COVID-19 Community Team Outreach Tool
CCTO Guide for K-12 Schools

The COVID-19 Community Team Outreach Tool (CCTO) is a web-hosted software program used to work with people who have tested positive for COVID-19 and those who have been in contact with them.

As a member of a school partnering with NC DHHS, you may need to use basic functions of CCTO to access and review key information. This job aid covers an overview of how to access CCTO, use views specific to your role, and review key information. **Please see the [Access & Navigation Job Aid](#) for basic CCTO resources & support, [Reviewing Contacts and Using Views](#) for help with accessing and adjusting views, and the [CCTO Glossary](#) for an overview of all areas of CCTO.**

PROD and UAT

There are two CCTO websites with distinct purposes and capabilities: **UAT** and **Prod.**

[UAT](#) (User Acceptance Testing), also known as the **CCTO Sandbox** or practice system, allows you to create and edit contacts for **practice, training, and testing. Real contact information should never be entered in UAT.**

[Prod](#) (or "Production") is the live system **for entry of real contact information protected by HIPAA,** and it should never be used for testing.
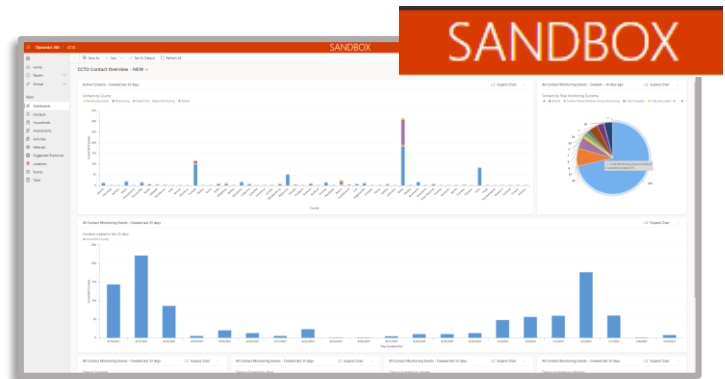
Sandbox/UAT always displays the "Sandbox" sticker, while Prod does not. *Remember that only Sandbox should be used for practice.*

ACCESSING CCTO

To log into CCTO:

1. Navigate to the tool you would like to access ([Prod](#) or [Sandbox](#)).
2. Log in with your credentials:
   - The format of your username will be YOURNCIDUSERNAME@nc.gov. *(If your NCID is 'jsmith12', you will log in with 'jsmith12@nc.gov'.)*
   - *You can then log in with your NCID password.*

If you experience issues logging in, click "Sign Out" and open the tool in an incognito window or in a new browser (e.g., Chrome, Firefox) where you are not signed in to any other Microsoft applications. Check the [job aid](#) if you continue to experience issues.
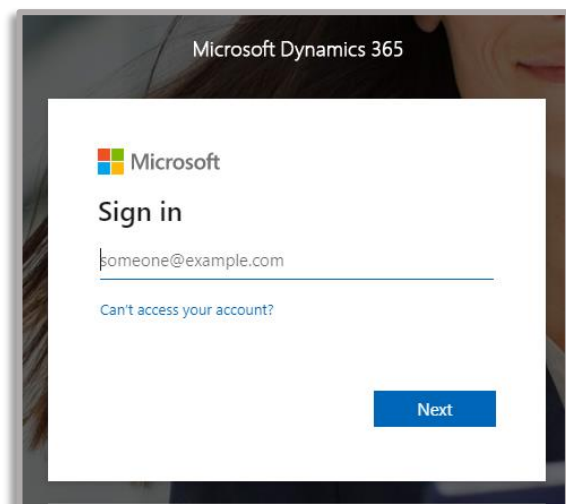
SETTING THE DEFAULT TAB

Once you have logged in, you should set the Monitoring Events Tab as your default tab. *This tab holds all the monitoring events (records on which contact or case monitoring takes place) within CCTO, and it should be your center of operations for any individuals you are reviewing.*

