CCTO Quick Guide
Verifying NCCOVID → CCTO Case Flow & Notifications

Most cases entered into NC COVID with required fields completed will **flow automatically into CCTO,** and most of these cases will **receive automatic digital notification (***see [this document](#) for more information).* The processes below show how you can view these cases and verify that they were sent notifications.

NOTE ABOUT THE CASE PORTAL: *This document focuses on case notification itself. For information about the case portal that is accessed by cases through their notifications, [please see this job aid.](#)*

Verifying if Cases Have Flowed from NC COVID into CCTO

NCCOVID: Using Reports to Review Cases Not Sent to CCTO

In the administrative package in NC COVID, you will see a value in "Date Reported to CCTO" if the event flowed to CCTO.

You can also review which cases did and did not flow within NC COVID by using the **All Models Identified and Deidentified Line List Reports,** which contain this variable.

Reviewing Cases Who Have Flowed into CCTO

CCTO: Using System Views for Case Patients

The system views for **All Case Monitoring Events**, **My Team's Active Case Monitoring Events,** and **All Monitoring Events** will allow you to view case patients in CCTO. The view for **All Case Monitoring Events Imported from NC COVID** will display all cases who have entered CCTO via the NC COVID flow.

Cases who flow from NC COVID are assigned to Owner Teams based on county. *To find cases owned by your county's Owner Team, filter on the* **Owner** *column by your county name.*

See next page for using case monitoring events to review notification status.

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CCTO: Reviewing a Case's Monitoring Event to Confirm Notification Status

- You can review if a text notification succeeded in the **Most Recent Text Notification Status** field on case monitoring events, which describe the status of the text as of the timestamp in **Status Date**:
  - **Delivered:** Text successfully delivered.
  - **Sent:** Text sent but delivery unknown as of timestamp.***SEE NOTE**
  - **Queued, Sending, or Accepted**: Text not yet sent as of timestamp.***SEE NOTE**
  - **Undelivered or Failed:** Text unsuccessful, likely due to the number being a landline.
  - **Blank:** No text created.

- On the **All Activities Page,** you can also check that the system created email and/or text notifications. If these are shown, then the system has attempted notifications to the case's email and/or primary phone. *It is not yet possible to verify an email was successfully delivered.*

- If no notifications were created, check that the case has a **Primary Phone** and/or **Email**. (*If there is a number in the Primary Phone field but no notification is created, this may not be a valid phone number.*) The system attempts both methods if they are available. *If you need to re-send a case patient notification using new information, reach out to a CCTO administrator for assistance.*

Text Communication Info

Send Notification — Yes

Most Recent Text Notification Status: **delivered**

Most Recent Notification Status Date: 10/6/2021 12:21 PM

*NOTE: Text Notification Status only updates one time; therefore, texts labeled as "Sent," "Sending," or "Queued" were not yet delivered as of the timestamp shown in **Status Date** but likely were delivered.

Subject	Regarding	Activity Type	Activity Status
Text Message Activity - English	Jack Skellington	Text Message	Completed
Public Health Notification - Results	Jack Skellington	Email	Completed

Contact Information

U.S. Primary Phone (will be used for text messages): 1-444-455-5454
U.S. Phone #2: 1-___-___-____
Country Code: ---
Phone #3: ---
Email: testingforarias@gmail.com
Preferred Method of Contact: Email
Preferred language: ---

See next page for using views to review which cases did not receive a notification.

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CCTO: Using Views to Review Cases Who Did Not Receive a Notification

- You can use a case view with a **Most Recent Text Notification Status** column to check most efficiently for which of your county's cases did not receive a notification:

  - Select the **All Cases Imported from NC COVID** view and filter the **County** column by your county name.

  - The **Created On** column in this view is automatically sorted by newest to oldest, so the most recent cases will appear at the top of the list.

  - In this view, you can review the **Most Recent Text Notification Status** column in order to find recently imported cases for whom a text notification was **"Failed"** or **"Undelivered."** (This is most likely due to a landline number.) These cases did not receive a notification and may require further attention.

	School Na...	Last Assess...	Last Date o...	Monitoring...	Contact or ...	County
	---	---	---	---	Case	Wake
	---	---	---	---	Case	Wake
	---	---	---	---	Case	Wake
	---	---	---	---	Case	Wake
	---	---	---	---	Case	Wake

C-All Case Monitoring Events Imported from NC COVID

Preferred ...	Owner	Last Date V...	Create... ↓	System Firs...	Household
Phone Call	Wake	---	12/7/2021...	12/7/2021...	---
Phone Call	Wake	---	12/7/2021...	12/7/2021...	---
Phone Call	Wake	---	11/8/2021	---	---

	Most Rece...	Most Rece...	Manual Firs...	Hours to O...	First Phone...	Most Rece...
	12/7/2021...	delivered	---	0.00	---	---
	12/7/2021...	delivered	---	0.00	---	---

TEXT NOTIFICATION STATUS DEFINITIONS:
- **Delivered:** Text successfully delivered.
- **Sent:** Text sent but delivery unknown as of timestamp.***SEE NOTE**
- **Queued, Sending, or Accepted**: Text not yet sent as of timestamp.***SEE NOTE**
- **Undelivered or Failed:** Text unsuccessful, likely due to the number being a landline.
- **Blank:** No text created.

NOTE: Text Notification Status only updates one time; therefore, texts labeled as "Sent," "Sending," "Accepted," or "Queued" were not yet delivered as of the timestamp shown in Status Date but likely were delivered.

NOTE ABOUT THE CASE PORTAL:
For details on the case portal that is accessed by notified cases and how to handle data submitted by cases, please review the job aids for **Understanding the Case Portal**, **Case Portal – CI Guidance**, and **Case Portal CT Guidance**.