

Mapped. Maintained. Motivated...

Your guide to managing
Defibrillator Guardians



In partnership with

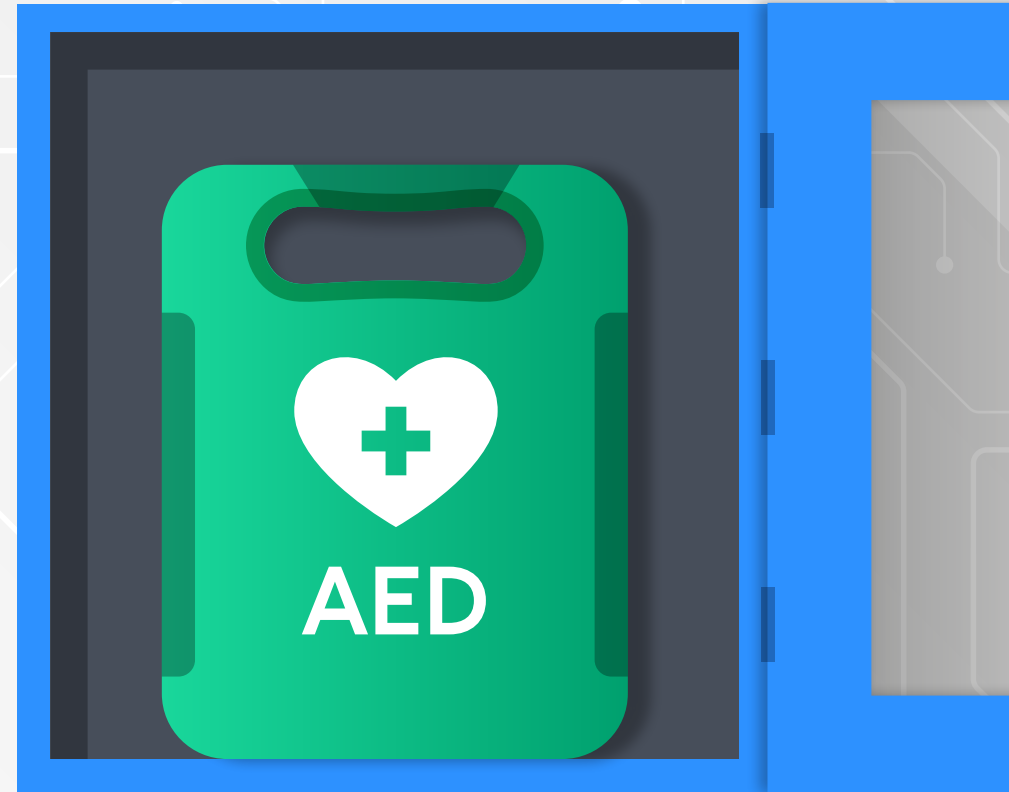
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In 2025 Omaze raised funds for British Heart Foundation that will help to power The Circuit for two years.

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Welcome

By placing defibrillators in the workplace, your organisation is helping to increase the likelihood of a work colleague, or in some cases, a member of the public, surviving a cardiac arrest.

Thank you for being the person within your organisation who is ensuring all your defibs are checked regularly and registered on The Circuit: the national defibrillator network. In doing so, you might help to save a life one day.

The Circuit is linked to ambulance services, so when your organisation's defibrillators are registered, the ambulance services can see them if an emergency occurs nearby. Being registered allows them to remind colleagues of the nearest defibrillator if someone collapses with a cardiac arrest.

The Circuit will support you in managing the defibs across the estate in the following ways:

- The bulk upload process allows the defibrillators to be registered in a time-efficient way and for local Defib Guardians (such as the local shop/hotel/site manager) to fill in missing data fields such as the exact location of the defib and the times it is available.
- Emails from the Circuit will remind you and your organisation's Guardians about what to do and when.
- The dashboard will provide you with an overview of which defibs have been recently checked, which one are out-of-service and which ones were fetched in an emergency.

Additionally, The Circuit supports you at every step, from registering the defibs to ensuring they are kept "emergency ready" if needed to help save a life.

Your role as the Org Admin could help save the lives of colleagues, customers and, potentially, the wider community.

Thank you for taking on this vital role.