1. Click on the Settings gear in the top right of the screen. Select **Personalization Settings**.
2. In the pop-up box that appears, click on the dropdown arrow in the **Default Pane** field and select "Main."
3. Then, click on the dropdown menu that currently states "Dashboards" and select "Monitoring Events."
4. Click "OK." Going forward, when you open CCTO, you will go directly to the Monitoring Events Tab.
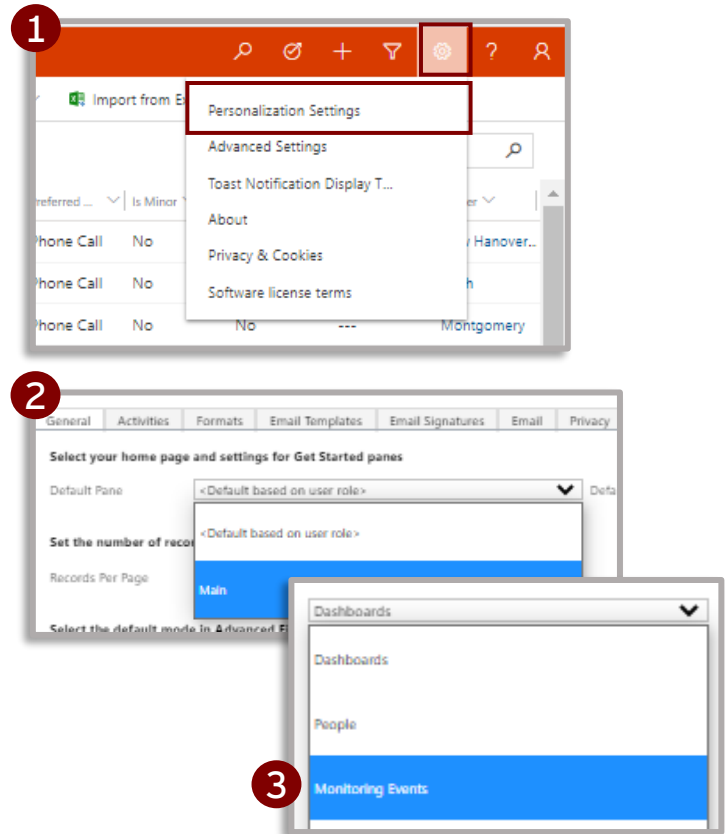
USING, SAVING, AND PINNING A VIEW

A view is a way of looking at the data displayed within each tab. *Your LHD may have already shared a view for you to use – if this is the case, select this view in step 1.*

1. Your default view is *All Monitoring Events (Contact & Case),* and it will show you all information (name, phone number, last date of exposure, monitoring end date, etc.) on all the records that you are able to access. You can select any other view whose access has been shared with you by clicking the dropdown menu. Use the thumbtack icon to pin a view as your default.

2. To narrow the records shown, filter the view by clicking the carets at the top of the column. For example, you can filter the **Institution Name** column to search for records from a particular school.
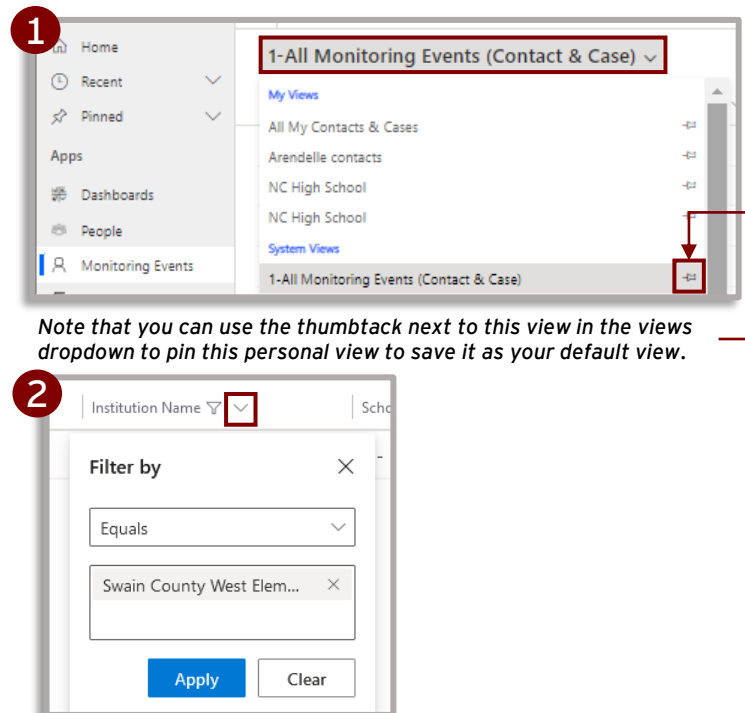
Note that you can use the thumbtack next to this view in the views dropdown to pin this personal view to save it as your default view.
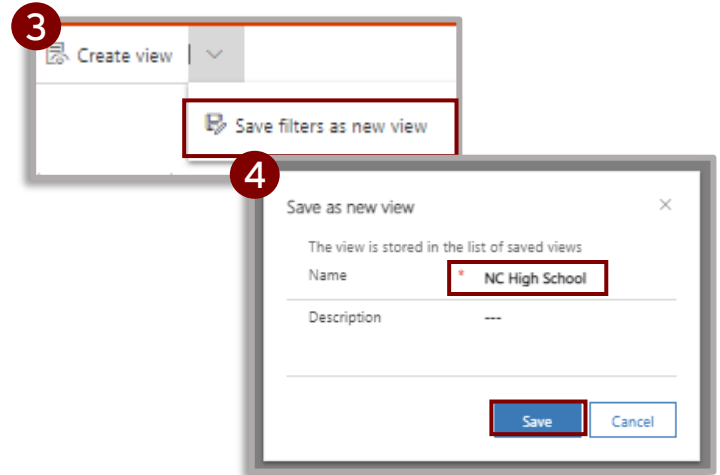
👁 — USING, SAVING, AND PINNING A VIEW —

