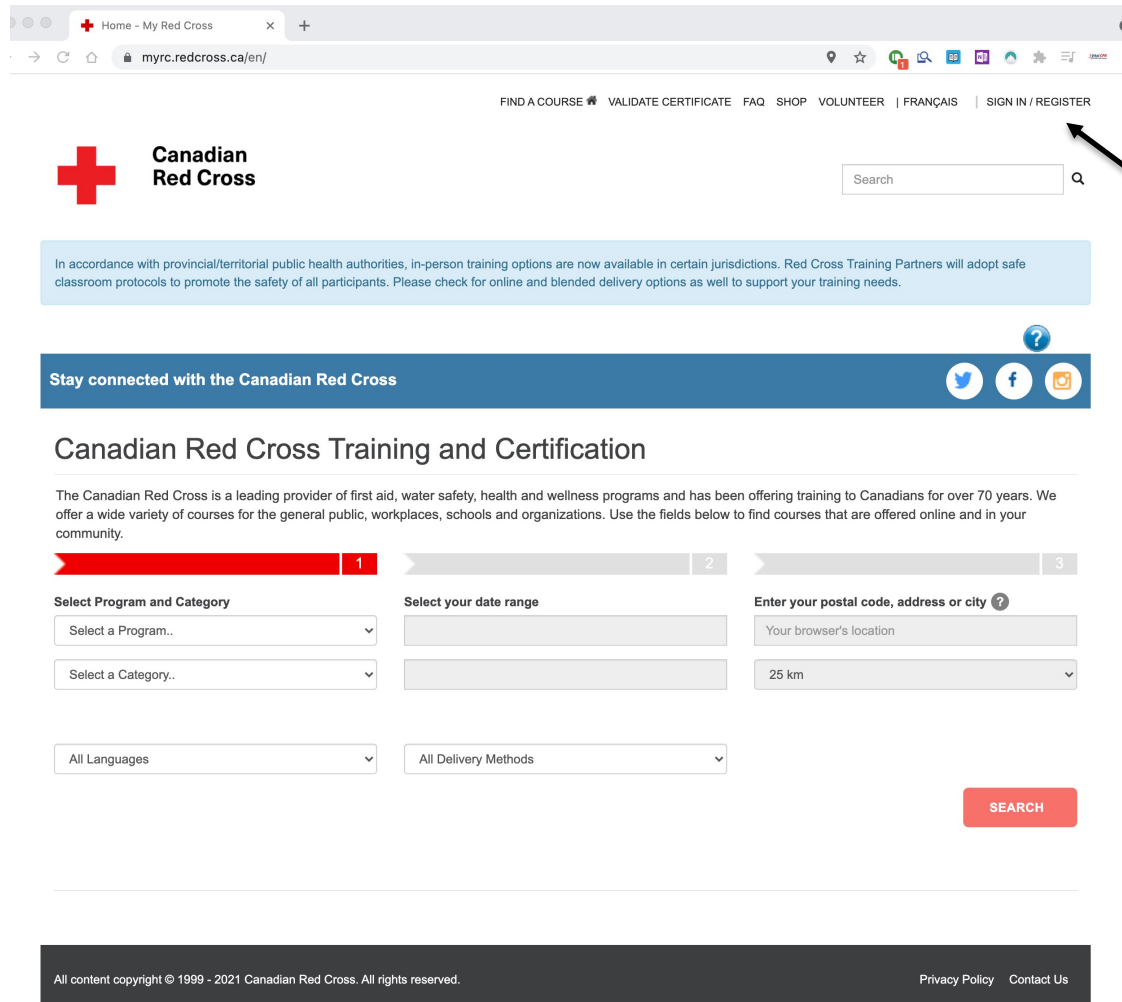


# How to Sign Up for your My Red Cross Account



The screenshot shows the homepage of the Canadian Red Cross website. At the top, there is a navigation bar with links for 'FIND A COURSE', 'VALIDATE CERTIFICATE', 'FAQ', 'SHOP', 'VOLUNTEER', 'FRANÇAIS', and 'SIGN IN / REGISTER'. The 'SIGN IN / REGISTER' link is highlighted with a red box and an arrow pointing to it. Below the navigation bar is the Canadian Red Cross logo and a search bar. A blue banner below the logo contains text about training options. Further down, there is a blue bar with social media icons and the text 'Stay connected with the Canadian Red Cross'. The main content area is titled 'Canadian Red Cross Training and Certification' and contains a search form with several dropdown menus and a 'SEARCH' button. The footer contains copyright information and links for 'Privacy Policy' and 'Contact Us'.