Simon Dunn
Head of Circuit Operations



Your role as an Org Admin

Being an Org Admin means you're the primary account holder for your organisation's defibrillators, which are registered on The Circuit.

The **Org Admin** account allows you to oversee multiple defibrillators spread across a single site or multiple sites.

Looking after a defib is simple, but we recommend identifying other colleagues, known as **Defib Guardians**, to support you, mainly if your organisation owns a large volume of defibs over multiple sites.

Defibs need to be checked (i.e., looked at by a person) regularly, so the Defib Guardians will ideally be either based at a site or visiting it regularly.

Your role is to identify and motivate individual Defib Guardians to ensure all your organisation's defibs are registered on The Circuit, checked regularly and ready when needed in an emergency.

See the Org Defib Guardian guide
www.bhf.org.uk/orgguardianguide

What is The Circuit, and how can it support you?



The Circuit is the UK's national defibrillator network. It maps defibs across the UK, so ambulance services can direct a bystander to the nearest one in an emergency.

It synchronises every 60 seconds with the live dispatch systems of the UK's ambulance services.

As well as making your defib visible to the ambulance service, The Circuit makes it easier for you and your organisation to look after defibs.

Defibrillator terms, explained



You may hear people call defibrillators a PAD or AED. PAD stands for Public Access Defibrillator. Sometimes it's referred to as a community PAD.

AED stands for automated external defibrillator. They all mean the same thing in that whether it's called a PAD, a community PAD, or an AED, it is designed for use by the public who may not have had any medical or first aid training.

For simplicity, we refer to it as a defibrillator or 'defib' in this booklet.

Make the Switch

East Midlands Ambulance team member Rob Birkin explains the benefits of a Guardian admin account

Rob Birkin is a project management officer with East Midlands Ambulance Service. He uses The Circuit to administer over 250 defibrillators in the community. Rob told us how switching to an Org Admin account has made his role easier.

Rob switched from a Single Guardian account to an Org Admin account in May 2022.

The Org Admin account is designed for people like him who look after multiple defibrillators across different locations in the community.

Rob says the Org Admin account allows him to bring more structure to managing Guardians in the community.

“We’ve got the Org Admin account that’s an overview of all the defibrillators that we’re responsible for; that’s the community first responders, the volunteers. We’ve got the north, central, and south sectors. I’ve created three accounts and allocated the defibrillators depending on where it sits logistically.”

Community first responders and volunteers then set up a Single Guardian account linked to my Org Admin. “The Circuit notifies the Guardian if something needs to be done.”

For Rob, it provides a dashboard that offers an overview of all the defibrillators.



“I can see if a defib hasn’t been checked. I can get on the phone and say, ‘any chance you can go out and check this for me?’ It’s made life a lot easier.”

Rob added: “I can see how many of the defibrillators that we’re responsible for have been used. I can see how many defibs need new pads. I can see how many have had checks just by looking at one dashboard instead of physically going through all 254 records. There’s a colourful indicator to indicate whether that device is okay regarding the information on the circuit. A little green circle says, ‘yeah, it’s fine’.”

In addition, Rob says using The Circuit makes life easier for single Guardians.

“Before, we received phone calls about defibrillators not working. There wasn’t an efficient system to remind volunteers that their defib needed a check-in; people forgot, and the pads on defibrillators were out-of-date.”

“Now people are registered on The Circuit, they’re getting email reminders, and they’re going and checking them. So, the calls we’re getting now are about where to buy new defib pads. We assist them with that. That’s a better conversation.”

Preparation: Getting your data ready for uploading

You need to have a small amount of mandatory information for each defib before beginning the registration process. This mandatory information, listed below, will need to be entered into a spreadsheet.

You will be able to download the specific spreadsheet (see **p11**) from The Circuit once you have created your account, but in the meantime you can start collecting the information below, if you don't have it to hand already.

