

SJA.CA – Corporate Portal Account User Guide



This document contains information for corporate account representatives who manage employee training and certifications on behalf of their employer.



Corporate Portal User Guide

Contents

Customer Service Support	4
Portal features and our client service support	4
Setting your Language and Province.....	4
Provincial Office and Branch Contact Information	4
Corporate Portal Account Set-up.....	5
Existing SJA Corporate Account Customers	5
NEW Corporate Account Customers.....	5
Passwords	6
Setting or Changing Passwords.....	6
Forgotten Passwords	6
Payment Options	6
Credit Cards.....	6
Approved Credit Terms and Billing	6
Corporate Account Menu Options.....	6
Corporate Account Features	6
Employee Records.....	7
Sync existing Employees!.....	7
Employees - Menu Options.....	7
Working with Existing Employees – updating records.....	7
Working with Employees – removing former employees	7
Adding NEW Employees.....	8
Download a Listing of Employees	8
Requirements for Employee Email addresses	8
Employee Portal Access	8
Employee Assigned Registrations	8
Registering for In-Class training at SJA.ca	9
Registering for Training (in-class or blended learning)	9
Selecting a Training Location	9
Selecting a Class	10
Class Details - Registering	10
Example of a class record and details	11
Registering for Online Training	12
Checkout with credit card	13
Checkout – Purchase Summary and codes	13



Payment by Credit Card at checkout	14
Order completion and confirmation	14
Confirmation and receipt	15
Training Confirmations and Payment Receipts	15
Online order history and invoices	15
Invoices menu – Copies of invoices by email	15
Invoices – Customers with Billing	15
Working with Registrations after purchase	16
Company Employee Registrations menu	16
Working with Registration views	16
Assigning training to Employees (Important Step) *	17
Remove or change the employee assigned*	17
Employee notification of assignment*	18
Assigning myself for training*	18
Certification records for Employees	19
Certifications for Employees	19
Employee Certifications Menu	19
Upcoming Certificate expiries in the next 6 months	19
Copies of Employee Certificates	20
Class Registration Orders	20
Class Registration Orders Menu* not working	20
Reports and export to XL	21
Exporting lists	21
Special Account Features	21
Special Price lists and pricing for registrations	21
Bulk pricing for Online Health and Safety training	21
Company Booking Codes	21
Discount Codes	21
Username Feature for employees	21
Product Orders	22
Shipping Rates for First Aid Kits and Supplies	22
Shipping Rates for AED Units and AED Supplies	22
What to expect when you place a product order	23
Tracking your shipment	23
Private Classes	24
Working with Private Classes online	24



Private Classes and Blended Learning.....	24
What Employees can expect for Blended and Online training	25
Employee - assigned Registered Classes.....	25
View Training progress of your employees.....	26



Customer Service Support

Portal features and our client service support

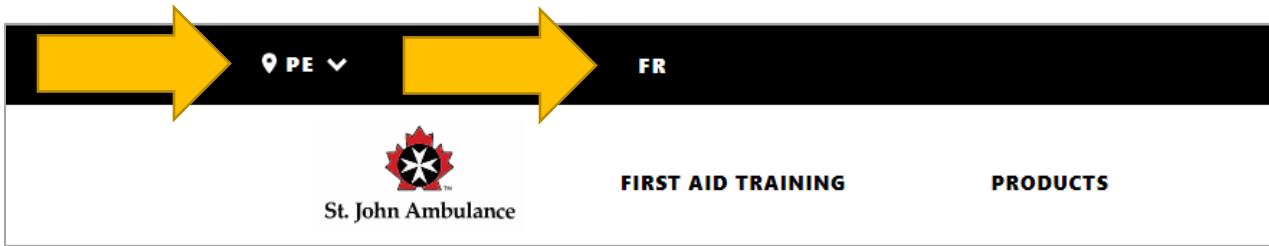
Our client service representatives are here to help you get started, and to support your company in managing the training for your employees. The corporate portal will allow representatives to register for upcoming public classes, purchase products and to obtain reports on employee training history.

Continue to contact our team directly for full support with the following:

- Setting up Private Classes for your employees at your location or ours
- Transfer training dates scheduled for employees
- Cancellation of registrations
- Copies of student training certificates
- Billing and Invoice payment
- Advise and quotes for products and services

