Frequently Asked Questions
COVID-19 Community Team Outreach Tool (CCTO)

COVID-19 Contact Tracing

What is the CCTO Software?

CCTO is a web-hosted software program that the COVID-19 Community Outreach Team uses to work with people who have tested positive for COVID-19 and to help those who have been exposed to them so that friends, neighbors, and loved ones can be protected.

READ ME FIRST

If you have a general question about using CCTO, we strongly recommend you utilize the CCTO Glossary (which will link you to appropriate job aids for each section) or browse the CD Manual Job Aids Page. The complete CCTO Training can be found here.

The questions shown in this document are only questions that are not already addressed within the materials linked above and in each topic header.

Contents

Assessments

For all questions on how to begin monitoring, assessments, and ongoing digital outreach, review the Beginning Monitoring and Assessments micro-training and materials on the CD Manual.

1. **Are contacts required to complete all questions in the digital assessment?**

   No, the digital assessment does not require a contact to complete all the available questions. The only requirement is agreement to participate in the assessment, shown in the "Agreement" field. If the field is blank, then the contact did not complete the assessment.

2. **What should I do if my assessments are not sending via text?**

   Data managers are working with Microsoft to remedy this issue. Please gather as much data as possible and send the C# in your ticket to the Help Desk using this link. Data managers can then reach out to contacts for screen shots.

3. **What should I do if my contact has issues with the digital assessment portal?**

   Please submit a ticket to the Help Desk using this link, and please list what type of operating software the contact/case is using (iPhone/Android) along with any information regarding attempts to resolve the issue between you and your contact/case.

Assigning Contacts

For information on reassigning contacts to another user for any reason (permanent reassignment, days off, etc.), consult the Handing Off Contacts job aid. For more information on creating contacts within CCTO, review the Entering a Contact micro-training and materials.

4. **Is any tracer or supervisor able to reassign any phone call, task, or contact?**

   Yes, any tracer or supervisor is able to reassign any phone call, task, or contacts. Please see the job aid for the reassignment process and consult with your local guidance on whether you are responsible for this.

5. **How will I be assigned a list of contacts? How can I see my assigned contacts?**

   Local processes vary. For CCNC staff, contacts may be assigned by your local health department or you may be asked to enter contacts yourself. You can see all contacts assigned to you in the "My Active Contacts and Cases" view. When you input a contact, the contact is automatically assigned to you until you reassign them. Please see the job aid.

6. **If County A has contacts residing in County B, is reassignment needed?**

   Please see the Out of Jurisdiction Contacts Job Aid here for more information.

Case Portal

Please see the Understanding the Case Portal, Case Portal – CI Guidance, and Case Portal – CT Guidance job aids for details on using the case portal.

7. **Why is the acceptance criteria for a submitted contact based on the case's test date and not their contagious period?**

   Currently, for a submitted contact to be accepted automatically as a contact profile, the contact's last date of exposure must be within 6 days of the case patient's diagnosis date (i.e. test date) and not in the future. Currently, the system only permits us to use the test date as part of these criteria.

   In the future, we are looking to update these criteria to be based on the case patient's contagious period as calculated by the symptom onset date (or lack thereof) provided by the case patient in the portal. Keep an eye out for more information about this potential update in the future.

CCTO Interface

The CCTO Access & Navigation job aid is your best resource for basic questions. Technical support resources and a CCTO Help Guide can be found on the CD Manual.

8. **Is CCTO only being used for COVID-19 contacts?**

   Yes, currently CCTO is only required to be used for tracking close contacts of COVID-19 case patients. COVID-19 case patients are not required to be monitored within CCTO but flow into CCTO to receive automatic digital notification. Check with your local guidance to see what is required for you.

9. **Is there a way to send messages to other contact tracers within the system?**

   Currently, communication with other tracers must be done outside the system.

10. **Is this system required for all counties to use?**

    Please refer to the NC DHHS Contact Tracing Guidance (in the CD manual, here) which directs LHD staff to enter contact information in the CCTO tool.