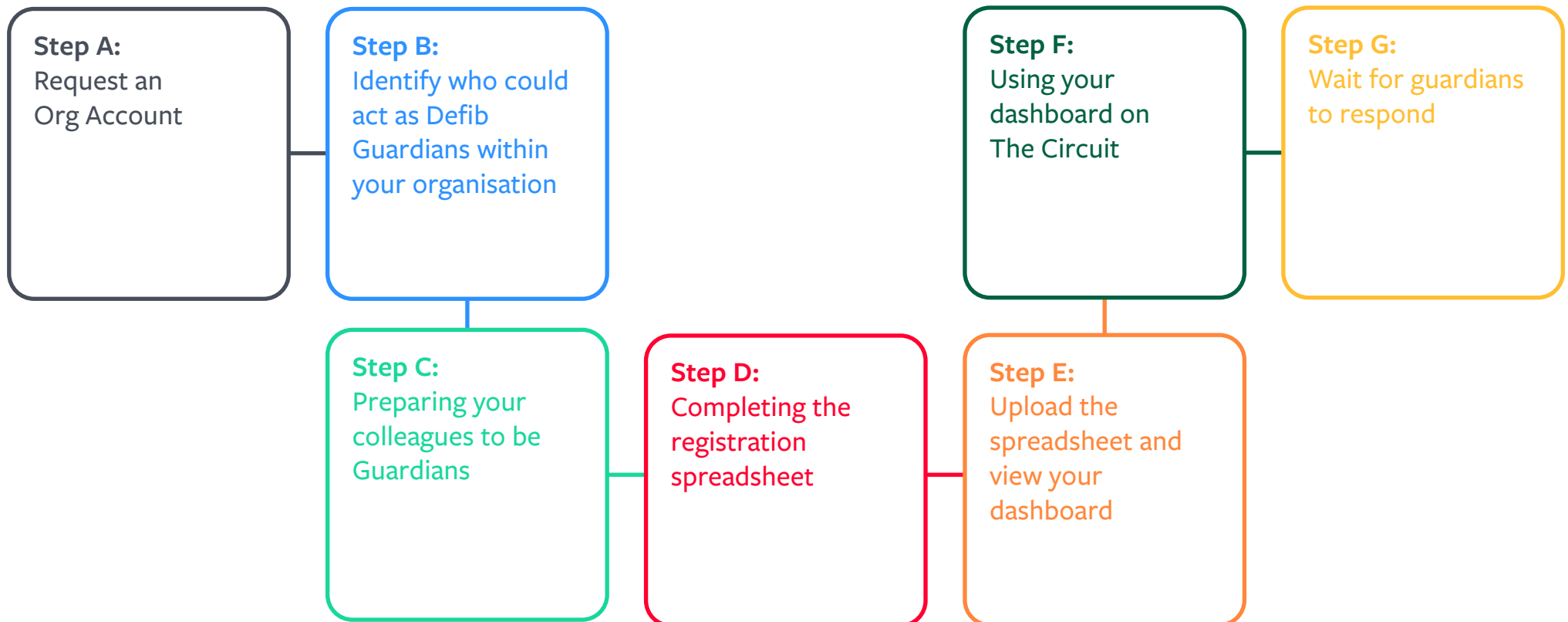
Mandatory information for the registration process to begin

- The email address of the person you want to nominate to be the Defib Guardian (see **p9** for how to identify colleagues who could be Guardians)
- The location name for that defib (e.g., Smyth Hotel Leeds or Smyth Hotel on The Pier. Avoid using in-house identifiers such as 'Hotel 52' as that will not make sense to the ambulance service in an emergency)
- The first line of the postal address and
- The full postcode

All other data fields can be completed later by the colleague(s) you have nominated to be local Defib Guardian(s).

We will explain more about the mandatory data later in Step D. First you need to set up an account and identify who will act as the guardian for each defib. These steps are outlined on the next page.

An overview of the steps in registering a defibrillator



Step A:

Requesting an organisation account

The first step is to set up an organisation account as follows:

- Go to The Circuit (www.thecircuit.uk).
- Click the red **Login** button and then click **Sign Up**.
- You'll see two options: Single Guardian and **Multiple Guardians**. You'll need a Multiple Guardians account (right-hand side) as an Org Admin.
- Click **Request account** and enter the details, including your organisation's name, sector and address.
- Once you have entered and submitted the request, you'll receive a confirmation email confirming we have received it.
- You should receive a second email within two working days asking you to provide us with additional information. Be sure to keep an eye on your junk email
- Once you've replied to the email above and your account has been approved, you'll receive a third email from The Circuit with a link to verify your account. Click the link.