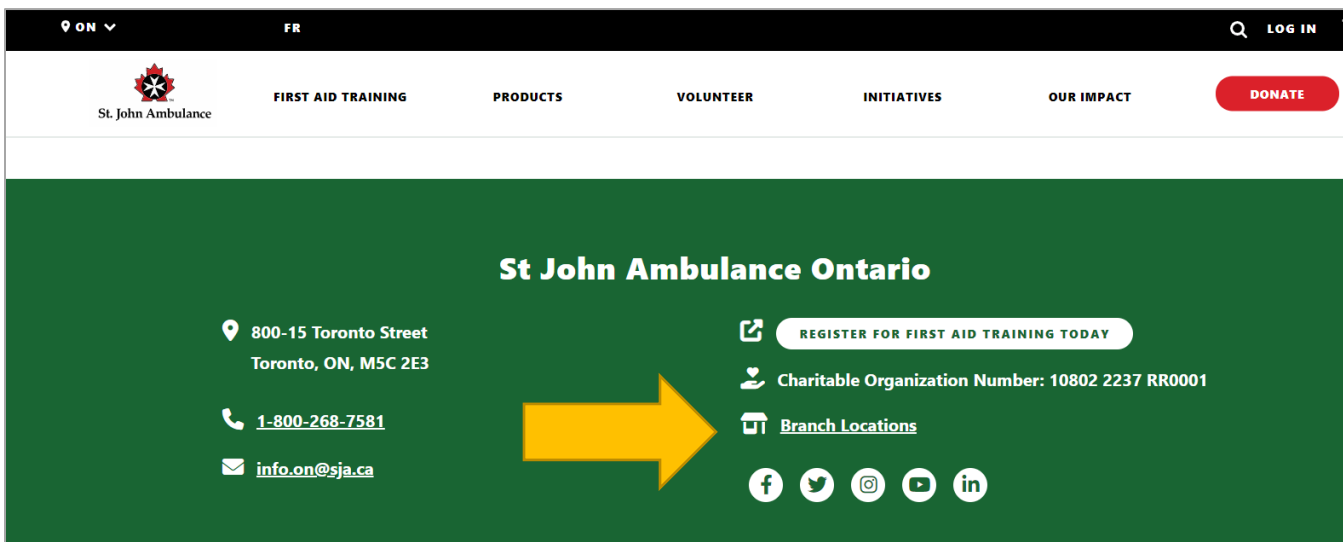
Setting your Language and Province

Our website content is available in both English and French, with content displayed based on your Provincial selection. To set or change your province or language, select the option on the top navigation bar on the right.



Provincial Office and Branch Contact Information

Once the Province is set, the footer of the website contains the contact information for the Provincial office and Local St. John Ambulance Branches. If you have any questions or require support while using our online portal, you will find this information at the bottom of the page while navigating our website.





Corporate Portal Account Set-up

Existing SJA Corporate Account Customers

Please contact your SJA Branch or Account Manager to arrange for online access to the Corporate Portal, if your company has any of the following:

- Prior training with SJA for employees
- Special contract pricing for corporate training
- Credit arrangements for billing with payment terms
- If you have active certifications for employees

NEW Corporate Account Customers

We will require personal information, as well as information about the company you are representing.

To set up your account please click the link below and select the Corporate Account option to proceed. Please sign up with your corporate email address.

Create your Account Go to <https://sja.ca/en/user/register> and select the Corporate Account Type, enter your email address, and select create new account.

What to expect when creating a new account

- After entering your email address, you will receive further instructions.
- Check the “inbox” of the email address used, you will have an email from St. John Ambulance.
- This email contains a one-time use validation link to create your account. Click the link and use the one-time login please note this link expires in 24 hours!
- Update your personal and company information, to create the account.
- Set and confirm your PASSWORD!
- Save the record.
- Your Corporate Account is now ready to proceed.
- After logging out - log back into the account at <https://sja.ca/en/user/login> and return to SJA.ca



Passwords

Setting or Changing Passwords

The password is set initially when creating your account, you may reset or change your password by logging into your account and editing your profile.

Forgotten Passwords

<https://sja.ca/en/user/password>

At the login screen select “Forgot Password” to receive a one-time reset for your password by email.

Payment Options

Credit Cards

SJA accepts all major credit card types including Visa, MasterCard, American Express and Visa Debit


Approved Credit Terms and Billing

For billing, credit and payment terms approval please contact your local branch or SJA Account Manager to apply for credit.

Corporate Account Menu Options

Corporate Account Features

When logged into your account you will see the *Account Menu* displayed on the left side of your screen. The following is an overview of the menu features:

	<ol style="list-style-type: none">1. Details of the logged in user, and company. Select “Edit Account” to update address and phone number information or to change passwords.2. My registrations include training assigned to the logged in user3. Listing of company registrations and assignment of employees to training4. Listing of certifications for the company employees5. Online Registration orders and details – recent online registration orders6. Listing of employees associated with the company – manage, add or update company employees.7. Listing of payment methods and stored credit cards used at checkout.8. Addresses used at checkout for purchase of products and shipping.9. Sync employee records and history with SJA to the online account10. FAQ’s and guidance for SJA Customers
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Employee Records

To assign training to employees, the employee must be set up as an employee of this company with SJA. We recommend reviewing and updating employees prior to registration.

Sync existing Employees!

On initial login after updating the account, please select the menu item to sync all employee records. This important step will update the portal account and include existing employees of the company on record with SJA. We recommend you review your list of current employees and contact your SJA Branch if changes or updates are required.

Employees - Menu Options

Select the menu item to view a list of existing employees after Synchronization is complete.

1. Search for employees
2. Edit employee information
3. Add new employees and import a list
4. Remove employees
5. Download a CSV file of employees

The screenshot shows the 'Employees' management page. On the left is a sidebar with a user profile for Lisa Rowe and a menu with options like 'My Registrations', 'Company Employee Registrations', 'Employees', and 'HELP'. The 'Employees' menu item is highlighted. The main content area is titled 'Employees' and contains a search bar (1), an 'APPLY' button, an 'ADD NEW EMPLOYEE' button (3), and a 'REMOVE EMPLOYEE' button (4). Below these is a table with columns: FIRST NAME, LAST NAME, EMAIL, EMPLOYEE ID, and BRANCH. The table lists three employees: Adam Brittan, Brian Carter, and Tony Little. Each row has a checkbox in the first column. Below the table is a 'Download CSV' button (5). A red circle with the number 2 is placed over the 'Edit' (pencil) icon next to the first employee record.

	FIRST NAME	LAST NAME	EMAIL	EMPLOYEE ID	BRANCH
<input type="checkbox"/>	Adam	Brittan			Head Office
<input type="checkbox"/>	Brian	Carter			Head Office
<input type="checkbox"/>	Tony	Little		45632	4

Working with Existing Employees – updating records

Edit information for existing employees by selecting edit (the small pencil mark next to the employee record). Update employee records to add email addresses for online or blended learning, change employee site/store information and phone numbers.



NOTE: Names and email address corrections for employees are updated or corrected by contacting your branch.

