

## **OnDemand Extended Access F.A.Q.**

**What is OnDemand Extended Access?** OnDemand Extended Access is the collection of the recorded educational sessions from our Scientific Sessions 2020 and International Stroke Conference 2021 virtual events.

**How is this different from the on demand access I get with my event registration?** OnDemand Extended Access is available for up to 1-year from the end of the conference while the on-demand access included with attendee registration is only available for 30 days. Additionally, attendee registration does not include enduring CME/CE opportunities, only live credit.

**Can I get enduring CME/CE credit for watching OnDemand Extended Access sessions?** Yes! We provide enduring CME/CE credit on multiple sessions on both of our Scientific Sessions 2020 and Stroke Extended Access 2021 products. Earn up to 120 hours CME/CE credit with Scientific Sessions and up to 40 hours with Stroke OnDemand Extended Access.

**Who gets OnDemand Extended Access?** All current AHA Professional Members have access to both Scientific Sessions and Stroke OnDemand Extended Access. [Become a Member today](#) (starting at \$84) to get your **FREE** access included with your membership. Prefer not to become a Member? Each OnDemand Extended access product is [available for \\$79](#).

**I'm a current paid AHA Professional Member, how do I get my FREE OnDemand Extended Access?** All AHA Professional Members were recently sent an e-mail which included their unique discount code that provides them access to both Scientific Sessions and Stroke OnDemand Extended Access. If you have not, please check your SPAM/junk folders. If you are still unable to locate the e-mail, please see the contact information listed in the questions below. Each product will need to be redeemed separately, but the same code can be used. *Please do not share this code, as it may prevent you from obtaining access if claimed by someone else.*

**I am not an AHA Professional Member but would like to find out more about membership, so that I can claim my FREE access. How can I find out more?** [Become a Member today](#) (starting at \$84) to get your access for **FREE** included with your membership.

**I watched live sessions during either the virtual Scientific Sessions 2020 or ISC 2021 conferences, do I receive CME/CE credit?** Yes! You have earned live CME/CE credit for the time you have watched. Please refer to the e-mail you were sent during the conference for instructions on how to claim your live CME/CE credit.

For Scientific Sessions 2020, AMA, ANCC and CAPCE credits must be claimed within 6 months of attendance. CME/CE credit will no longer be available to claim after May 17, 2021. ACPE credit must have been claimed within 30 days of attendance. ACPE credit is no longer available to claim as of December 17, 2020.

For International Stroke Conference 2021, AMA & ANCC Credits must be claimed within 6 months of attendance. CME/CE credit will no longer be available to claim after September 19, 2021.

**Which levels of AHA Professional Membership receive OnDemand Extended Access complimentary with their membership?** All tiers - Student/Trainee, Early Career, General Professional, Premium Professional, and Premium Professional Plus members.

**I need general product information or need help finding my AHA Professional Member discount code. How can I get help?** For assistance with general product information or locating your Member discount code, please e-mail [professional.help@heart.org](mailto:professional.help@heart.org) or call 1-888-242-2453.

**I purchased OnDemand Extended Access but need assistance with watching the sessions or claiming enduring CME/CE credit. How can I get help?** For assistance using OnDemand Extended Access, please e-mail [elearning.help@heart.org](mailto:elearning.help@heart.org) or call 1-888-242-8883.

*\* **Please note:** This product is not available in the following countries: Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, England, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, United Kingdom.*