Check. Change. Control.® Tracker: Volunteer Guide

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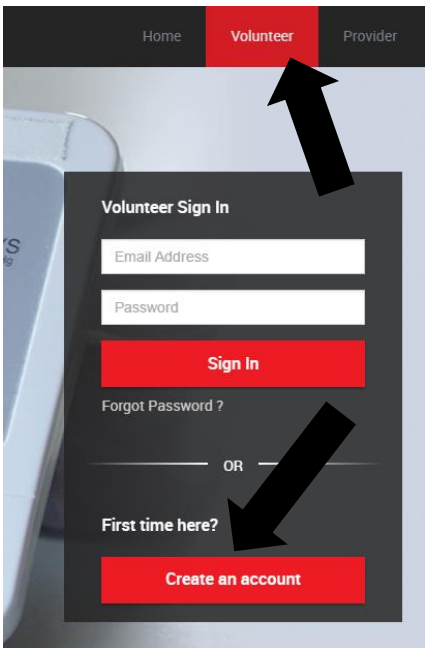
CCC Tracker Responsive Web Design

- CCC Tracker is a mobile responsive designed site – **ccctracker.com -** which works on any device connected to the internet: computer, tablet, or smart phone. It's free and doesn't require you to download anything.

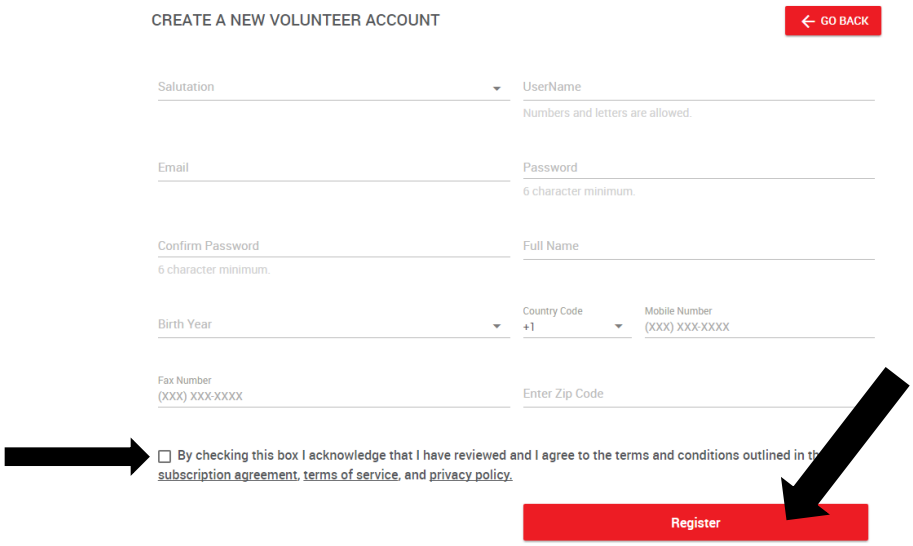
Best Practices

- The following internet browsers are supported by CCC Tracker: Chrome, Firefox, Safari, Edge, and Internet Explorer v10 or higher. We recommend using Chrome, Firefox, and Safari for the best experience.
- The Tracker uses the 2017 Hypertension Guideline that was released by the AHA on 11/13/17. High blood pressure is now defined as readings of 130 mm Hg and higher for systolic measurement or readings of 80 mm Hg and higher for diastolic measurement. You can find more information on high blood pressure and what the readings mean at **heart.org/hbp.**

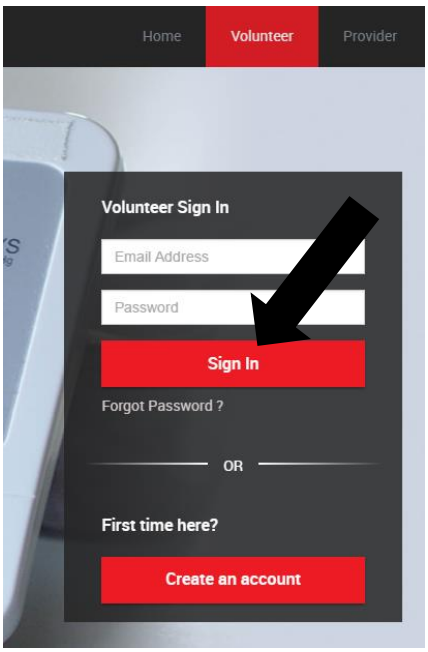
Volunteer: Create Account/Registration

1. To create an account, go to www.ccctracker.com or www.ccctracker.com/volunteer
2. Click on the word “Volunteer” and/or confirm that “Volunteer” is highlighted in red
3. Click on the red “Create an account” button
4. 