Working with Employees – removing former employees

Select the employee records to remove with the checkbox and click remove employee. The employee will be disassociated with the account and no longer visible online. The employees former training history will still be maintained with St. John Ambulance as an individual customer.



Adding NEW Employees

To add an employee, select “Add New Employee”, enter the employee information as it should appear on the employee certification. Update the required fields including a valid unique email address, if the student will be participating in either online or blended learning. Click Submit to add the employee.

Form fields and options:

- FIRST NAME
- LAST NAME
- EMAIL (REQUIRED FOR ONLINE & BLENDED)
- EMPLOYEE ID
- SITE/STORE/BRANCH/TRANSIT
- PHONE NUMBER
- PREFERRED LANGUAGE: English
- UPLOAD CSV: Choose File, No file chosen
- Download Bulk Employee Upload Template
- Submit

New feature - Adding Employees in bulk from a template

- To upload a list of employees, download and complete the “Bulk Employee update template”
- Add employee information
- Save as a CSV file
- Select Choose file and select your completed template
- Allow a few minutes to create the employees
- Employees will be visible on your list once the import is complete

Download a Listing of Employees

To download a list of employees, select the option to “download CSV” at the bottom of the employee page.

Requirements for Employee Email addresses

For employee participation in Online or Blended Learning courses, the employee will require a unique personal email address to set up their personal portal account. The employee will also require access to a computer with internet access while completing online training. For in-class training only, email addresses are not required at the time of registration.



A shared email address used by multiple employees is not supported

Employee Portal Access

When an email address is added for an employee, or when they are assigned to Blended or Online training, the employee will receive an email to Sign-in or Sign-up for an Individual SJA Portal Account. After setting up their account the employee can start training.

Employee Assigned Registrations

Once an employee is assigned training, their registrations will be visible on the individual user menu titled “My Registrations”. For Online and Blended Learning, the employee will see a “Start Training” option to commence training.



Registering for In-Class training at SJA.ca

SJA offers a wide variety of training to meet your corporate needs. To find training available in your area, go to <https://sja.ca/en> select your province, course category and delivery method. Search will return courses matching your selections. Select view more to see all course options and advanced filters.

Find a course

Province* Course Category* Delivery Method **SEARCH**

First aid & CPR Save Lives

Sign-up for one of our industry-leading first aid & CPR courses today and be prepared to help save a life.

REGISTER NOW

Registering for Training (in-class or blended learning)

To register for classes held at St. John Ambulance training locations, after selecting the course, enter the city and date range to see available training locations. To view upcoming classes, select the location from the list on the left, or the icon on the map.

Zoom in or out on the map to refine your view to show additional locations.

Selecting a Training Location

Book a course **STANDARD FIRST AID & CPR-BLS**

Halifax NS **START DATE** 02/06/2023 **END DATE** 05/07/2023 **SEARCH** **RESET**

RESULTS

LOCATION


Dartmouth St. John Ambulance - CL A -- 4.82 km
72 Highfield Park Drive
Dartmouth, NS, B3A 4X2

Dartmouth St. John Ambulance - CL B -- 4.82 km
72 Highfield Park Drive
Dartmouth, NS, B3A 4X2

Map showing training locations in Dartmouth, NS.



Selecting a Class

**St. John Ambulance**

[FIRST AID TRAINING](#)[PRODUCTS](#)[VOLUNTEER](#)[INITIATIVES](#)[OUR IMPACT](#)[DONATE](#)

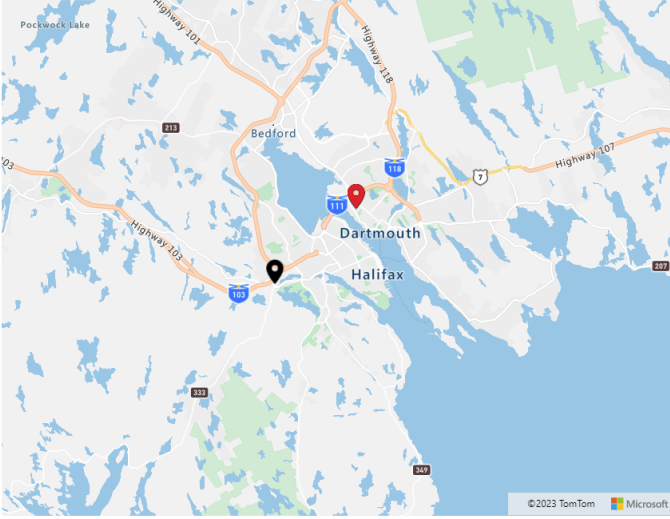
Dartmouth St. John Ambulance - CL A -- 4.82 km

72 Highfield Park Drive
Dartmouth, NS, B3A 4X2

START DATE	TIME	END DATE	TIME	
03/06/2023	8:30 am	03/07/2023	4:30 pm	\$145
				Available [2 seats]
CLASS LANGUAGE English				View Class Details

START DATE	TIME	END DATE	TIME	
03/09/2023	8:30 am	03/10/2023	4:30 pm	\$145
				Available [16 seats]
CLASS LANGUAGE English				View Class Details

START DATE	TIME	END DATE	TIME	
05/09/2023	8:30 am	05/10/2023	4:30 pm	\$145
				Available [18 seats]



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Class Details - Registering

After selecting the location, you will be presented with a list of upcoming training dates. To register for training on behalf of the company, login to your corporate account. This will enable the ability to purchase more than one seat for a class, and to assign employees to these registrations.

Select the class to see further details about the class, location, branch, pricing and contact information.


- For classes set as call to register please call the phone number listed on the class
- For classes available for online registration, select the number of seats and add to cart.
- Multiple classes at different locations and course types, may be added to the cart.
- When you are ready to proceed to the checkout, select the cart to proceed.