11. Is this platform secure and HIPAA compliant?

The CCTO system, like the NC EDSS system, is used for public health surveillance and is compliant with N.C.G.S. §130A-143 confidentiality requirements. It is NIST 800-53 R4 compliant per the North Carolina Department of Information Technology Statewide Information Security Manual. The Statewide Information Security Manual is the foundation for information technology security in North Carolina. It sets out the statewide information security standards required by N.C.G.S. §143B-1376, which directs the State Chief Information Officer (State CIO) to establish a statewide set of standards for information technology security to maximize the functionality, security, and interoperability of the State's distributed information technology assets. The portion of the NC DHHS, Division of Public Health, Epidemiology Section, Communicable Disease Branch that receives this information and controls CCTO is not covered by HIPAA, under NC DHHS's HIPAA Hybrid Entity designation. Therefore, HIPAA does not apply.

12. What should I do if I can't log into CCTO?

For successful login to CCTO, you must use your NCID credentials. It is best practice to use an incognito or private window to login to CCTO. If you are in a browser that has tabs with using your @carolinactc.org or other credentials, you will get an error if using the same browser to login to CCTO. Therefore, always use an incognito window or private window for CCTO login.

Please review the troubleshooting described in this job aid or on the technical support CD Manual page. For all access-related issues beyond what is described here, please contact your local NCID admin. They will then route you to the appropriate party if escalation is required. Your NCID admin can be identified through this link.

13. How can I change my time zone?

Guidance on this process can be found in the "CCTO Onboarding Reference" job aid here.

14. Does the CCTO Tool run on mobile or tablet?

The CCTO Tool should be functional on any device that supports a web browser.

15. What actions can a CCTO administrator perform that a regular user cannot? How can I check if I am an admin in CCTO?

The primary role of the LHD CCTO administrator is to allow the upload and export of contacts in bulk format to CCTO. An administrator can also delete contacts and households in CCTO, which a regular user cannot. Please check with your local NCID administrator to see if you have admin privileges.

16. Is it possible to export Excel reports for tracking purposes?

Yes; however, you must be a CCTO Administrator to use this function. Reach out to your regional supervisor or LHD to identify your CCTO Administrator or team members who have these permissions.

17. Does information transfer from NC COVID into CCTO?

Case Investigators can enter contacts in NC COVID as part of their normal process, and these contacts will flow directly and automatically into CCTO. Similarly, case patients entered into NC COVID with required fields complete now flow automatically into CCTO to receive automatic notification. Please review the job aids under the Digital Notification of Contacts and Cases header for more information.

18. Does linking in CCTO replace linking profiles in NC COVID?

No, linking in CCTO does not replace linking profiles in NC COVID.

Closing Out Contacts

The Closing Out a Contact job aid found on the CD Manual and the corresponding micro-training provide detailed guidance on Final Monitoring Outcomes.

19. What Final Monitoring Outcome should be used for known incorrect or missing phone numbers?

Contacts with known incorrect or missing phone numbers who are only logged for recordkeeping purposes should be classified as "Other" because there is no expectation that this individual can be monitored in CCTO with the information provided. "Other" is the proper designation for contacts who will not be monitored within CCTO. A non-responsive contact whose number is *not* known to be wrong is missing should be classified as "Never Reached." Defer to the Closing Out a Contact Job Aid for guidance.

20. Is a contact notified when their case is closed?

Automated digital outreach stops at "Monitoring End Date" or when you set "Begin Monitoring" to "No" and "Monitoring" to "Monitoring Ended." There is currently no automatic notification to your contact that monitoring has ended. You should speak with them to confirm they have successfully concluded quarantine.

21. **When should I select "State OOJ – Notification Completed?**

    You should not need to touch this option. "State OOJ" refers to a contact who is outside of the state of North Carolina. If you encounter this situation, review the State OOJ process listed here for handling out-of-state contacts.

22. **What if I receive a contact after their monitoring period is over?**

    If an assigned contact's monitoring period has already ended, you may treat this contact as "Never Reached" for State purposes; however, you should defer to your local guidance on how specifically you should close this case and whom you may need to notify.