## Step 1:

- Go to [myrc.redcross.ca](https://myrc.redcross.ca)

## Step 2:

- Click **SIGN-IN / REGISTER**

## Notes:

- A PC / Computer is recommended for these steps.
- Contact info for Support is included at the end of this guide.
- Review all steps listed in this guide before you begin the sign up process.

 Support

# How to Sign Up for your My Red Cross Account



## Step 3:

- Click **Sign up Now**

Sign up or sign in using either your email or social account. If you've already signed up for an account, please use the same method to sign in or you will create a second profile that does not have your details or certifications.

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

Sign in with your existing email address

Password [Forgot your password?](#)

[Sign in](#)

OR

Sign in with your social account

[Microsoft](#) [Google](#)

[Facebook](#) [LinkedIn](#)

# How to Sign Up for your My Red Cross Account



Email Address

[Send verification code](#)

New Password  
8-16 characters, containing 3 out of 4 of the following: Lowercase characters, uppercase characters, digits (0-9), and one or more of the following symbols: @ # \$ % ^ & \* - \_ + = [ ] { } \ | : ' , ? / ` ~ " ( ) ; .

Confirm New Password

[Create](#) [Cancel](#)

### Step 4:

- Enter the email address provided for your registration
- Click **Send Verification Code**

# How to Sign Up for your My Red Cross Account

Canadian Red Cross | Croix-Rouge canadienne account    
email verification code External  Inbox x

Microsoft on behalf of Canadian Red Cross | Croix-Rouge ... 23:09 (0 minutes ago)     
to testuser2021 ▾

## Verify your email address

Thanks for verifying your [testuser2021@vitalcpr.com](mailto:testuser2021@vitalcpr.com) account!

**Your code is: 495454** ←

Sincerely,  
Canadian Red Cross | Croix-Rouge canadienne

This message was sent from an unmonitored email address.  
Please do not reply to this message.



Canadian  
Red Cross

Croix-Rouge  
canadienne

### Step 5:

- Go to your email inbox and locate the verification code.
- Copy the verification code in the email.

← Reply to all

← Reply

→ Forward

# How to Sign Up for your My Red Cross Account

Email Address

testuser2021@vitalcpr.com

Verification code

495454

Verify code

Send new code

New Password

8-16 characters, containing 3 out of 4 of the following: Lowercase characters, uppercase characters, digits (0-9), and one or more of the following symbols: @ # \$ % ^ & \* - \_ + = [ ] { } | \ : ' , ? / ` ~ " ( ) ; .

New Password

Confirm New Password

Confirm New Password

Create

Cancel

Step 6:

- Go back to the web page with the sign up box, and enter the verification code.
- Click **Verify Code**

# How to Sign Up for your My Red Cross Account

Email Address

testuser2021@vitalcpr.com

Change e-mail

New Password

8-16 characters, containing 3 out of 4 of the following: Lowercase characters, uppercase characters, digits (0-9), and one or more of the following symbols: @ # \$ % ^ & \* - \_ + = [ ] { } | \ : ' , ? / ` ~ " ( ) ; .

New Password

Confirm New Password

Confirm New Password




Create

Cancel

Step 7:

- Choose a New Password, and Confirm the New Password
- Click **Create**

# How to Sign Up for your My Red Cross Account

Stay connected with the Canadian Red Cross   


[Home](#) / [My Profile](#)


## My Profile


Please provide some information about yourself.