Example of a class record and details

When selecting a class further detail about the class, seats available, location and branch are displayed.

1. Course Name
2. Start Date and Time, End Date and Time as well as session details
3. Number of seats available
4. Class location, Address and Directions
5. SJA Branch Contact information including email and phone number
6. Enter the quantity to purchase up to the number of seats available
7. To purchase multiple seats for the class to assign to employees, you must first be logged into your corporate account
8. View the pricing for this registration
9. Add to cart to proceed

**St. John Ambulance**

FIRST AID TRAININGPRODUCTSVOLUNTEERINITIATIVESOUR IMPACTDONATE

Standard First Aid (CSA Intermediate Workplace First Aid) CPR C & AED

Start Date and Time: 06/3/2023 - 8:30 AM

End Date and Time: 07/3/2023 - 4:30 PM

Seats available: 2

Class Language: English

Class name: NSSFA-C-17-NS-060323-4088

Class Location:
Dartmouth St. John Ambulance - CL A

Class Address:
72 Highfield Park Drive
Dartmouth NS B3A 4X2
Canada

Branch:
Nova Scotia/Prince Edward Island Council

Branch address:
72 Highfield Park Drive
Dartmouth NS B3A 4X2
Canada

Phone: (902) 463-5646

Fax: (902) 469-9609

Email: ns.info@sja.ca

QUANTITY

Looking to purchase multiple seats for your company or for family members?

Please [Contact Us](#) and we'll help you out.

If you already have a corporate account, please [login first](#) to continue.

ADD TO CART

Price: \$145.00



Registering for Online Training

To register employees for online training, log-in to your corporate account. This will enable the purchase of more than one seat to assign employees to registrations.

To register, locate the course and click “Start Learning”

Bear Aware: Travelling in Bear Country (English)

No refunds are available for SJA's Online Learning courses.

Available in English.

The best way to minimize an encounter with a bear is by practicing prevention. Don't wait until you are head to head with a bear to think about what you could have done to avoid an encounter. Bear Aware: Travelling in Bear Country provides a general knowledge about bears, their habits and behaviours. It will also discuss some ways to help prevent bear encounters, as well as what you need to do to increase your chances of survival should a bear encounter or attack happen.

Who Should Take the Course?

This course is designed for anyone travelling or camping through bear country.

What you should know



START LEARNING

Enter the Quantity and click add to cart

Bear Aware: Travelling in Bear Country - English

Class name: LMS-1006-E-NAT-010223-3311

Cancellation Policy:

No refunds are available for SJA's Online Learning courses.

Bulk Purchase Discount:

Quantity	Price
1-4	\$19.95/unit
5-9	\$17.95/unit
10-24	\$15.95/unit
25-49	\$13.95/unit
50-74	\$11.95/unit
75+	\$9.95/unit



QUANTITY

1

ADD TO CART

Price \$19.95



Checkout with credit card

- Click on the cart to proceed with your purchase.
- Update quantities or remove items from your cart.
- Select Checkout to proceed

NS

FR

FIRST AID TRAINING

PRODUCTS

VOLUNTEER

INITIATIVES

OUR IMPACT

DONATE

Your shopping cart has been updated.

[Continue Shopping](#)

Shopping Cart

ITEM(S)	PRICE	QUANTITY	REMOVE	TOTAL
Standard First Aid (CSA Intermediate Workplace First Aid) CPR C & AED New Glasgow Summer Street Industries 11/2/2023 - 8:30 AM	\$145.00	1		\$145.00
Standard First Aid (CSA Intermediate Workplace First Aid) CPR C & AED Dartmouth St. John Ambulance - CL A 06/3/2023 - 8:30 AM	\$145.00	1		\$145.00
SUBTOTAL				\$290.00
TOTAL				\$290.00

UPDATE CART

CHECKOUT

Checkout – Purchase Summary and codes

At checkout review the purchase summary, add any related coupon codes or company booking codes to proceed.

Donate today to help us provide important community services and programs throughout Canada.

Please note that NO tax receipt will be issued. If you do wish to receive a tax receipt, please consider [donating here](#).

DONATION AMOUNT
☒ \$0
☐ \$1
☐ \$5
☐ \$10
☐ \$25
☐ OTHER

Purchase Summary

Standard First Aid (CSA Intermediate Workplace First Aid) CPR C & AED Seats available 6	1 x	\$145.00
Standard First Aid (CSA Intermediate Workplace First Aid) CPR C & AED Seats available 2	1 x	\$145.00
Subtotal		\$290.00
Total		\$290.00

COUPON CODE

APPLY COUPON

COMPANY CODE

APPLY COMPANY CODE

13 | Page



Payment by Credit Card at checkout

Enter in the required information for the card holder, with the full name and address as it appears on the card. Save to address book will store this payment method to be used in subsequent transactions.

PAYMENT INFORMATION

PAYMENT METHOD

☒ CREDIT CARD

CARD NUMBER *

EXPIRATION DATE *

CVC *

FIRST NAME *

LAST NAME *

COMPANY

STREET ADDRESS *

CITY *

PROVINCE *

POSTAL CODE *

PHONE NUMBER

☒ SAVE TO MY ADDRESS BOOK.

Order completion and confirmation

Upon approval and completion of your order the order number is displayed with further instructions related to shipping, and assignment of employees to registrations.

St. John Ambulance

FIRST AID TRAININGPRODUCTSVOLUNTEERINITIATIVESOUR IMPACTDONATE

Your order number is 608377

You can view your order details [here](#).

When your order has been shipped, your tracking number will be added to the [order details](#).

You can access your order details by clicking "My Account" and then selecting "Order History".

If you have any questions about your order please contact your closest branch or chat with us by opening the live chat at the bottom of your screen.