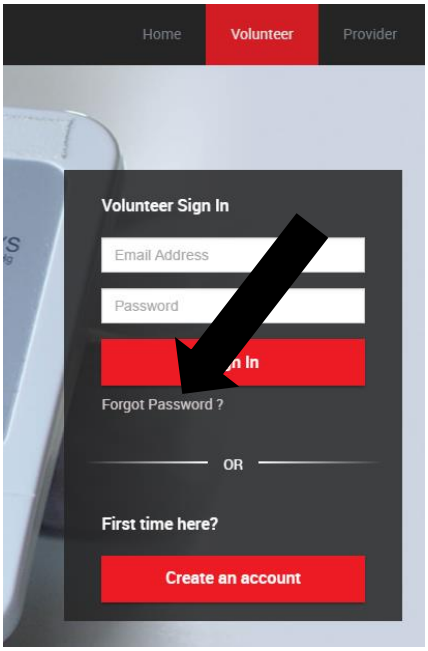
5. Complete all of the required fields:
    - UserName, Email, Password, Full Name, Birth Year*, and Zip Code
        - * indicates field(s) which include the response choice: “Prefer not to report”
        - When you enter Zip Code, it will automatically complete your city and state.
6. Review and agree to the subscription agreement, terms of service, and privacy policy by checking the box.
7. Click on the red “Register” button



Volunteer: Sign In

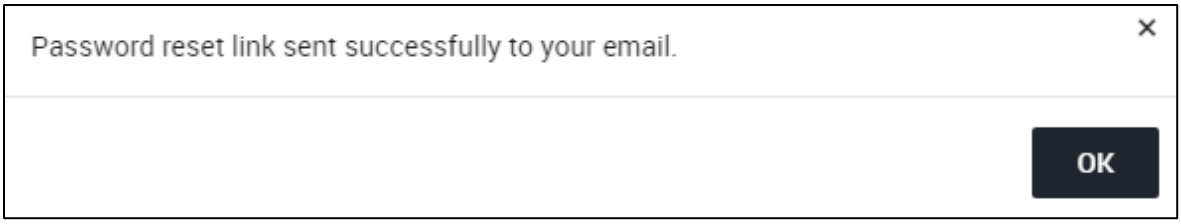
1. To sign in to your account, go to www.ccctracker.com or www.ccctracker.com/volunteer
2. Click on the word “Volunteer” and/or confirm that “Volunteer” is highlighted in red
3. Enter your email, password and click on the red “Sign In” button
4. 

Volunteer: Forgot Password

1. If you forgot your password, click on “Forgot Password ?”
   a. 

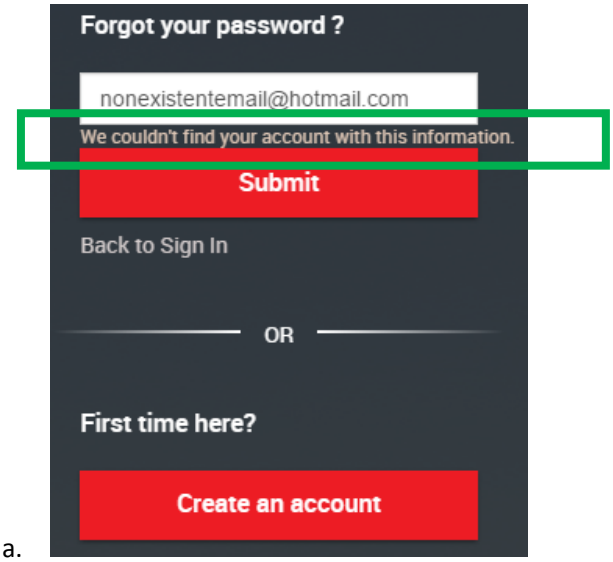
2. Enter your email you used when you created your account and click on the red “Submit” button
3. If the email you entered was previously used to create an account, then an email which contains a link to reset your password will be sent to that email account.

a.