Multiple Guardians

For 5 or more defibrillators

Suitable for larger organisations that have a nominated person to look after the defibrillator at each location

Includes retail & hospitality chains, public sector departments, regional or national charities

- ✓ Register as an organisation
- ✓ Easy to bulk upload multiple defibs using a downloaded template
- ✓ Nominate your organisations Guardians by email
- ✓ Useful dashboard provides easy management of your organisations defibs

Request account >

Top tip



To ensure you're receiving emails from The Circuit, contact your organisation's IT department or administrator and ask them to safelist the email address **noreply@thecircuit.uk**

Doing so will ensure important messages aren't blocked or lost in your junk/spam filters.

Step B:

Identify who could act as Defib Guardians within your organisation

Being a Defib Guardian is very rewarding and takes little effort. It's a brilliant way for people within your organisation to volunteer a little of their time, which could help save a life in an emergency.

When choosing Guardians to look after your defibs, consider the following:

The Guardian's location:

The nominated Guardian will need to be able to perform routine physical checks on defib(s). Is someone at each site responsible for checking other equipment or building facilities? Is there a person who regularly tours a cluster of sites? Checking defibs is straightforward. Anyone can learn what to do.

Internet-savvy:

The Circuit is intuitive and provides plenty of contextual help to guide Guardians on how to use it, but you may want to pick someone confident using simple websites who regularly check their emails. They will likely need to complete part of the defib registration form. They will have to click on links in the emails sent by The Circuit to carry out tasks such as updating the record on their defibrillator and recording checks.

Practical:

They will also need to replace the pads on the defib after it has been used or the pads have expired and replace the battery when needed.

Existing Role:

Is there a role within your organisation that is a natural fit for a defib Guardian? For instance, you may have a building manager who runs regular checks and can make looking after a defib part of the day job. Alternatively, you may have a keen administrator for whom looking after a defib would be a welcome addition.

Motivation:

Is there someone inside your organisation who enjoys volunteering or is looking for new opportunities? They'd make an ideal defib Guardian.

Step C:

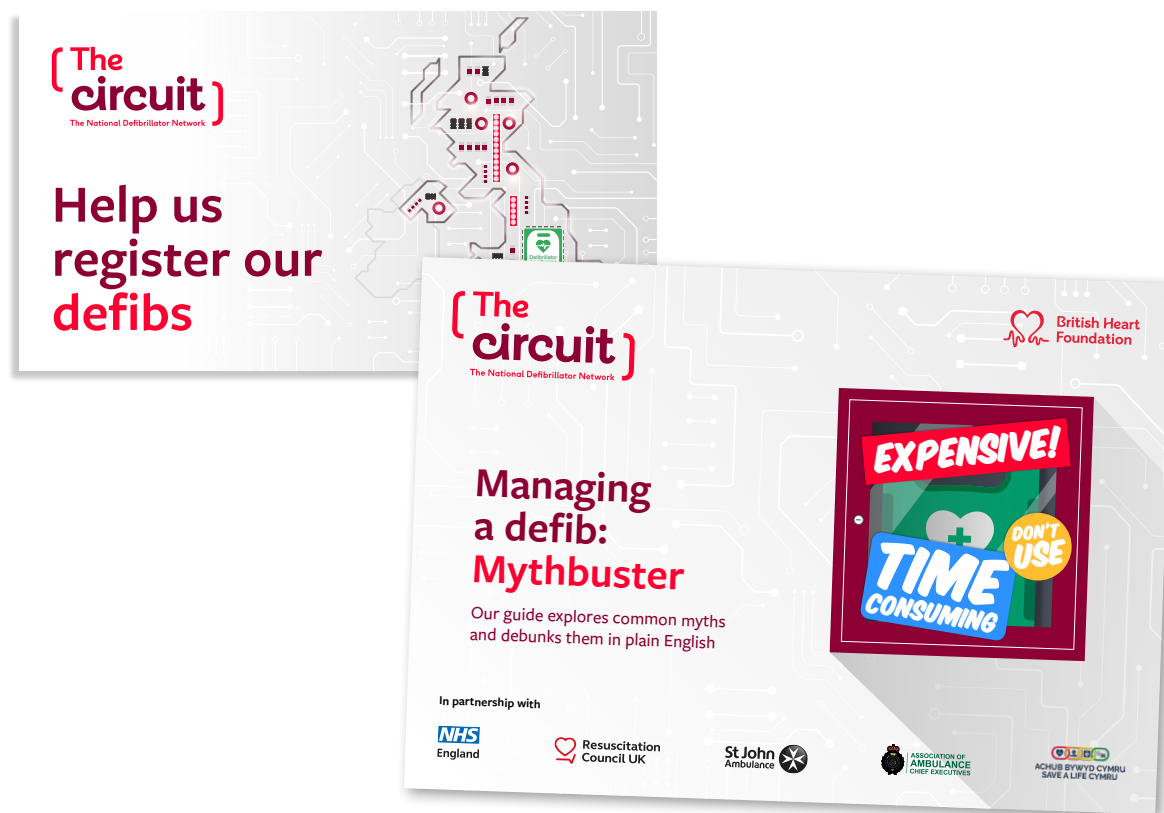
Preparing your colleagues to be Guardians