Purchase Summary

BLENDED & ONLINE CLASSES

Individuals

Go to [Your Registrations](#) to find the class and click **Begin Class** (Please note that we are currently investigating delays with Blended & Online purchases appearing in your account. Please allow up to 15 minutes for your purchase to appear)

Corporate

- 1) Ensure that your employees are setup with a valid email. You can manage your existing employees and add new ones on your [Employees](#) page
- 2) Once you've setup your employees, click on [Company Employee Registrations](#) and then either select "Blended & Online" or "Requiring Attendee" from the Filters.
- 3) Assign your employees to the class. Your employees will receive an email with instructions for how to access their class. (Please note that we are currently investigating delays with Blended & Online purchases appearing in your account. Please allow up to 30 minutes for your purchase to appear)



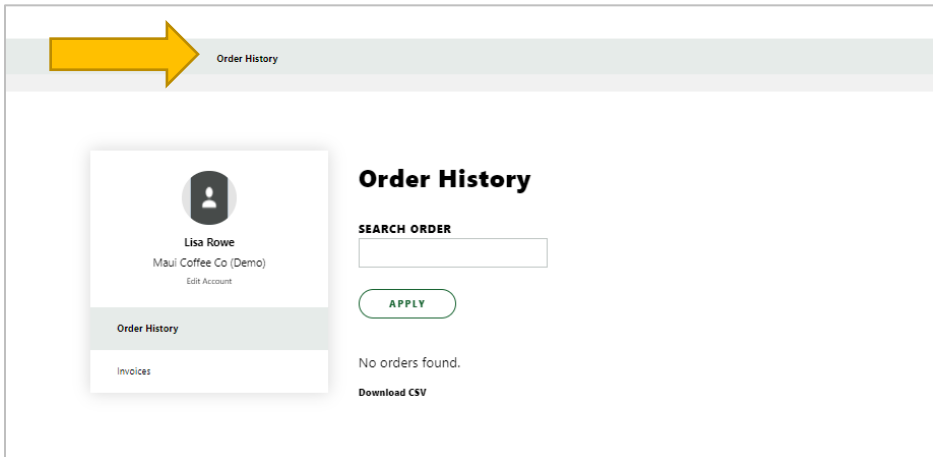
Confirmation and receipt

Training Confirmations and Payment Receipts

Upon completion of your purchase, you will receive an email from St. John Ambulance. This receipt contains information regarding your purchase, registrations, classes, and locations of training. You will also find contact information for the branch location on this receipt.

Online order history and invoices

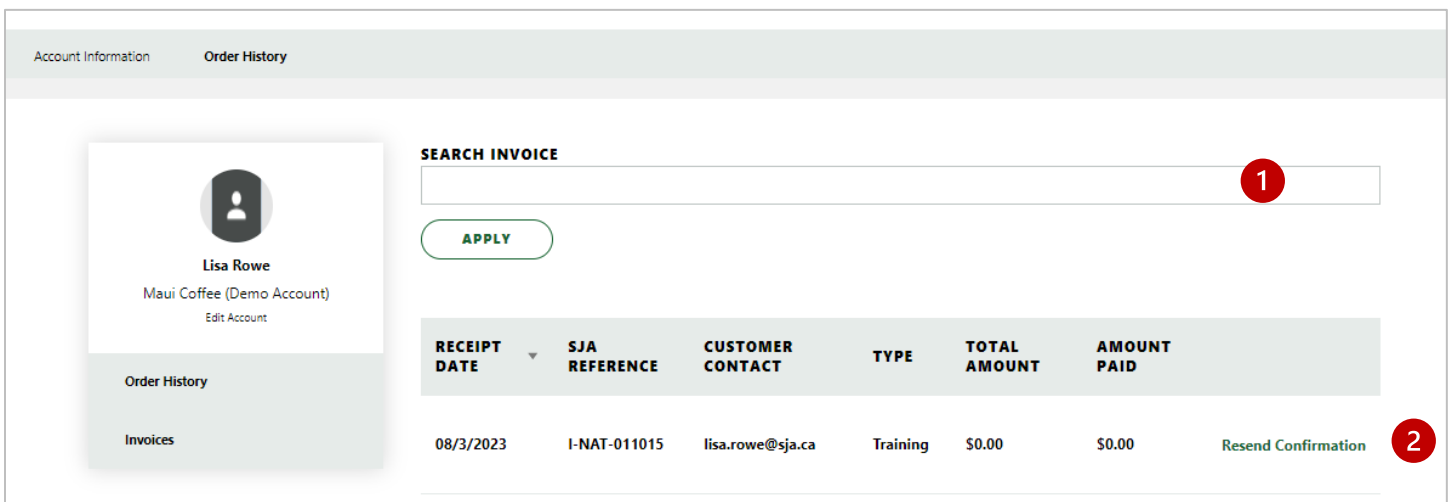
To view details of recent orders, or to request copies of receipts click the order history heading. Select the option for invoices to view recent invoices for the company and to obtain copies of the invoice by email.



Invoices menu – Copies of invoices by email

Select the order history menu and the sub menu Invoices to view a list of recent invoices and the following options:

1. Search for an invoice, by invoice number or date
2. Select Resend Confirmation to receive a copy of the invoice with the details via email



Invoices – Customers with Billing

For customers with pre-approved credit and payment terms, invoices for training are billed at the class end date and will be sent via email upon class completion.



Working with Registrations after purchase

Company Employee Registrations menu

The registration menu contains a list of registrations for the company and its related employees.

