# Using CCTO for the First Time

## COVID-19 Community Team Outreach

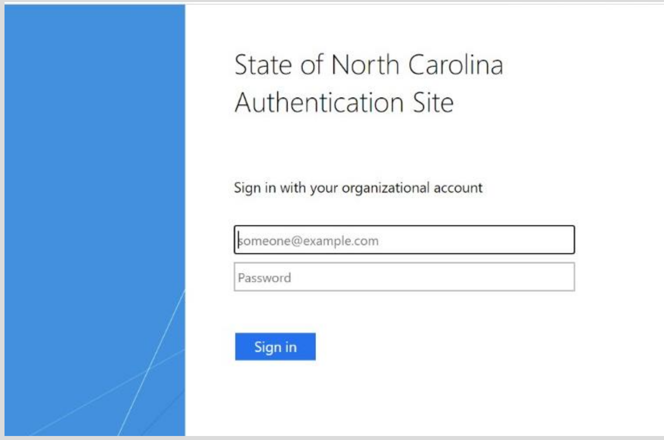
As you begin using the CCTO Tool for the first time, keep the following in mind:

### Logging In

Navigate to the CCTO Tool to log in with your NCID per the process in this job aid.

- **Use the CCTO Sandbox System for practice and the CCTO Live System for real contact info.**
- **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 you experience issues logging in, click "Sign Out" and open the Tool in an incognito window or a new browser (e.g., Chrome, Firefox) where you are not signed into other Microsoft applications.* ***Check the Logging In Job Aid if you continue to experience issues.***




If you experience issues, log in from another browser per the Troubleshooting CCTO Access job aid.

### Setting Your Time Zone (optional)

*It is important to set your time zone accurately to manage and record your work effectively.*

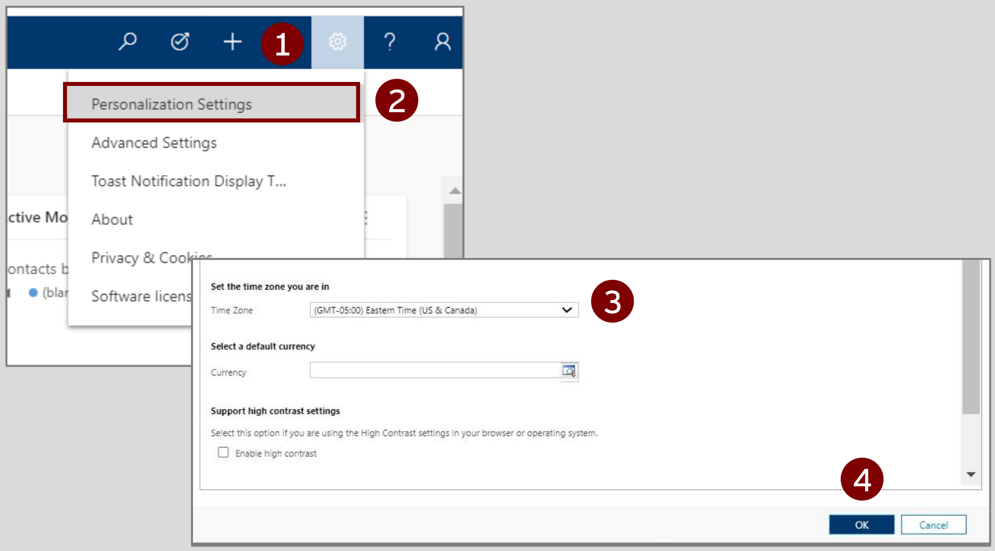
1. Click the **gear icon** in the top right corner.
2. Select **"Personalization Settings."**
3. Under "Time Zone," select **(GMT -05:00) Eastern Time.**
4. Click **"OK"** to save.

1 Gear Icon

2 Personalization

3 Time Zone

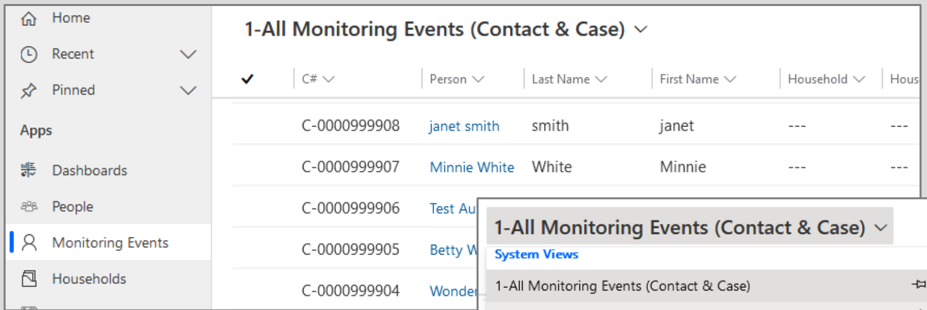
4 OK

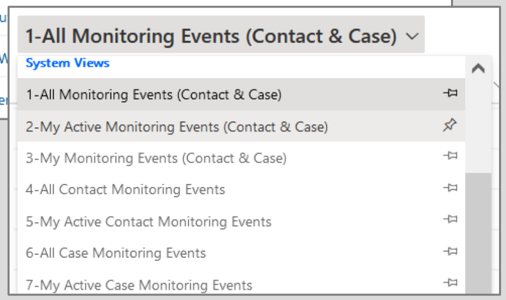



### Viewing Your Monitoring Events

Click the Monitoring Events Tab, and you will automatically see "All Monitoring Events," which shows all the contact and case monitoring events (MEs) in the system.