23. **Can I get a final assessment done 3-4 days after the contact's monitoring period is over?**

    To be considered "Fully Complete," a final assessment must be on the final day of quarantine or within the two days **following** this date. This allows us to know that the individual has not developed any symptoms throughout the 14 days following exposure. If a contact's last assessment is before the final day of quarantine, they are considered "Partially Complete." Please review the Closing Out Contacts Job Aid for assistance.

24. **What if I reach a contact initially, but the call drops after they were told of exposure and before they explicitly rejected or accepted monitoring, and I am not able to reach them again?**

    If a contact is informed of exposure, they should be marked "Refused" rather than "Never Reached." Please review the Closing Out Contacts Job Aid for assistance.

25. **Is it necessary to make a final call on the last day of quarantine/monitoring when the contact chose digital monitoring?**

    Your contact must complete a final assessment at the end of quarantine. Defer to your local guidance on call frequency.

26. **My county monitors cases in CCTO. Should these cases' FMOs always be "Tested Positive – Became Case?"**

    Currently, the system is built first and foremost to monitor contacts. From the state level, FMOs (or any data) from case patients are not being analyzed because the Tool is being used in a variety of ways. There is not currently a state directive on FMO for cases; however, please note that if someone starts as a monitored contact and then tests positive and becomes a case after being a contact in the system first, their FMO should always be "Tested Positive - Became Case."

27. **Cases who flow into CCTO do not need to be closed out, but is it necessary to mark them as duplicates if I see them more than once?**

    If it is helpful to your workflow, you can mark these cases as duplicates and deactivate. Currently, this is not a requirement from the State.

Digital Notification

*Information about Digital Exposure Notification for **contacts** is found here, and information on Digital Notification for **cases** is found here. For cases, please also review the Verifying Case Flow and Notification job aid and the Understanding the Case Portal job aid.*

28. **How do we determine the language in which a notification is sent? Can the contact change this language?**

    The portal can send outreach in both English and Spanish depending on what is selected in the Preferred Language field. If no language is selected, it will default to English. In the digital portal for contacts, there is a button at the top right of the screen allowing the contact to toggle English or Spanish.

29. **Can System First Outreach be triggered by a digital exposure notification being sent out?**

    "System First Outreach" will be triggered by a notification. The "First Phone Call" field, however, will not, and you can use this to track phone outreach.

30. **Is there a way to see if an email has bounced for a digital exposure notification?**

    It is not yet possible to verify an email was successfully delivered. For all possible *text* notification statuses, view the Verifying Case Flow and Notifications Job Aid.

31. **Does a contact's name on a digital exposure notification have to be exactly and correctly spelled in order for the system to process it?**

    Names must be exact and are case-sensitive for contact profiles to update automatically, but you can always view your contact's responses. Please see the Digital Exposure Notification for Contacts Job Aid for more information on handling these mismatches.

32. **Can positive cases opt into digital monitoring?**

    When cases receive a notification, they do not have the option to opt into digital monitoring; however, they can be manually given this option by a staff member turning on digital monitoring on their profile per the assessments micro-training and materials.

33. Is there any way to view an example of the notification that contacts receive?

In the Sandbox, create a fake contact or case and enter in your contact information to receive an email notification.

34. If a contact is automatically sent a notification with an incorrect Monitoring End Date, will it send a notification again after the correct information is entered and saved?

To send the notification again, you will need to toggle Begin Monitoring? off and then back on.

Digital Outreach

For all questions on how to begin monitoring, assessments, and ongoing digital outreach, review the Beginning Monitoring and Assessments micro-training and materials on the CD Manual.

35. Does Timeline/Activities impact digital outreach?

No. Timeline/Activities only shows and logs items created manually by you and has no link to automated digital outreach. To view copies of the automated texts and email reminders sent by the system in digital outreach, click the "All Activities" Page at the top of your contact's profile. For more information regarding Timeline/Activities, view this micro-training.