1. Please note: It can take up to 15 minutes for registrations to show up after purchase
2. Filter the registrations to view specific types of registrations
3. Search by class number or employee
4. Download a list of registrations

The screenshot shows the 'Company Employee Registrations' page. On the left is a sidebar with a user profile for 'Amy Brannach' and a list of menu items: 'Account Information', 'Company Employee Registrations' (highlighted), 'Company Related Employee Certifications', 'Class Registration Orders', 'Employees', 'Payment Methods', 'Address book', 'Sync employees', and 'HELP'. The main content area is titled 'Company Employee Registrations' (1). It contains a 'FILTER' dropdown menu (2) set to 'All Registrations', a 'SEARCH' input field (3), an 'APPLY' button, and the text 'No employee registration found.' Below this is a 'Download CSV' link (4).

Working with Registration views

Select a listing of registrations to view the registrations and assign employees to training.

This screenshot is similar to the previous one but with the 'FILTER' dropdown menu (2) open. The dropdown list shows the following options: 'All Registrations', 'Registered Students', 'Requiring Attendee', 'Attended and Passed', 'Registered with Corporate Code', 'Pending Action', and 'Blended & Online'. The rest of the page layout, including the sidebar and the 'No employee registration found.' message, remains the same.



Assigning training to Employees (Important Step) *

View the registrations. To add an employee as an attendee, select the + sign to the left.

Lisa Rowe
Maul Coffee Co (Demo)
[Edit Account](#)

Account Information

My Registrations

Company Employee Registrations

Company Related Employee Certifications

Class Registration Orders

Employees

Payment Methods

Address book

Sync employees

HELP

Company Employee Registrations

FILTER
All Registrations

SEARCH

APPLY

ATTENDEE	REGISTRATION DATE	COURSE	CLASS	LOCATION	START DATE/TIME	REGISTRATION CONTACT	STATUS
	09/2/2023 - 1:37 PM	Standard First Aid - Level C CPR/ with AED	1- 227601771- NAT- 040323- 3366	NHQ TESTING - test classes only	04/3/2023 - 8:00 AM	Lisa Rowe	Registered
	09/2/2023 - 1:37 PM	Standard First Aid - Level C CPR/ with AED	1- 227601771- NAT- 040323- 3366	NHQ TESTING - test classes only	04/3/2023 - 8:00 AM	Lisa Rowe	Registered

Enter the employee's name to select from your list and submit. The attendee will be updated.

Add Attendee

For Online & Blended classes your employee will have to have a valid email.

If you need to add an email to an existing employee, or add a new one employee you can do so [here](#).

Your employee will receive an email with login instructions once you have assigned them to a class.

EMPLOYEES
Adam Brittan (808540)

Submit

ATTENDEE	REGISTRATION DATE	COURSE	CLASS	LOCATION	START DATE/TIME	REGISTRATION CONTACT	STATUS
Adam Brittan	09/2/2023 - 1:37 PM	Standard First Aid - Level C CPR/ with AED	1- 227601771- NAT- 040323- 3366	NHQ TESTING - test classes only	04/3/2023 - 8:00 AM	Lisa Rowe	Registered

Remove or change the employee assigned*

Employees may be changed up to 24 hours prior to class start dates for in-class training. To change the employee, select the small pencil mark beside the employee's name. Select the option to remove the employee or assign another employee from the list. Submit to update the attendee for this class.



Employee notification of assignment*

For in-class training assignments, information is found on the training confirmation sent at the time of registration. To resend information select the registration and scroll to the right to select “resend confirmation”.

FILTER						
All Registrations						
SEARCH						
APPLY						
CLASS	LOCATION	START DATE/TIME	REGISTRATION CONTACT	STATUS	LMS STATUS	INVOICE
1-227601771-NAT-040323-3366	NHQ TESTING - test classes only	04/3/2023 - 8:00 AM	Lisa Rowe	Registered	I-NAT-010956	Resend Confirmation

Assigning myself for training*

As a company admin, you are also able to assign training for yourself as an employee. Your training assignments will be found under the menu “My registrations”. For online or blended learning, you will find the link to “begin class” or “continue class” to access our learning management system.

Lisa Rowe

Maui Coffee Co (Demo)

[Edit Account](#)

Account Information

My Registrations

Company Employee Registrations

Company Related Employee Certifications

Class Registration Options

Employees

Payment Methods

Address book

Sync employees

HELP

Registered Classes

FILTER

All

ACTIONS	REGISTRATION DATE	COURSE	CLASS	START DATE/TIME	REGISTRATION METHOD	CONFIRMED	PAID
<div>CONTINUE CLASS</div> <div>The online portion of a blended class cannot be started until 90 days before the in-person course is available.</div>	09/11/2022 - 11:39 AM	Awareness: Emergency First Aid - CPR C + AED - English	LMS-1071-E-NAT-021122-3039	16/11/2022 - 8:00 AM	Over The Phone	Yes	No
<div>CONTINUE CLASS</div> <div>The online portion of a blended class cannot be started until 90 days before the in-person course is available.</div>	31/10/2022 - 3:20 PM	OPRT Train The Trainer	COUR-1126-NAT-311022-3035	28/11/2022 - 7:00 AM	By Email	Yes	No
	20/10/2022 - 3:38 PM	Opioid Poisoning Response Training (Reaching Home)	COUR-0749-NAT-131120-2949	13/11/2020 - 8:00 AM	By Email	Yes	No



Certification records for Employees

Certifications for Employees

Upon successful completion of the requirements, students will be sent digital copies to provide their employer. A listing of certifications for employees is available online. To obtain digital copies of certificates for your employees contact our client services at the local branch.