Monitoring Events Tab




**To see only your MEs,** click the arrow next to "All Monitoring Events" and select "My Active Monitoring Events" or "My Monitoring Events," which filters all the MEs in the system to show **only MEs assigned to you.** *See this job aid for more detail on filtering.*

***For more info on MEs, see:***

- *CCTO Glossary on all ME fields*
- *Micro-training on creating MEs*
- *Definition of an ME (p.1)*

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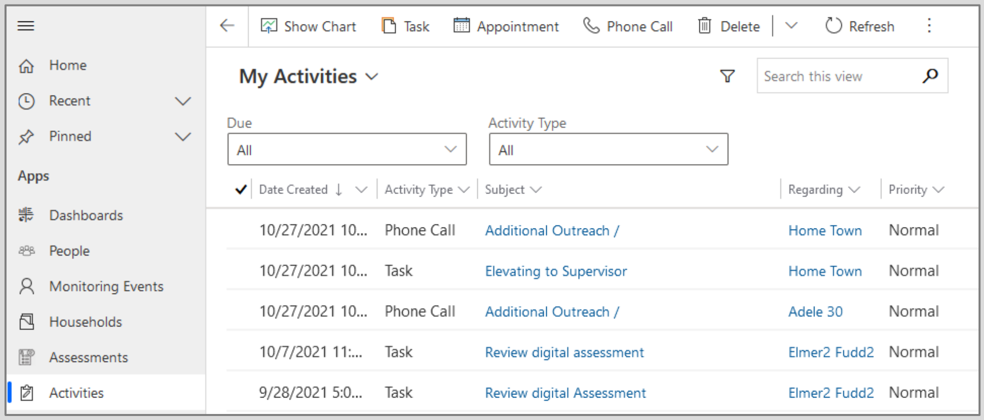
As you begin using the CCTO Tool for the first time, keep the following in mind:

## Viewing Your Outstanding Tasks and Phone Calls

To review all tasks and phone calls that have been created and assigned to you, **visit the Activities Tab.**

The tab defaults to a list of **your** open items (your to-do list!), and you can view each item in detail by clicking on it. **These items must be created manually by you or another user before they appear here. For more info on how to create and assign these items, see the job aids on Timeline/Activities and reassigning job aids.**

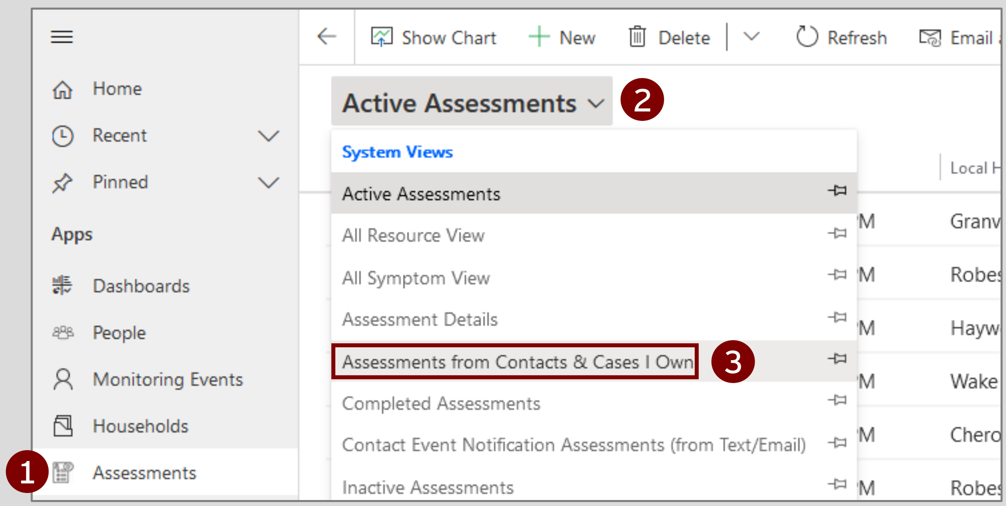
**Activities Tab**

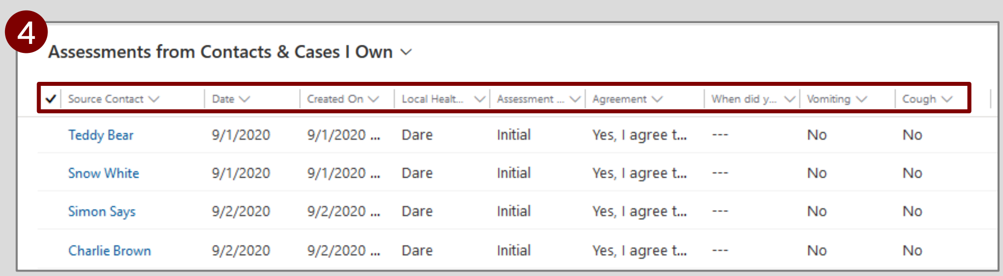



## Viewing Your Contacts' Assessments

***Assessments** are ongoing contact surveys of symptom changes and resource needs. The Assessments Tab pulls all assessments from individual contact monitoring events. Contacts may respond to assessments over the phone or digitally via links sent in automated emails or texts (see p. 2 of this job aid for more info).*

1. Click the Assessments Tab.
2. Click the arrow next to "Active Assessments."
3. Select "Assessments from Contacts & Cases I Own" to view only assessment responses from your contacts and cases.
4. Each line is a record of one assessment completed by an individual. Contacts should complete multiple assessments during monitoring. You can view an assessment by clicking on it. Note that the column headers reflect details about each assessment and individuals' responses, and you can sort and filter on these headers by clicking on them.




1 **Assessments Tab**

2 **Active Assessments**

3 **Assessments from Contacts & Cases I Own**

4 **Assessment Responses**

**PLEASE review the CCTO Training Resources subpage and reference the CCTO Glossary (plus other resources linked here) as needed while you become familiar with the system.**

**WELCOME TO THE TEAM!**