36. How do I send an email from the Tool?

You can click on the email icon next to the field where you are able to input the contact's email address. Once the icon is clicked, a blank email with a pre-populated link will pop up on your screen. This prompt will utilize your native email. We ask that you clear the link before sending the email to the contact.

37. When should I send an email that is encrypted?

Your emails should be encrypted when they contain PHI. An example of when encryption is necessary is when you are email work notes or quarantine guidance to a contact or case. The encryption process is handled by DHHS. Please submit a ticket to the DHHS Help Desk for guidance/support utilizing this link.

38. How can contacts verify a message is not spam?

Contacts can call 1-844-628-7223 to reach a public health advisor regarding any guidance needed or for a confirmation on the credibility of the message. This number is provided in the email and text message sent to contacts.

39. If a contact does not initially fill out the assessment digitally, can they respond digitally later?

Yes. Please see the job aid for more information.

40. Is there a way to track or turn off automated outreach?

Text and email reminders to your contact will be automatically sent by the system daily if you have input a date of birth, selected "Begin Monitoring?" to "Yes," provided an email or mobile phone, and indicated "Preferred Method of Contact" as email or text. You can turn off outreach by setting "Begin Monitoring?" to "No" or updating the "Preferred Method of Contact" to phone call. Review the Beginning Monitoring and Assessments micro-training and materials on the CD Manual.

You can visit the "All Activities" Page on a contact's profile to review all automated texts and emails sent out. View this job aid for information about text notification status.

41. Can I customize the automated message my contact receives for my county?

As of right now, there is no functionality to send specific messages by counties or LHD.

42. Does a contact have to have a NC EDSS/NC COVID number to trigger the digital outreach?

NC EDSS/COVID Event ID is not required for the digital outreach to occur. Only a DOB and email or primary (mobile) phone are necessary. Please see the job aid for more information.

43. Can parents fill out multiple digital assessments for children using the same email address, but verifying different birthdays?

Each family member should receive an individualized email with an assessment link, but these emails may be sent to the same email address. Parents can then complete the assessments for each child with unique links with each child's DOB.

44. What is the difference between "Opted out – Digital Monitoring" and "Opted Out – All Monitoring"?

"Opted Out – Digital Monitoring" is not an option you should ever turn on. The system will turn this on to alert you that an individual has opted out of text or email outreach. When you see it, you should return it to "Monitoring," reset preferred method of contact to "Phone Call," and call your contact to confirm how they wish to proceed. If a contact opts out completely, you may then change "Monitoring Status" to "Opted Out – All Monitoring," "Final Monitoring Outcome" to "Refused," and close/deactivate the contact per your local protocol.

Email

Technical support resources and a CCTO Help Guide can be found on the CD Manual.

45. I am unable to access my CarolinaCTC email.

Submit a ticket using this link. The password is "cctc". Click on the Support tab for help with accessing your email.

46. I'm having trouble encrypting my emails. Is this a CCTO issue?

This issue generally occurs when end users need to send secure communications to contacts and or LHDs. CCNC staff can use Office 365 to accomplish this task.

a. Once logged into Office 365, select Outlook, then new mail.
b. Fill out the required fields and click the encryption button. Confirm the encryption banner is visible, then send.

Flow from NC COVID into CCTO

To learn about how information flows from NC COVID into CCTO and how you should enter, track, and review this information, please review the job aids for Entering Contacts into NC COVID, Digital Case Notification, and Verifying Case Flow and Notifications found on the CD Manual.

47. Can cases be deactivated when they flow over to CCTO from NC COVID, or will they need to be kept active?

Cases can be deactivated if needed. From the State's perspective, these cases are being moved to the tool solely to be able to use the email and text notification functionality, but what is done with them afterwards is up to your discretion. *If a case patient's profile in CCTO does not have a Diagnosis Date present, you must first find the case's NC COVID Diagnosis Date and enter it in CCTO (or enter 1/1/2050) in order to deactivate the record.*

48. Can contact households be entered in through NC COVID?

There is no way for households to be created in NC COVID; however, there is a section in NC COVID for Household Notes that will automatically transfer over under "Monitoring Event Notes" in CCTO. You can input information about households here per the job aid.