Employee Certifications Menu

The listing of employee certifications is found in the menu item “Company related employee certifications”

1. Filter to see list views of certificates for you employees – default filter is all active certifications
2. Search for an employee certification by the employee’s name
3. View details of the employee certification and expiry date
4. Download a list of certificates for employees

Company Related Employee Certifications

FILTER
Active Certifications 2

SEARCH
 3
APPLY

CERTIFICATION	EMPLOYEE ^	EMPLOYEE ID	STORE	EXPIRY DATE	STATUS
Standard First Aid - Level C CPR/ with AED	Tony Little	45632	4	05/2/2026	Active

Download CSV 5

Upcoming Certificate expiries in the next 6 months

To obtain a list of employee certificates which will require renewal and retraining, select the filtered view to review the list or download a copy.

Company Related Employee Certifications

SYNCHRONIZE CERTIFICATES

FILTER
Active Certifications
Active Certifications
All Employee Related Certifications
Expiry Next 6 Months 3
Pending Certifications
Expired Certifications (Past 12 months)
APPLY



Copies of Employee Certificates


To obtain a copy of an active certificate for an employee, contact your local branch client services or account manager. Certificates are not available to download online currently for the employer. A listing of certifications may be downloaded by CSV. See the section on reports and exporting in this document.

Class Registration Orders

Class Registration Orders Menu* not working

The registration menu contains a list of orders, related classes, and registrations to assign and manage employee training. In this section you will find private training classes set up by our SJA staff as well as registrations booked online.

1. Search by class or order number
2. If results are found a list of orders will be displayed
3. Download a list of class registration orders



Lisa Rowe
Maul Coffee Co (Demo)
[Edit Account](#)

Account Information

[My Registrations](#)

[Company Employee Registrations](#)

[Company Related Employee Certifications](#)

Class Registration Orders

[Employees](#)

[Payment Methods](#)

[Address book](#)

[Sync employees](#)

[HELP](#)

Class Registration Orders

SEARCH

1

APPLY

2

No results found.

3

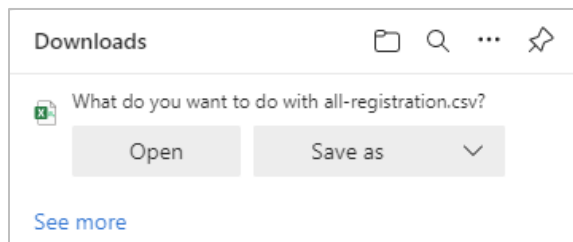
Download CSV



Reports and export to XL

Exporting lists

To obtain a listing of records, select the menu option “download CSV”. This option will provide an XL spreadsheet with the information based on the applied filter. You will find the option to open or save the file in your browser downloads.



This option is available for the following record types:

- Employees
- Registrations
- Certifications
- Order history

Special Account Features

Special Price lists and pricing for registrations

Customers with special pricing will see the registration fee updated at checkout to reflect the contract price for the products and services contained in the agreement.

Bulk pricing for Online Health and Safety training

For bulk purchases of online training, discounts will be applied at checkout based on the quantity of registrations made in one purchase.

Company Booking Codes

A company booking code is issued by SJA for the company. This code is provided to the employee and entered at the checkout to purchase training for themselves only. When a company code is used it will restrict the courses and products the employee may purchase to those on the company price list. The code may also contain features to enforce collection of information on the employee such as employee number and work location. Contact your SJA Account Manager for further information.

Discount Codes

Are applied at the checkout to first aid products. If a product is eligible and included in the code, the pricing will be updated during the checkout process.

Username Feature for employees

For companies with restrictions on the use of corporate email addresses to log in to external sites, a username feature may be enabled for the company. This feature will require the employee to login with a username after initial account set up, however *the employee will still require a unique email address connected to the account for communications*. Contact your account manager to set up this feature to meet your security requirements.



Product Orders

St. John Ambulance shop site has a variety of AED Units, First Aid Kits, and kit supplies to meet your company Occupational Health and Safety requirements across Canada. Visit <https://sia.ca/en/products> to view our online catalog and place your order. Alternatively speak

Shipping Rates for First Aid Kits and Supplies

- The SJA.ca product shipping costs are set as a fixed tiered rate for online purchases
- For Products (First Aid Kits, First Aid Supplies, & First Aid Manuals) shipping rates are based on the subtotal of products in the cart
- Minimum purchase subtotal for products is \$25.00 pre-tax

Product Shipping Rate Tiers

Provinces

Order Sub Total	Shipping Rates
Under \$25	Minimum not met
\$25 - \$74.99	\$16.99 + tax
\$75 - \$149.99	\$13.99 + tax
\$150 +	\$9.99 + tax

Territories

Order Sub Total	Shipping Rates
Under \$25	Minimum not met
\$25 +	\$40.00 + tax

Shipping Rates for AED Units and AED Supplies

- AEDs and AED supplies will be charged a flat rate per item
- AEDs are shipped at a flat rate of \$39.00 plus tax per unit
- AED Supplies, such as pads and batteries are shipped at a flat rate of \$15.00 plus tax per item

AED Shipping Rates – Per item

Provinces and Territories – Canada Wide

AED Product Type	Shipping Rates
AED Units	\$39.00 per unit
AED Supplies and Batteries	\$15.00 per unit






What to expect when you place a product order


Your order will be processed, and you will receive an update with a time for delivery and final confirmation. If changes are required to the order, please contact your provincial office for support or chat with our Product team on Tawk.to chat.

Tracking your shipment

Once your order has been processed, you will receive an email with the tracking number. This information will also be updated on your online order history. Both the link to track your shipment and your tracking number are found here.

**St. John Ambulance**

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[Edit Account](#)

[Order History](#)
[Invoices](#)

Order History

Shipment tracking status can be viewed at <https://www.canadapost-postescanada.ca/track-reperage>.