Once you've identified suitable people, we can help you to explain the role to them with the following email content and posters

www.bhf.org.uk/circuitassets

We also have an Org Guardian guide, similar to this one, to help your organisation's Guardians complete their tasks. www.bhf.org.uk/orgguardianguide

You might also find our Myth Busters document helpful www.bhf.org.uk/mythbusters

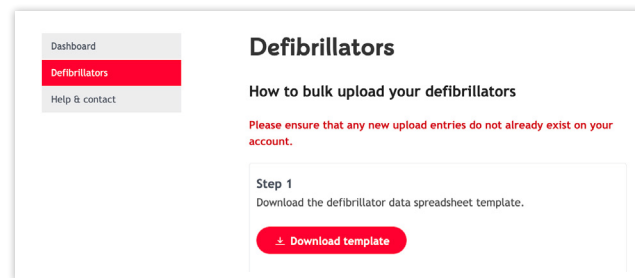


Step D:

Completing the registration spreadsheet

You can download a spreadsheet from The Circuit, which lets you bulk enter the mandatory information relating to all the defibs for which you are an Org Admin.

To download a spreadsheet, go to The Circuit. Login to your account.



Once you have downloaded the spreadsheet, we recommend saving it with today's date (e.g. The Circuit Defibrillator Import – 12 Nov 23). You should do this each time you fill out a new spreadsheet for any additional defibs. This will reduce the chance of you uploading duplicate records.

You will notice that the spreadsheet has three tabs:

- The first explains what you need to do
- The second shows an example of a completed spreadsheet
- The third tab is blank for you to populate

Make sure you look at tabs 1 and 2 before completing tab 3.

Select the third tab titled 'Add your defib details here'. Remember you must enter at least the mandatory information (see next page) before proceeding to the next step. Don't worry if you don't have the rest of the information listed below. You can enter the remaining information later; in most cases, the local Defib Guardian will do this.

Top tip



When completing the Guardian email address column, consider using generic or shared inboxes. For example:

store52@company.co.uk or
storemanager@company.co.uk

This means if anyone moves on, the person replacing them will be able to access The Circuit account with ease.

Step D:

Completing the registration spreadsheet

Mandatory information (must be completed to allow you to proceed to the next step)	Remaining information (can be completed by you or the Defib Guardian later)
• The email address of the person you want to nominate to be the Defib Guardian (see p9 for how to identify colleagues who could be guardians) • The location name for that defib (e.g. Smyth Hotel Leeds or Smyth Hotel on The Pier- Avoid using in-house identifiers such as hotel 52 as that will not make sense to the ambulance service in an emergency) • First line of the postal address • Postcode	You'll see several optional fields to complete to the right of the mandatory fields as listed below: • The remainder of the address and exact location details • Brand/model/serial number of your defibs • Whether your defibs are public access or restricted (available to certain people only) and when they are accessible • The emergency ready status and the last date this was checked • Pads expiry dates • Cabinet access codes (if applicable)

Step E:

Upload the spreadsheet and view your dashboard

Once you have completed entering the details into the spreadsheet, ensure you save the spreadsheet and then click the upload button at the bottom of the page on The Circuit website.

Once you've uploaded your spreadsheet, this will populate your dashboard. This will open after you have uploaded your spreadsheet. The dashboard will show the state of each record for every defib.