49. Does the Diagnosis Date need to be verified?

The Diagnosis Date is pulled directly from NC COVID and should be correct.

If a case patient's profile in CCTO does not have a Diagnosis Date present, you must first find the case's NC COVID Diagnosis Date and enter it in CCTO. It will lock upon saving.

50. Since contacts and cases flow automatically from NC COVID, can I still use the Clone option?

Connecting profiles should only be used when cloning is not possible (e.g. because a contact has flowed in from NC COVID automatically). See the job aid on connecting contacts (or the detailed job aid on cloning, connecting, and deduplicating) for more information.

Households

For data entry information and best practices regarding households and household phone calls, review the Handling Household Contacts job aid.

51. How should info be entered for a Household if the last name is already in use for another Household?

To avoid confusion, you can include the primary contact's name. For example, "(John) Smith Household" instead of "Smith Household" can help to differentiate across Smith Households in the tool. Defer to your local guidance on how to differentiate between similarly named households.

52. How should I handle Households that include contacts with different last names?

Households are intended for your convenience and not for tracking purposes on a state level, so you can defer to your supervisor and your local guidance on what suits your workflow best. As an example, you could enter multiple last names with slashes between (for example: "Smith / Plant Household") or utilize the primary contact's name (for example: "John Smith Household").

53. Can staff who don't enter the contacts involved create a household?

Yes. Ideally, staff who enter contacts should be the ones responsible for creating households, but you can create a household from contacts even if you do not normally enter contacts.

54. How can I log one phone call that reaches multiple household members?

You can do this by creating a household phone call per the job aid.

55. When dealing with a family of contacts, can one person complete the assessments for everyone in the home? Can just one assessment be completed?

Individual contacts must always have individual assessments, so you cannot complete one assessment for a whole household. Assessments may, however, be completed by proxy for household members. For example, a mother may respond on behalf of her child; however, the child's assessment should be logged in the child's profile, not the mother's (if one exists). You can indicate the household member to whom you are speaking in the "Primary Contact" field on a household profile, and you can indicate if a contact requires a proxy by turning on the "Requires Proxy" toggle on their contact profile.

56. What happens if someone in a contact's household tests positive and does not exist in CCTO?

If this happens, talk to your regional supervisor to escalate and determine what additional steps are needed. This case profile will flow into CCTO from NC COVID. It will also likely be necessary to follow up, as this will affect a contact's most recent exposure date and quarantine period (if they are living within the same household as a positive case).

57. How can I prevent adding duplicate households? What should I do if the system identifies my new contact/household member as a duplicate?

Just as can happen when you enter contacts, you may receive a duplication warning when entering a household. It's a best practice to review these suggested duplicates and confirm that you are entering a new household. For household members, the duplicate detection in CCTO is currently very sensitive to similar names, birth dates, and phone numbers/emails. Generally, you can ignore these warnings when adding household members. Review the Handling Duplicates Job Aid and Quick Reference: Handling and Preventing Duplicates for more information.

58. What if my household members have different contact information/source patient information?

Household members are not required to share any information, and you can edit the information of any member during or after the contact creation process without impacting the household profile.

Inputting Contacts

- *For data entry information (including information about required fields) and best practices regarding entering contacts, please review the Entering A Contact materials and video and the job aid for minors. If you require an explanation of any field in CCTO, please review the glossary.*
- *For information about cloning deactivated contact profiles to create new monitoring events, please see the job aids on Multiple Exposures, Handling Duplicates, and Cloning, Connecting, Deduplicating.*

59. What if a contact opts out and then becomes a contact for another person? Will I be able to see that they have already opted out?

If this contact is re-entered in CCTO, a duplicate warning message should pop up. If you visit this original record, you will be able to see that this contact has opted out. You are also able to search the name of the contact who has opted out in the system to gather this information.

