Accredited Visitor Training Guide

Welcome

Thank you for your interest in becoming an Accredited Visitor to provide support and hope to cardiac patients and their caregivers. This guide contains additional information to assist you with logging into the Mended Hearts Member Portal to complete your online training.

Starting Your Training

1. 3-hour online course
   https://mendedhearts.org/portal-login/ and follow the instructions below (See step 2 if you use an Apple platform):

   a. Login using the same email address and password when you joined Mended Hearts *(*if you don't have a password, tap "*Forgot Password*," and you'll be provided the steps to do a reset – there is no "Create a Password" option*)*
   b. Once logged in to **Member Portal**, you'll see "Portal Home*"*
   c. Scroll down on the left-hand side to *Member's Portal* > tap *Visitor Training*
   d. Visitor Training screen > scroll to bottom, tap *Proceed to Full Visitor Training*
   e. Full Visitor Training > Enter date, tap *Proceed to Visitor Training*
   f. Mended Hearts Visitor Online Training Program > enter the login word, "VISITING" and password, "SUPPORTS" and click *Login*
   g. Now you're ready to begin
   h. **Important:** to resume after pausing, it is paramount not to close your browser and shut down your computer between your sessions. Also note the page on which you ended in case you need to log-in again.

2. Accessing the 3-hour online course with Apple platform
   a. **Caution:** if you have an Apple platform and use the Safari app, **STOP – don't login yet**
   b. **Go here first: https://mendedhearts.org/portal-login-help/ and make the necessary changes to your *Privacy settings* before proceeding below**
      - Skipping this step may result in being locked out

   If you do not have access to a computer/and or a printer, contact the Visiting Chair, ***Deenie Berry,*** *deenievan@comcast.net or 360-961-5993 call/text*

Other Helpful Information

1. Preview of the Online Course
2. Field Training Evaluation Criteria