At this stage of the process, you can expect to see your defibs records in any one of the following states, which are explained further on **p14** and **p15**

- Draft (Not nominated)
- Draft (Nominated)
- Action Required
- Potential Duplicate
- Pending

Top tip



If you want to register more defibs later, you can upload a record one at a time. To do this, log in to your account, click **defibrillators** and select **Add single defibrillator**.

Step F:

Use your Dashboard to complete the registration process

The dashboard allows you to complete the registration process.

We explain what you need to do next, depending on the status of each record, as shown below.

Action Required:

This means there are missing fields to be completed. This usually appears if you've not completed all the columns on the spreadsheet, or the defib has varied access times.

☐

Action Required

Serial number exists

You can click the three dots to the far right-hand of the screen to see what information needs to be completed.

You have two choices at this stage. If you can complete the missing fields, you can do that now. This will update the status of the defib to 'Draft (not nominated)'. In most cases, we expect you to nominate the guardian, who can also complete this missing information. To nominate the Guardian, either before or after the missing information has been completed, click 'nominate guardian' which will trigger an email to them (p15).

GUARDIAN	OPTIONS
kidners@bhf.org.uk → Nominate guardian	⋮

Potential Duplicate:

If there is another defibrillator already registered to The Circuit at the same postcode as one you have uploaded, the defibrillator will be flagged as a potential duplicate. It may or may not be the same defibrillator you now want to register through your organisation account.

You will need to check every record flagged as a duplicate before you can register your defibrillator to make sure that the data is correct.

If it is a duplicate record, what do I do?

Select the defib on the left, which is the defib that is already registered. By selecting this you are confirming that this is a defib owned or looked after by your organisation and has already been registered by someone else.

If it is not a duplicate record, what do I do?

Select the defib on the right, which is the record you have uploaded. By selecting this you are confirming that the defib on the record you have uploaded has not already been registered by someone else.

Step F:

Use your Dashboard to complete the registration process

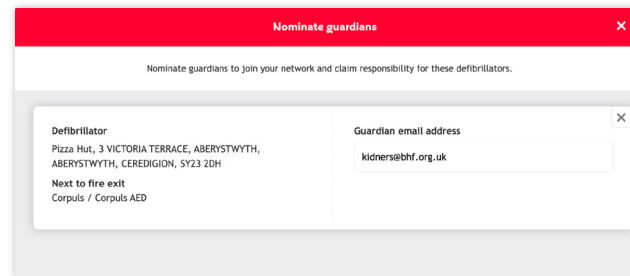
Draft (Not nominated):

This means you've uploaded all the information about the defib, but you haven't nominated a Guardian to look after it yet. You need to do that now.

Just a reminder that by this stage, you should have

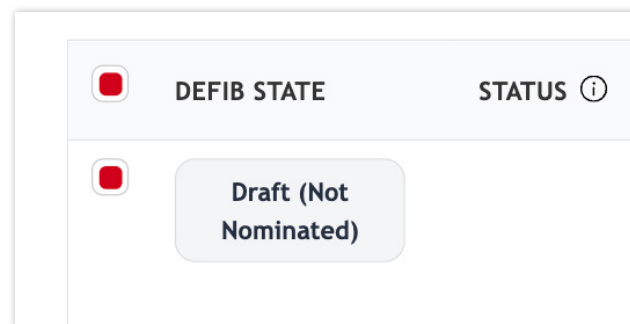
- identified colleagues to be guardians (see p9)
- communicated with them and sent them the Guide for Defib Guardians (see p11)
- and included their email addresses on the spreadsheet (see p12)

Now you need to send them an email through The Circuit system so that they can complete the registration process. To do this, you need to click '**Nominate Guardian**' next to the defibs details on the dashboard. From here you can confirm the email address of the Guardian and click the '**send**' button to send the nomination.



The screenshot shows a form titled "Nominate guardians" with a red header bar. Below the header, it says "Nominate guardians to join your network and claim responsibility for these defibrillators." The form has two main sections. The left section is labeled "Defibrillator" and contains the text: "Pizza Hut, 3 VICTORIA TERRACE, ABERYSTWYTH, ABERYSTWYTH, CEREDIGION, SY23 2DH" and "Next to fire exit Corpuls / Corpuls AED". The right section is labeled "Guardian email address" and contains the text: "kidners@bhf.org.uk". There is a close button (X) in the top right corner of the form.