After you have adjusted any view's sorting or filtering options, **you can save these updates as a new personal view that you can access at any time.**

3. Begin in your edited view with filters/sorts applied. Then, click the down arrow next to **Create View** in the upper right corner (you may need to click : to see it) and select "Save Filters as New View."

4. Name your view. Then, click **Save**. This view will save as a personal view and can be found under the "My Views" header in the views dropdown.

For more information on creating and saving views with new columns and filters in CCTO, see this [job aid](#) or the [advanced job aid](#).

3
Create view | ⌄
Save filters as new view

4
Save as new view   ✕
The view is stored in the list of saved views
Name   * NC High School
Description   ---
Save   Cancel

🏫 — ENTERING AND TRACKING STUDENTS IN CCTO —

Consider the following special fields (which are also outlined in the job aid on [Outreach to Minors](#)) for tracking student contacts and cases using CCTO:

1. Setting the **School Student or Staff?** field to "Student" allows you to filter on this variable in your views and will produce more fields (see below) that will help you provide more information.

2. **County of Institution** should be used to indicate the NC county in which the school is located. Choosing a county within this field limits the options within the **Institution Name** field to display only educational institutions within the county in question.

1
School Student or Staff?   **Student**
County of Institution   ---
Institution Name   ---

2
School Student or Staff?   **Student**
County of Institution   🔲 **Swain**
Institution Name   ---
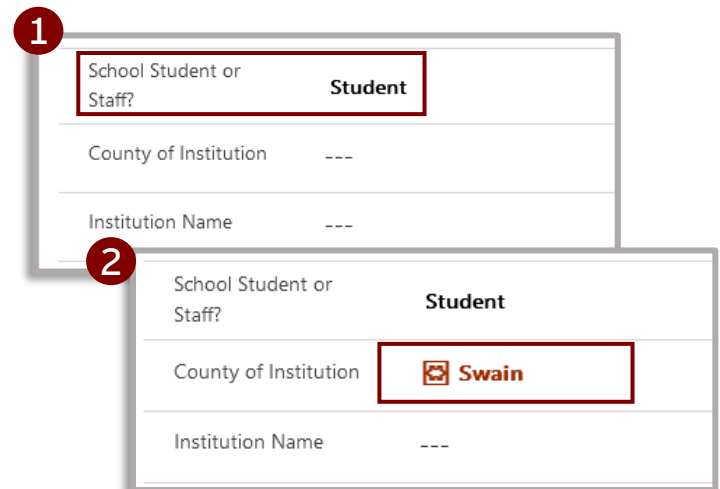
NOTE ON PULLING STUDENT DATA FROM LEGACY STUDENT FIELDS:
Please see the [12/6/21 CCTO Updates Job Aid](#) for more information on how you can access and use data from **Is Student** and **School Name (Legacy)**, the previous fields used for students.

🏫 — ENTERING AND TRACKING STUDENTS IN CCTO (continued)

3. **Institution Name** is a searchable field that selects from a preset list of institutions. If you have selected a county within **County of Institution**, this field will only search on institutions within that county.

4. The **Institution Search Instructions** field provides you guidance on the two ways in which you can search:

   - Type the first letters of the institution's name followed by a wildcard (*) to search on the beginning of the institution's name. For example, **Sw*** for "Swain County West Elementary."