60. If a contact tracer in County A is notified about a close contact in County B, does the contact tracer cross county lines?

A contact of a case should be transferred to the county where the contact resides. Note that we do not enter close contacts of contacts, only cases. For the process of transferring contacts, consult the Handling Out-of-Jurisdiction Contacts job aid.

61. Is there a template for uploading contacts using Excel?

For uploading close contacts, please utilize the appropriate job aid, linked here.

62. Should case investigators be the only ones to clone contacts?

Most often! The person who clones the contact will typically be the person who enters new contacts into the system. You can think of cloning as entering a new monitoring event for an existing contact. View the Cloning, Connecting, Deduplicating job aid for more info.

63. If I delete a contact by accident, what should I do?

Only admin users can delete contacts. If an admin accidentally deletes a contact, they should discuss with their supervisor. Please note that there is currently no way to retrieve these contacts. Do not send this to the help desk.

64. **If I don't have an address for a contact, should I use the case patient's county?**

If you don't have an address, you should use the case patient's county.

65. **Why is there an option to select "Case Patient" when I enter a profile?**

The purpose of the "Contact or Case Patient" field is to provide a snapshot of how this individual entered the Tool. This field locks when it is saved and cannot be changed. Therefore, if an individual enters CCTO as a contact and tests positive during their monitoring period, they will still be closed as a contact with the Final Monitoring Outcome of "Contact Tested Positive During Monitoring."

If monitoring is to continue on this individual (who has tested positive) within CCTO, a new profile (either cloned from their deactivated contact record or flowed from NC COVID) labeled "Case Patient" will be used.

Please defer to your local guidance on whether case entry is required.

Language Support

66. **Can I send a digital assessment in another language?**

If the contact's preferred language is set to Spanish, digital outreach and assessments will be sent in Spanish. Contacts can also make this change themselves from within the assessment. Currently, English and Spanish are the only languages supported.

67. **How can I get an interpreter if needed?**

Communicate this need to your local health department, as each one has a different solution and procedure.

68. **How should I note if a contact has used someone as a translator?**

This can be indicated through the Notes option within Timeline/Activities.

Monitoring Contacts

For all information on understanding monitoring events and all related processes, view the Handling Multiple Exposures and Cloning, Connecting, Deduplicating job aids. To *learn more about how to begin monitoring, view the Beginning Monitoring and Assessments micro-training and materials. If you have questions about any of the fields used for monitoring, please review the glossary.*

69. **What are monitoring events? Why can contacts have more than one?**

    Each contact profile represents one monitoring event. A monitoring event is a continuous monitoring period following exposure to COVID-19. This can include exposure to more than one source patient or be ongoing. A contact may have more than one monitoring event as they may be repeatedly or continuously exposed, but only one monitoring event can be active at a time. View the Handling Multiple Exposures job aid for more information on monitoring events.

70. **As a case investigator, how do I know if my contact has a pre-existing or existing monitoring event already?**

    The system's duplicate detection will alert you if you attempt to save a contact with information that is like that of an existing contact. Additionally, before entering a contact, you should search an identifying piece of information (such as a phone number) in the "All Contacts" view. Review the Handling Duplicates Job Aid and Quick Reference: Handling and Preventing Duplicates for guidance and next steps.

71. **How will tracers know if there is a follow-up from a call made by a contact to the call center?**

    A call center employee will create a task in the contact's Timeline/Activities and assign it to the tracer.

72. **How can I keep specific workplaces on our radar as well as identify if a high-risk exposure site has had any type of increase in positive activity?**

    Please stay tuned for forthcoming functionality on high-risk exposure sites and adhere to your local guidance on including as much information as possible in "Employer," "Job Title," "Is Student," and "School" fields.

73. **What if a contact is exposed to more than 2 source patients during a single monitoring period?**

    Consult your local guidance for best practices. You can use the "Note" functionality in Timeline/Activities to document this. Review this job aid for information regarding using NC COVID to document individuals who are contacts to multiple cases.