You need to do this for every record. You can do this one by one, or you can select all and choose to nominate all your guardians at once, but clicking '**Options**' and '**Nominate Guardians**'. This will send an email nomination to each of your Guardians.



The screenshot shows a table with two columns: "DEFIB STATE" and "STATUS". Under "DEFIB STATE", there is a red square icon. Under "STATUS", there is a button labeled "Draft (Not Nominated)".

This means you've nominated a Guardian, but they've yet to accept the nomination. You can send a reminder by clicking **Resend Nomination**. Guardians have 14-days to accept their nomination. Consider contacting them directly via their organisation's email address and letting them know to look out for the nomination and to check their Junk email.

Top tip



Filter using tick boxes: The tick boxes to the left of the screen will show you, for example, all defibs where you have yet to nominate a Guardian so you can enter their email addresses. It's an easy way to see outstanding actions.

Step G:

Wait for Guardians to respond

You can check who has responded or not by looking at your dashboard.

Your Guardians will receive a nomination email. Within this email there will be a button labelled 'Become a guardian'. Once they click this button, they will be taken to a sign up page to create their own account. Once they have created and verified their account and then logged in, they can accept the nomination. From here they can complete any missing information.

Monitor the progress of your defibs registrations by using the dashboard. Ensure you chase any Guardians that have not accepted their nominations, until you have every defib registered and emergency ready.

☐	DEFIB STATE	STATUS ⓘ	DEVICE ADDRESS	DEVICE DETAILS	GUARDIAN	OPTIONS
☐	Registered	●	LEWIS BUILDING, LIVERPOOL, L1 1QE Location description Behind reception desk on wall in cabinet	Brand CU Systems IPAD SP1 Model Other Serial number G700994465	Hannah Tester ✓ Htorguardian@mailinator.com 123456789	⋮
☐	Registered	●	115-117 ST PETER'S STREET, DERBY, DE1 2AB Location description On the outside wall to the left of the door	Brand HeartSine Model Samaritan PAD 500P Serial number 2020220202	Heather Test ✓ ht3@mailinator.com 123456789	⋮
☐	Registered	●	MERRION WAY, LEEDS, LS2 8BT Location description On the right hand side as you enter the main entrance	Brand IPAD CU SP1 AED Model Other Serial number G191919191	Hannah Tester ✓ Htorguardian@mailinator.com 123456789	⋮
☐	Registered	●	180 HAMPSTEAD ROAD, LONDON, LONDON, NW1 7AW Location description Behind reception - can only be accessed by a member of staff	Brand CU Medical Systems / iPad Model SP1 Serial number	Helen Test2 ✓ o2demo@mailinator.com 123456789	⋮
☐	Registered	●	2A ST MARY'S STREET, MANCHESTER, LONDON, E14 7JR Location description On side of wall	Brand Ami.Italia Model Saver One Serial number	Harriet Tester ✓ HT2@mailinator.com 123456789	⋮
☐	Draft (Not Nominated)		18 HIGH STREET, HITCHIN, SG5 1AT Location description To the left of the front door	Brand Cardiac Science G3 Model Other Serial number	HT2@mailinator.com Nominate guardian	⋮

Internal Communications

Your organisation is doing a great thing in supporting staff, customers, and the broader community in an emergency.

Share this good news story across your organisation so that Guardians receive the recognition they deserve.