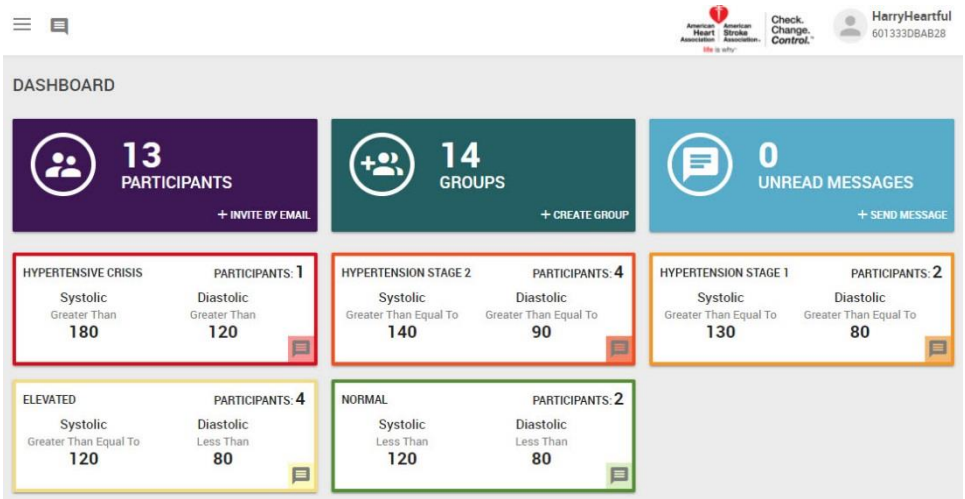
4. If the email you entered was not previously used to create an account, you will see the following message, “We couldn’t find your account with this information. This means that you may have entered your email address incorrectly when you initially created your account. You’ll need to create a new account using your correct email address. Note, you can only have one volunteer Tracker account per email address.

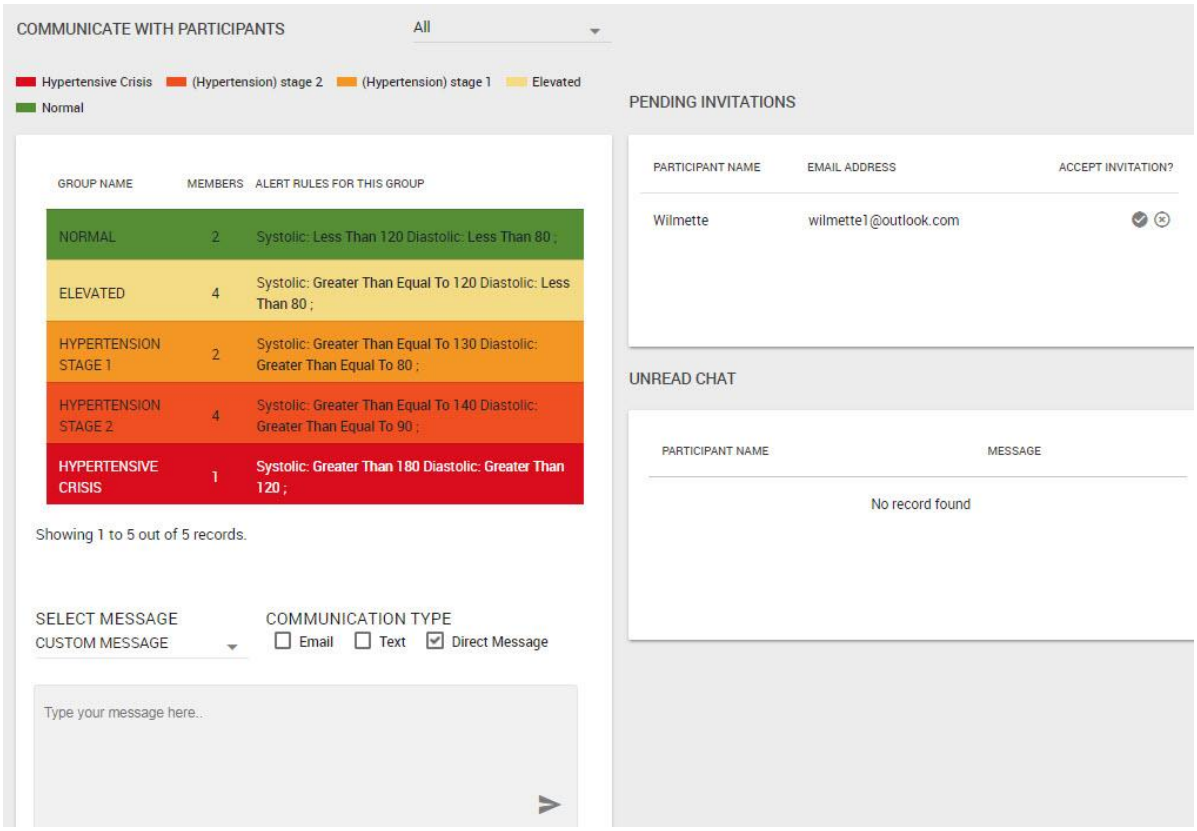
a.



