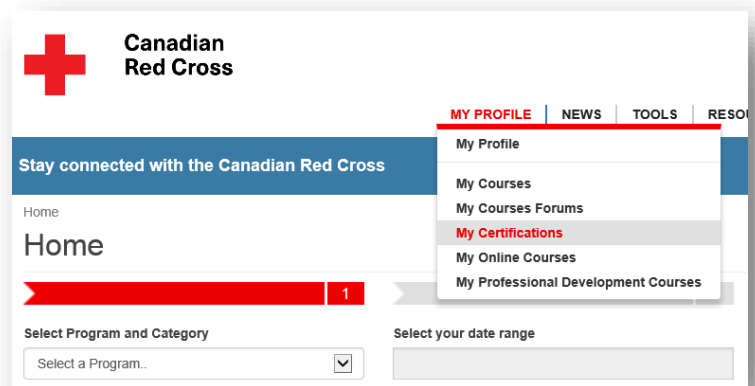
Columns on this page:

- Course Number: The identification number assigned to this course.
- Course Type: Name of the course such as Standard First Aid or Water Safety Instructor.
- Training Partner: Name of the Training Partner that provided the course.
- Facility: The course location.
- Start Date: First day of the course.
- End Date: Last day of the course.
- Status: Current status of the course such as Passed or In Progress.
- Language: Whether the course was delivered in English or French.

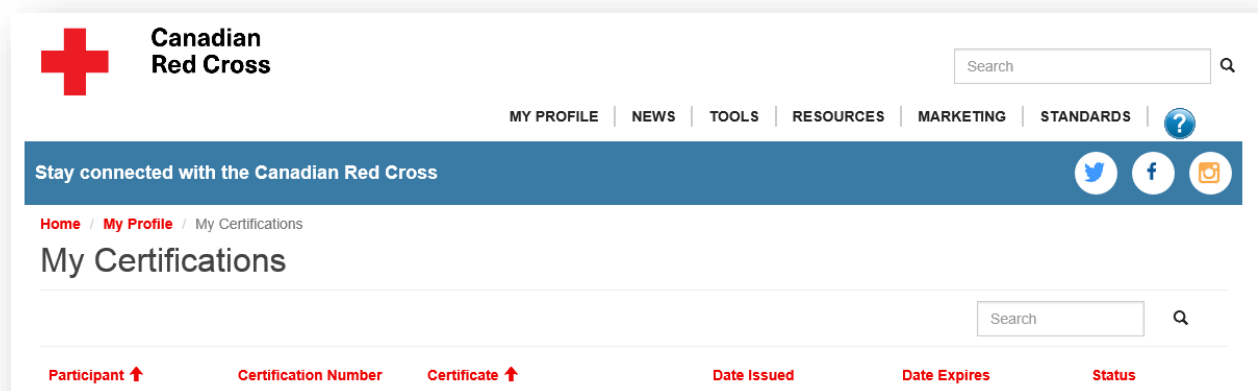
My Certifications

Click on **My Profile** to access a menu with the following options:

- My Profile
- My Courses
- My Course Forums
- My Certifications
- My Online Courses



My Certifications shows certificates you have been awarded for completed Canadian Red Cross courses.



Columns visible on the screen:

- Certification Number: The identification number for the certificate.
- Certificate: The type of course, such as Standard First Aid or Water Safety Instructor.
- Date Issued: Date the certificate was issued.
- Date Expires: Date the certificate expires.
- Status: Whether the certificate is valid (hasn't expired yet) or invalid (expired).

To view/print a certificate

Click on the certification number. The **View Details** screen will appear.

Certificates

Name ↑	Modified
 85Matt Google (1).pdf (85 KB)	<u>06/02/2017 10:02 AM</u>
 85Matt Google.pdf (85 KB)	<u>06/02/2017 10:01 AM</u>

- The **Certificates** section at the bottom of the screen has two PDF documents - one for the wallet-sized certificate and one for the larger wall size.
- Save, print or email the certificates as you wish.
- Certificates are in the same language as the course.