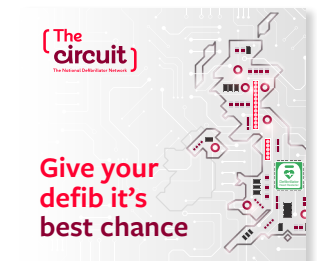
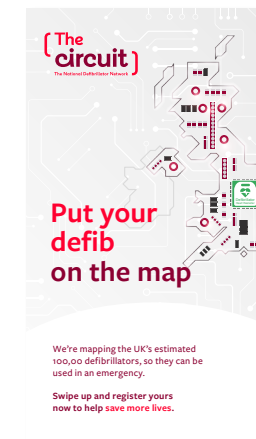
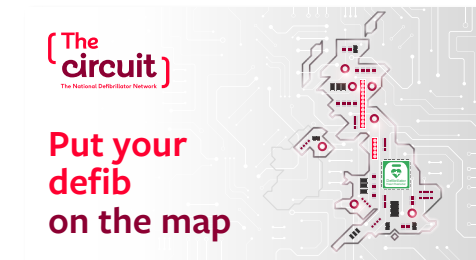
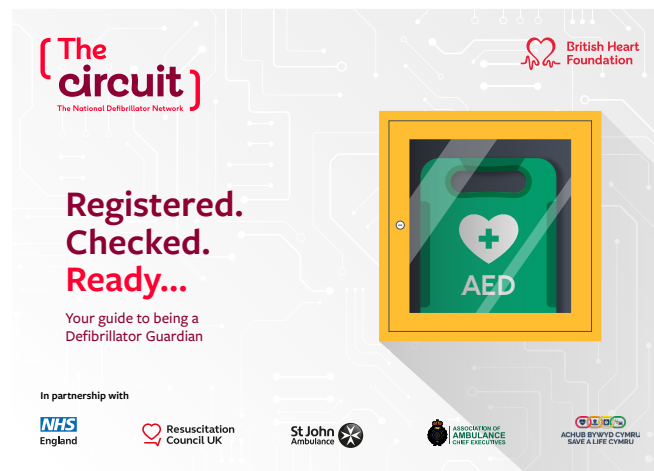
If you have an internal communications team, why not contact them and see if they'd like to interview you or a Defib Guardian? Is there a staff email newsletter which can feature the update?

Or could it feature as an item on your intranet?

Why not consider using internal tools to empower defib Guardians to support each other? Many organisations use social media channels for communication, especially where there are remote sites. For example, you could set up a channel for Defib Guardians to share tips.

Collaborative tools such as Microsoft Teams are a great place to store shared resources such as the Guardians' manual Registered, Checked, Ready
www.bhf.org.uk/guardianguide

We've created resources to support internal comms
www.bhf.org.uk/circuitassets



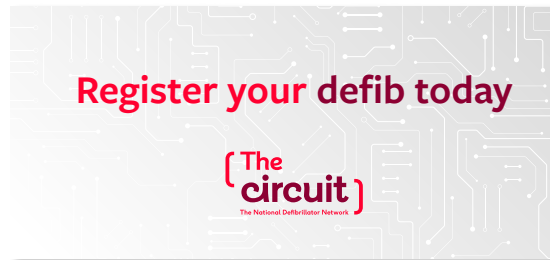
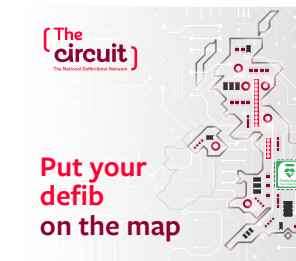
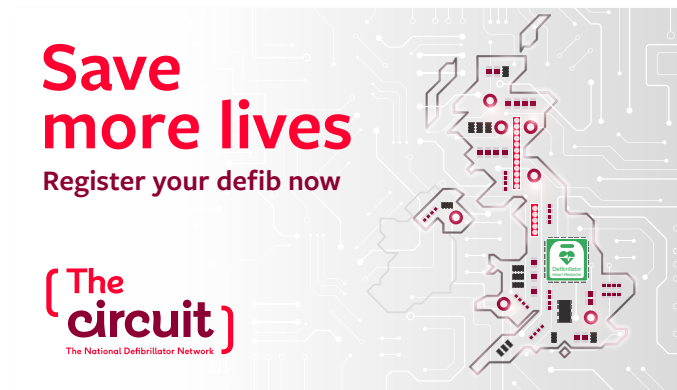
External Communications

While your defib sits inside your premises, registering it with The Circuit means there's another defib available to the community – increasing the chances of saving a life.

It's a great story of how your organisation is giving back to the community.

You could promote it on social media www.bhf.org.uk/circuitassets or contact your local paper and let it know what you're doing.

In addition to telling your own story, you'll raise awareness of defibs and how they can help save someone's life in an emergency.



The Circuit, the national defibrillator network was developed by British Heart Foundation (BHF) in partnership with Resuscitation Council UK, St John Ambulance, the Association of Ambulance Chief Executives, NHS England and Safe a life Cymru.

In 2025 Omaze raised funds for BHF that will help to power The Circuit for two years.