You must complete your profile before using the features of this website. ✕

### Your info

**First Name \***  

**Last Name \***  


**Date of Birth**  

**Language \***  

Note - Date of Birth is mandatory for: NL Workplace First Aid, Marine First Aid, All Lifeguard, Instructor, and Instructor Trainer, certifications.

### Phone/Email

**Phone Number**

**E-mail \***  

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

## Step 8:

- Review and update your name and address on the My Profile page.
- Scroll down and Click **Update**

# How to Sign Up for your My Red Cross Account

← → ↻ 🏠 myrc.redcross.ca/en/Profile/MyCourses/ ☆ 🔍 📄 📧 🌐 ⚙️ ☰ 🇺🇸

FIND A COURSE 🏠 VALIDATE CERTIFICATE FAQ SHOP VOLUNTEER | FRANÇAIS | HI, TEST USER 1 VITAL CPR ▾



Search 🔍

In accordance with provincial/territorial public health authorities, in-person training options are now available in certain jurisdictions. Red Cross Training Partners will adopt safe classroom protocols to promote the safety of all participants. Please check for online and blended delivery options as well to support your training needs.

## Stay connected with the Canadian Red Cross

[Home](#) / [My Profile](#) / [My Courses](#)

## My Courses

Below you will find information about the course(s) that you are registered for, including dates and locations progress on that course.

Looking for how to access **your online training**? Click on *My Profile*, then *My Online Courses*.

Looking for how to access **your digital books**? Click on *My Profile*, then *My Digital Books*.

Looking for your **certifications**? You can find them either by opening the course details, or you can find a full list of all your Red Cross Certifications by clicking *My Profile*, then *My Certifications*.

Please note that it may take a few days following the completion of your course for your certification to become available.

My Courses ▾

Course Number	Course Type	Training Partner	Facility	Start Date	Schedule Description	End Date	Status ↑	Language
---------------	-------------	------------------	----------	------------	----------------------	----------	----------	----------

MY PROFILE ← NEWS | TOOLS | STANDARDS | ?

- My Profile
- My Courses
- My Courses Forums
- My Certifications
- My Online Courses
- My Professional Development Courses
- My Digital Books

🐦 | 📘 | 📷

## Step 9:

- Click My Profile in the Menu
- Select one of the available menu options
- E.g. Click **My Online Courses** to access the online course for your Blended Format program



# Common Errors



## We've encountered an error while processing your request.

Please remain on the page, as it will refresh automatically when service is restored.

We apologize for the inconvenience!

## Une erreur est survenue au moment de traiter votre demande.

Veuillez rester sur cette page, qui se rafraîchira une fois que le service aura été rétabli.

Nous nous excusons pour les inconforts que cette situation pourrait avoir occasionnés.

## Site is unavailable due to heavy usage / busy period.

- This is temporary during peak usage periods.
- Stay on the page and it will reload when the site is available in a few minutes.
- You can also retry at a later time.

# Common Errors

**We're sorry, but something went wrong. Error ID  
# [f4b5589a-c93e-4211-9821-46620a3e3c5b]**

We've been notified about this issue and we'll take a look at it shortly. Thank you for your patience.

8/27/2021 12:05:41 AM UTC

Error occurs during the sign up process.

- This is due to an error during the sign up. Be sure to retry the sign up following the steps listed in this guide.
- Contact the My Red Cross Support team to request assistance.

# My Red Cross Support

Perform a quick check to ensure your web browser starts with a clean record before you try accessing the site. Please follow these steps:

- Close any browser windows or tabs you currently have open.
- Open a new browser tab.
- Access your browser's settings and clear browser data (cookies).
- Go to [myrc.redcross.ca](https://myrc.redcross.ca) and attempt the Sign Up Now process described in this guide.

If you continue to see the error, please contact the Support team at your earliest convenience:

## Help / Support

If you need assistance accessing the online course, please contact the My Red Cross support team. A representative will check your details in the system and reset the account if required.

You can contact the support team directly at 1-877-356-3226.

- Option 1 for English
- Option 1 for Participant support
- Option 2 for help with Registration
- Press \* to speak to a Representative