



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.

CCTO is used by contact tracers, case investigators, and other staff to record and monitor contact information and symptoms, track key dates, and record resource needs. Recently, the Tool has also become a valuable resource for the notification and monitoring of cases alongside NC COVID, which is the official tool for tracking case data.

— IMPORTANT RESOURCES

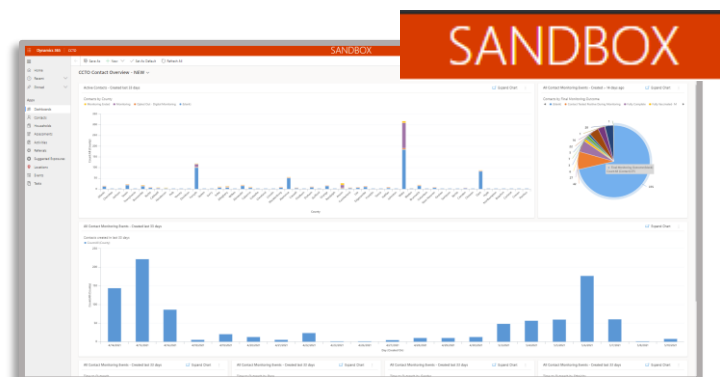
Resource	Explanation	Where can I find it?
AHEC Webinars Page	Holds all recorded CCTO live trainings (top of page) and CCTO Onboarding/micro-trainings (scroll down)	Link to AHEC
Communicable Disease Manual	List of all existing contact tracing process support, all written CCTO resources, and Help Desk resources	CD Manual Page , CCTO Training Resources , Help Desk Job Aids
CCTO	Software program used to for Contact Tracing and Case Investigating processes related to COVID-19	UAT (Sandbox) and Prod (Live System)
CCTO Glossary	A one-stop document with definitions for all CCTO fields, sections, tabs, and functionalities	Glossary
CCTO FAQs	Lists all Frequency Asked Questions for all things CCTO and for Contact Tracing processes	FAQs
ServiceNow	Users can submit tickets to the ServiceNow portal for all CCTO support (see <i>help desk job aids</i> above)	Set Up (first-time users only) and Portal

— 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.

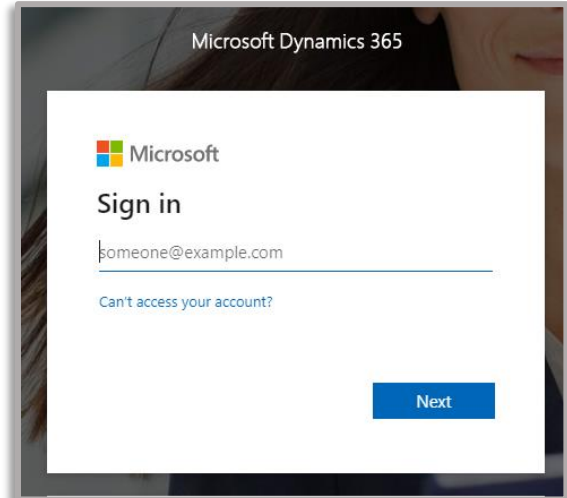


ACCESSING CCTO

To log into CCTO:

1. Navigate to the tool you would like to access ([Prod](#) or [Sandbox](#)).
2. Log in with your credentials:
 - If you have an email ending in nc.gov, log in using your current credentials.
 - If you do *not* have an NC email, the format of your username will be YOURNCIDUSERNAME@nc.gov. (If your NCID is 'jsmith12', you will log in with 'jsmith12@nc.gov'.)

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.



If you are a first time user, visit this job aid for information on how to [set up your NCID](#).

NAVIGATING CCTO

Once you are logged in, you will see a tab with a series of dashboards about the existing contacts in the system. **At the left of the screen, you will see the following tabs to be used in your work:**

- People
- Monitoring Events
- Assessments
- Activities
- Referrals
- Case Portal Submissions

ACTION: See the [CCTO Glossary](#) for explanations of these tabs and all the fields within CCTO. For all CCTO process guides, visit the [CD Manual](#). If you have not already done so, watch the [CCTO Onboarding](#).