Volunteer: Dashboard-Overview

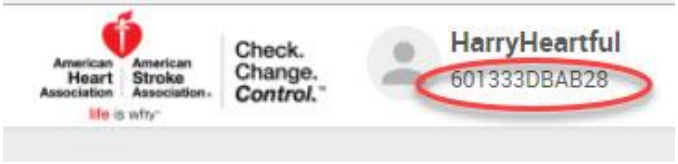
1. The Dashboard is the default landing page once you log in to your volunteer account. It was designed to support the work and role of a volunteer.



2. 

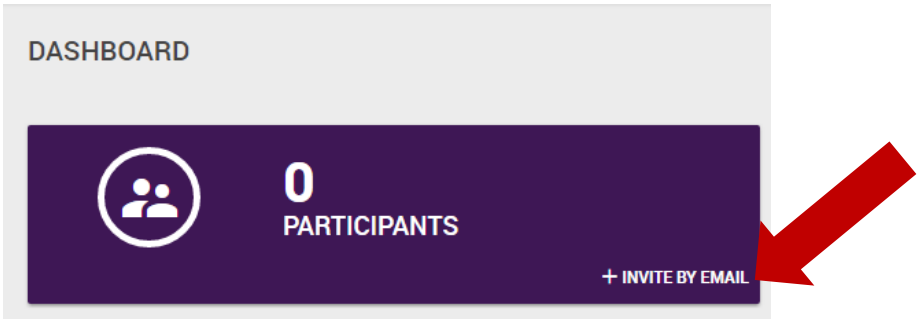
Volunteer: Dashboard-Your Volunteer Code

1. Every volunteer has a unique code. This code can be seen at the top right-hand corner of the dashboard. Any participant can use the code to quickly identify and connect to you.

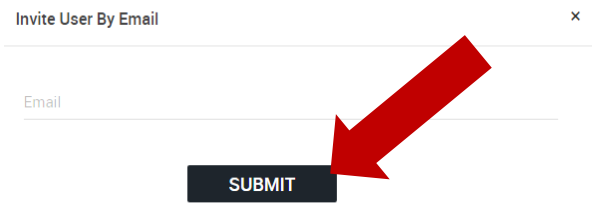
2. 

Volunteer: Dashboard-Invite a Participant

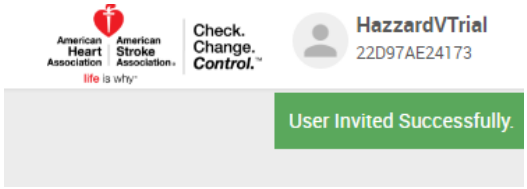
1. To invite a participant, click on the "+Invite By Email" button on the bottom right hand corner of the purple box.

   a. 

2. Enter their email address and click "Submit"

a. 

3. You'll get a confirmation that your invitation was successfully sent by a green box on the top right of the screen which says "User Invited Successfully."

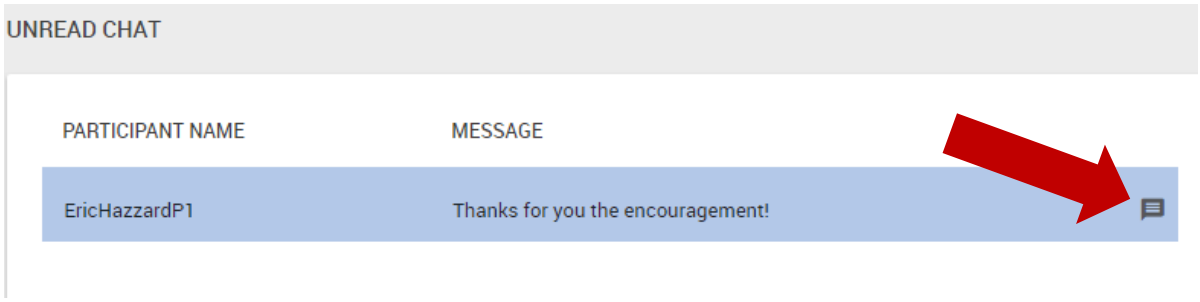
a. 

Volunteer: Dashboard-Messages

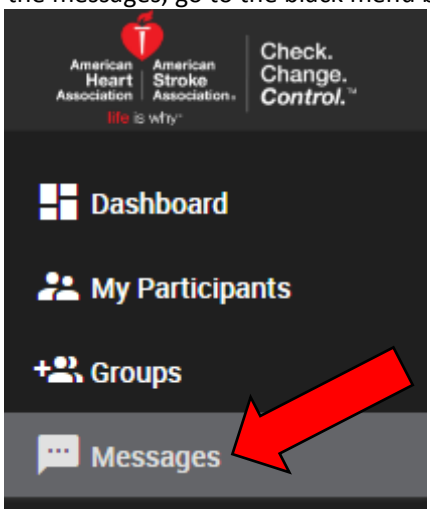
1. To see if you have any unread messages, review the blue box with the message icon. Click on the box or icon to open up the Messages page.