SEARCH ORDER

[APPLY](#)

ORDER NUMBER	ORDER TYPE	ORDER DATE ▼	TOTAL	PAYMENT METHOD	TRACKING NUMBER
608377	Sja Order	22/2/2023	\$104.41	Visa ending in 9994	1012716061655593

[Download CSV](#)



Private Classes

St. John Ambulance can deliver our in-class and blended learning courses as a private class at your location or one of our training facilities. If you are looking at training more than 10 students, contact our client services team to set up your course at a time that will work best for your company.

Working with Private Classes online

Once your private class has been set up, a class number is assigned along with the number of seats required. Registrations for the Private Class are found in your list of registrations requiring attendees.

- Set up your employee records to assign to training
- Go to the Company employee registrations menu
- Search for registrations using the Private class number to find the registrations
- Assign your employees to registrations (see steps to assign employees)

Account Information

Order History

Lisa Rowe
Maui Coffee Co (Demo)
Edit Account

Account Information

My Registrations

Company Employee Registrations

Company Related Employee Certifications

Class Registration Orders

Employees

Payment Methods

Address book

Sync employees

HELP

Company Employee Registrations

FILTER

All Registrations

SEARCH

1-227601771-NAT-040323-3366

APPLY

RESET

ATTENDEE	REGISTRATION DATE	COURSE	CLASS	LOCATION	START DATE/TIME	REGISTRATION CONTACT	STATUS
	09/2/2023 - 1:37 PM	Standard First Aid - Level C CPR/ with AED	1-227601771-NAT-040323-3366	NHQ TESTING - test classes only	04/3/2023 - 8:00 AM	Lisa Rowe	Registered
	09/2/2023 - 1:37 PM	Standard First Aid - Level C CPR/ with AED	1-227601771-NAT-040323-3366	NHQ TESTING - test classes only	04/3/2023 - 8:00 AM	Lisa Rowe	Registered

Private Classes and Blended Learning

For Blended learning classes, the online learning component must be completed before the in-class start date. We recommend assigning the student attendee at least 14 days prior to the class start date to allow sufficient time for completion.

See the section above regarding assigning employees to registrations and the requirements for email addresses. Each employee will require an individual portal account with a unique email address, to complete the online portion of training.



What Employees can expect for Blended and Online training

When an employee is assigned to online or blended learning, the employee will receive an email with instructions to create their new Portal account, or to sign-in to their existing account.


- The employee must use the email address you have set to create their portal account
- If the employee has a Portal account, with this email address they will sign-in a new account is not required
- If the employee does not have an existing Portal account, they will register for an account
- When registering for a new account the employee will receive the one-time link, update their personal information, and set a password
- The employee is then able to view assigned training on the “My Registrations” menu
- The employee will click start training to enter the course, or continue class to return to training after existing the system
- Upon completion of the required training the employee will receive a “confirmation of training” for Blended learning or a “certificate” for completion of online training via email.
- If the employee has not started training 14 days prior to the class start date, they will receive a reminder to start training or to reschedule their in-class date for blended learning.
- If the employee has not started training 7 days prior to the class start date, they will receive a reminder to start training or to reschedule their in-class date for blended learning.

Employee - assigned Registered Classes

Once an employee is assigned training the registrations for online and blended learning are found in the menu titled “My Registrations” with the link to Start Training or Continue Class. Once completed the student may also download their certificate from the same menu.

Account Information

Order History



Lisa Rowe
Maui Coffee Co (Demo)
[Edit Account](#)

Account Information

My Registrations

Company Employee Registrations

Company Related Employee Certifications

Class Registration Orders

Employees

Payment Methods

Address book

Sync employees

Registered Classes

FILTER
All

ACTIONS	REGISTRATION DATE	COURSE	CLASS	START DATE/TIME	REGISTRATION METHOD	CONFIRMED	PAID
<div>CONTINUE CLASS <small>The online portion of a blended class cannot be started until 90 days before the in-person course is available.</small></div>	05/11/2022 - 11:35 AM	Awareness: Emergency First Aid - CPR C + AED - English	LMS-1071-E-NAT-021122-3039	16/11/2022 - 8:00 AM	Over The Phone	Yes	No
<div>CONTINUE CLASS <small>The online portion of a blended class cannot be started until 90 days before the in-person course is available.</small></div>	31/10/2022 - 3:20 PM	OPRT Train The Trainer	COUR-1126-NAT-311022-3035	28/11/2022 - 7:00 AM	By Email	Yes	No



View Training progress of your employees


When completing online learning, you will see the LMS section of the employee registration updated to indicate their progress. To view the status of LMS for the employee go to the menu “Company Employee Registrations” and scroll across to the right with the small arrow indicated below, until you see the LMS status.

Alternatively download a copy of all employee training with LMS status by CSV to confirm the status of LMS completion for all employees. See the section on Reports and export to XL.

The employee status of online training will update as they progress through training to completion

Employee LMS Status Reasons

- Not started – The employee has not commenced training
- In Progress – The employee has started training but not completed the requirements
- Completed – The employee has completed the required training



Lisa Rowe
Maui Coffee Co (Demo)
[Edit Account](#)

Account Information

My Registrations

Company Employee Registrations

Company Related Employee Certifications

Class Registration Orders

Employees

Payment Methods

Address book

Sync employees

HELP

Company Employee Registrations

FILTER

All Registrations

SEARCH

[APPLY](#)

COURSE	CLASS	LOCATION	START DATE/TIME	REGISTRATION CONTACT	STATUS	LMS STATUS	INVOICE
Standard First Aid - Level C CPR/ with AED	1-227601771-NAT-040323-3366	NHQ TESTING - test classes only	04/3/2023 - 8:00 AM	Lisa Rowe			I-NAT-010956
Standard First Aid - Level C CPR/ with AED	1-227601771-NAT-040323-3366	NHQ TESTING - test classes only	04/3/2023 - 8:00 AM	Lisa Rowe	Registered		I-NAT-010956