

COVID-19 Community Team Outreach Tool

Logging into the CCTO Tool



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.

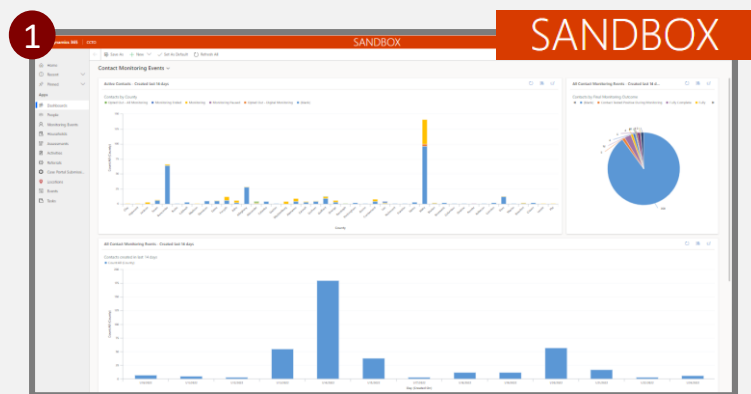
CCTO is used by contact tracers, case investigators, and other staff to record and monitor contact information and symptoms, track key dates, and record resource needs. Recently, the Tool has also become a valuable resource for the notification and monitoring of cases alongside NC COVID, which is the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

Logging into the CCTO Tool

To Log into the CCTO Tool (Sandbox or Production System):

- Click the corresponding link below to access the appropriate system:**
 - 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.
- 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, open the tool in an **incognito** window, which can be opened in Chrome by clicking the three vertical dots in the upper right-hand corner of the browser window, or in a new browser (e.g., Firefox, Safari) where you are not signed in to any other Microsoft applications.

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



Sandbox/UAT always displays the “Sandbox” sticker, while Prod does not. Remember that only Sandbox should be used for practice.



If you experience issues:

If you have logged in with the correct credentials, but you are still receiving an error message, **REVIEW THE STEPS IN THE [TROUBLESHOOTING JOB AID](#)**. If you are still unsuccessful, you have likely NOT been granted a Dynamics 365 Security role. Please submit a ticket to the help desk through [ServiceNow](#) to request one.