   - Type any word from the institution surrounded by wildcards to search on one part of the name. For example, ***West*** for "Swain County West Elementary." *Searching for a word in the middle of an institution name WITHOUT wildcards will not work. Incomplete parts of a name must always be searched with wildcards on either side.*

To locate students in default views:

5. In the *All Monitoring Events (Contact and Case)* view, you can filter on **Institution Name** to see all the individuals tagged to your school.

6. **Date of Birth** can also be filtered to display school-aged individuals. Use the "On or after" filter and set the date to display all school-aged individuals (e.g., 14 or 18 years ago, etc.). This filter can be applied at the same time as the previous filter or in addition to any other filter (such as county).

ℹ — REVIEWING OTHER KEY INFORMATION

Within the Monitoring Events Tab, you can click on any **non-hyperlinked** section to access a monitoring event and access the fields below.

C-0000993933	Lucy Brown	Brown	Lucy
C-0000993932	Linus Brown	Brown	Linus

1. The *Monitoring Details* box displays information about active monitoring. This includes a contact's **Monitoring End Date**, which is when quarantine should complete for this contact. This date can be edited if it must be extended.

2. Next, the *Source Case Information* box will display the **Last Date of Exposure** for this contact, which is the date the contact was most recently exposed to the source case patient. The **Ongoing Exposure** toggle may also be used to indicate a continuous exposure (e.g., within a household).

3. If your contact has been connected to a Household in the system, the name of their household will be listed in the **Household** field in the *Basic Info* box of their monitoring event. You can click on this name and then navigate to the Monitoring Events Page to view all active and inactive monitoring events associated with this household.

4. Finally, the Notes functionality in the *Timeline/Activities* section of the monitoring event is used for any additional context about the individual. Notes are a useful reference to contact tracers, case investigators, and LHDs. Additionally, the *Monitoring Event Notes* section at the top right of the screen can be used for any high-importance items requiring increased visibility.

1

Monitoring Details

Begin Monitoring?	Yes
Monitoring Status	Monitoring
Monitoring End Date	9/27/2021

2

Source Case Information

Ongoing Exposure	No
NC-COVID Event ID of Source Patient #1 (Use the number	122222234
Last Date of Exposure to Source Patient #1	9/13/2021

3

Household	🖼 Winchester

WI Winchester
Household

Summary | Monitoring Events | System Information | Related

Active MEs

✓	C# ∨	Approved to Sy... ∨	Person ∨	Last Name ∨	First Name ∨	Household ∨
	C-0000994732	Yes	Dean Winchest	Winchester	Dean	Winchester
	C-0000994731	Yes	Sam Winchest	Winchester	Sam	Winchester

4

Timeline / Activities

Timeline   + ▽ ⫶ ⫶

🔍 Search timeline

✏ Enter a note...

- 🗒 Activity
- 📅 Appointment
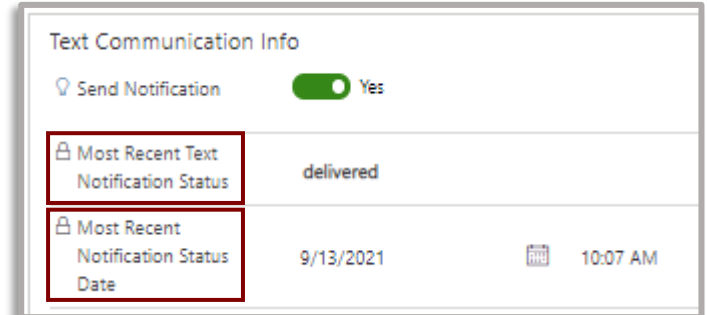- 📞 Phone Call
- 📋 Task
- ➡ Note

⊕

Monitoring Event Notes

Brother of Sam Winchester, it wasn't a vampire bite this time

CHECKING TEXT MESSAGE NOTIFICATION STATUS

You can review whether a text message exposure notification was confirmed to be delivered or undelivered to the mobile phone number within a record by reviewing the fields for **Most Recent Text Notification Status** and **Most Recent Notification Status Date** within a monitoring event's *Text Communication Info* section.

Text Communication Info

Send Notification   Yes

Most Recent Text Notification Status   delivered

Most Recent Notification Status Date   9/13/2021   10:07 AM

TEXT NOTIFICATION STATUS DEFINITIONS:

• **Delivered**: Text successfully delivered.
• **Undelivered** or **Failed**: Text unsuccessful, likely due to the number being a landline.
• **Blank**: No text created.
• **Sent, Queued, Sending, or Accepted:** Text being sent and most likely delivered later.

For more information on checking notification status, view this job aid.