74. **What should I do when I find a contact has tested positive? Will this remove them from my contacts list?**

Please review the full procedure for handling contacts who become case patients in the job aid here.

75. How do I find a contact in CCTO when I am missing information?

You can search by contact name, contact info, or C#. In the Contacts Tab, set your view to "All Contacts" by selecting the bold "My Active Contacts & Cases" text and choosing from the list. This will allow you to search all active and inactive contacts owned by any user. Then, search in the upper right corner for your contact. You can use an asterisk (*) as a wildcard to replace any text you don't know. For example, searching Peters*n will return all contacts with last names Petersen and Peterson. Searching M* Hansen will return Megan, Marty, and Mary Hansen. Similarly, searching *555-0000 will return all phone numbers with all area codes matching the digits you supply. If you are looking for a household, *Brown* will search all household titles and primary contacts for the word brown: Sam Brown Family, Brown Household, or a household with a primary contact of Max Brown.

76. Can CCTO Teams create pools of contacts for our LHD?

Yes, your LHD or organization may use CCTO Teams to create a "queue" of contacts needing attention; however, you should defer to your supervisor and your local guidance to see if your Team is being used in this way.

77. If the "Ongoing Exposure" is toggled on, should quarantine be extended?

For an ongoing exposure, the day that the case's isolation ends will begin the quarantine period for that contact per the most recent CDC guidance. Be sure to select the "Ongoing Exposure" toggle until the exposure has concluded.

78. If a contact becomes a case, what NC COVID Event ID do we place in "For Public Health Use Only?"

This should be the NC COVID number for the contact who became the case, *not* the case who exposed them.

79. What should I do if someone wants a work note or email sent to their employer that they will be out of work due to quarantine/isolation?

If a contact requests a note for their employer, advise them that you will email that to them. A functionality to provide an official, DHHS stamped letter to employers is planned for the future.

80. Is there a way to document that someone has died?

Please include this as a note in "Timeline/Activities" and stay tuned for forthcoming functionality.

81. When is a contact considered non-responsive?

Please defer to your local protocol on when a contact can be considered unreachable.

NCIDs

82. I set up my NCID with the wrong county. How can I change this? How do I get my NCID?

Contact your county NCID administrator.

Phone Outreach

For information on documenting phone calls, please review the Timeline/Activities micro-training and materials. For information on household phone calls (calls that reach multiple household members), please see the households job aid.

83. Does the system calculate the length of my call? Is there a limit to how long my call can be?

The system does not calculate the length of your call, and there is no limit to how long a call can be. You can fill the "Duration" field of the Phone call note, but it is not required by NC DHHS.

84. Is there a link between the soft call log and this platform?

There is no link between the phone outreach logging procedure in this platform and any other platform.

85. What if my contact doesn't have a telephone?

Conduct other methods of outreach to the best of your ability with the information that you have.

86. What if I receive an incoming call instead of making an outgoing call?

In the "Quick Create" screen when adding a phone call, you may always select "Incoming" as the direction instead of "Outgoing" to properly log an incoming call.

87. Do I have to document all my phone calls?

Yes. It is critical that you document every call that you make individually to document your hard work and to help us understand how contact tracing effort is being spent and what practices are most effective.

88. How should I reflect a voicemail?

Voicemails can be noted in the description of your Phone Call in Timeline/Activities, and the call can also be closed as "Unanswered."

Reference Materials

All materials for reference can be found on the Communicable Disease Manual. This page links all job aids, micro-trainings, and support resources available to you. When in doubt, your best reference is the CCTO Glossary, which explains all fields and provides links to job aids.

89. Where and when can I access support materials?

Training materials can always be referenced by using this link.

Job aids can always be referenced by using this link.

Micro-trainings and webinars can be referenced by using this link.

Out of Jurisdiction (OOJ) materials can be referenced by using this link.

North Carolina Communicable Disease Manual can be referenced using this link.

90. Where can I watch a live training if I missed it?

Please check your email for ongoing periodic live trainings. All-users live trainings and materials are always posted to the AHEC Portal, and Trainings can be watched an unlimited amount of times. These training materials and recordings are also posted to the AHEC Webinars page.

91. Who should I reach out to if I am having trouble entering the AHEC website for training?

Please submit these issues along with screenshots of the error message, if applicable, in a ServiceNow ticket. The link to the AHEC website for CCTO training is here.

92. Where can I find the educational information to email out to my contacts?

Follow local protocols. You may also provide the link to DHHS COVID-19 materials for the public and the handout for contacts on the AHEC website.

93. What is the website for information on vaccines? Is the old website (yourspotyourshot.nc.gov) for vaccines still applicable?

You can find information on vaccines at this link: https://covid19.ncdhhs.gov/vaccines. The older link (yourspotyourshot.nc.gov) will also auto-direct to the same website, so sharing either link works.

Referrals

For information on referrals and documenting referrals, please review the Documenting a Referral job aid and the Quick Reference: Referrals chart.

94. Do minors also need vaccine referrals?

Yes, even if you are speaking to a guardian on behalf of a minor, you should be sure to log a vaccine referral.

95. Is it necessary to complete the Outcome of Referral field?

If known, the outcome of a referral should also be documented in CCTO. If the outcome is unknown, review LHD protocols to determine if follow-up to obtain and record referral outcomes in CCTO is required.

96. If someone requests testing, regardless of symptoms, can I recommend them within the system? How do I handle referring someone to a test?

You can document that you have referred someone to testing in CCTO using the "Other" Referral Type (and you should refer anyone who is a contact for testing if they have not already been tested, regardless of symptoms); however, the CCTO system does not have functionality to link someone to testing electronically. Contact tracers should be aware of places where people can get tested locally, or contacts can be directed to use Find My Testing.

Timeline/Activities

All information on Timeline/Activities and related processes can be viewed in the How to Use Timeline/Activities micro-training and materials. The CCTO Glossary can also provide you with an overview of all items in Timeline/Activities.

97. How should I document email outreach?

You may document manual email outreach in the Timeline/Activities section by creating a Task. For automatic assessment reminder emails, this is tracked automatically in the "All Activities" Page at the top of the screen.

98. What is the difference between appointments and tasks?

Appointments can be created as recurring events, while tasks are one-off items that can support a due date. Appointments are also **only** reminders, while tasks can be used to document actions such as emails or phone visits. *Do not use appointments to document phone calls, tasks, emails, or any other outreach activities.*

99. When recording an item in Timeline/Activities, how much information and description is necessary?

Always defer to your supervisor's guidance and err on the side of providing more information rather than less whenever possible. Consider adding notes for information or logging recaps within tasks or phone calls if it documents additional outreach you conducted or anything you confirmed by talking to the contact.

Service Now

100. How do I access the ServiceNow portal?

To access the ServiceNow portal, please use this job aid linked here.

Softphone/Switchvox

101. I cannot log in to SwitchVox – who do I contact for support?

Our Help Desk does not have the ability to solve Switchvox issues other than recommending reloading the program or restarting your computer. If following these steps does not resolve your issue, please contact Switchvox support using this link. You may be prompted for a password the first time you enter the website. The password is "cctc". Once on the website, you can choose to log a ticket for Phone Support or IT Support. A ticket will be logged with the Support vendor for assistance.

102. I am having difficulty logging into Microsoft Softphone – what should I do?

For support logging into Microsoft Softphone, please utilize the job aid linked here.

103. What should I do if I am having issues with my SwitchVox phone?

Our Help Desk does not have the ability to solve Switchvox issues other than recommending reloading the program or restarting your computer. If following these steps does not resolve your issue, please contact Switchvox support using this link.

- If you are asked for a password, it is “cctc”

Navigate to “Support” and find the option to submit a ticket for SwitchVox Support

NC COVID

104. I cannot log in to NC COVID, who do I contact for support?

Please submit a ticket to DHHS, as they handle State laptop issues and NC COVID Login Issues. Use the link provided here to submit the appropriate ticket.