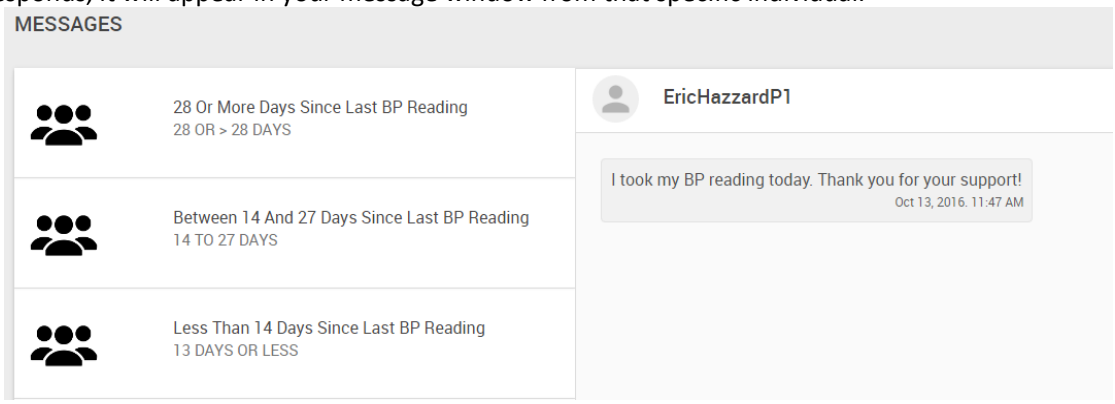
a.

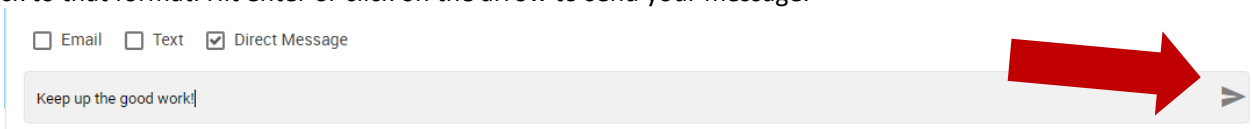
2. Or look to the bottom right of the screen to see details of any unread chat. To reply, click on the message icon.

a. 

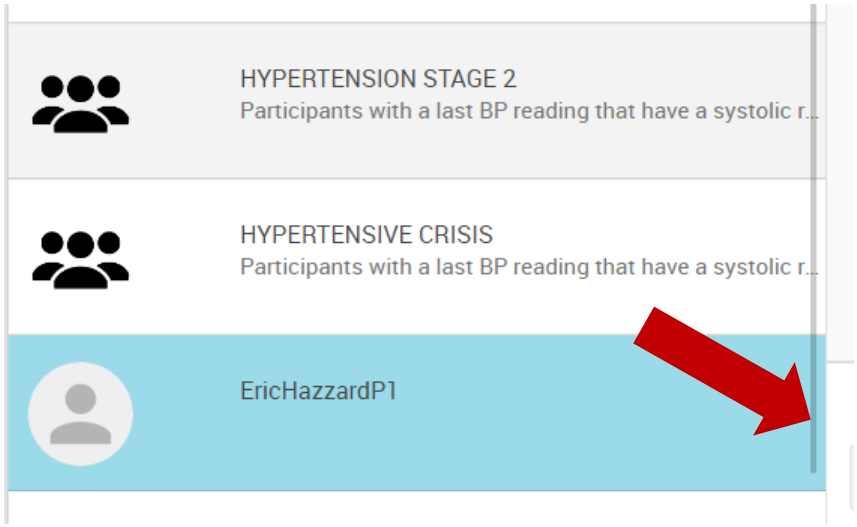
Volunteer: Sending Messages to Participant Groups

1. To open the messages, go to the black menu bar on the left and click on Messages.
   a. 

2. You'll see two columns: one on the left with eight default groups, and one on the right which shows details on conversations. For more information on the eight default groups, please refer to the Groups section (on pg. 10). For messaging, the message you send to a group is received by each group member as a direct message from you. This allows you to quickly message large number of individuals, and for it to appear as if you individually sent them a message. When a member of a group responds, it will appear in your message window from that specific individual.
   a. 

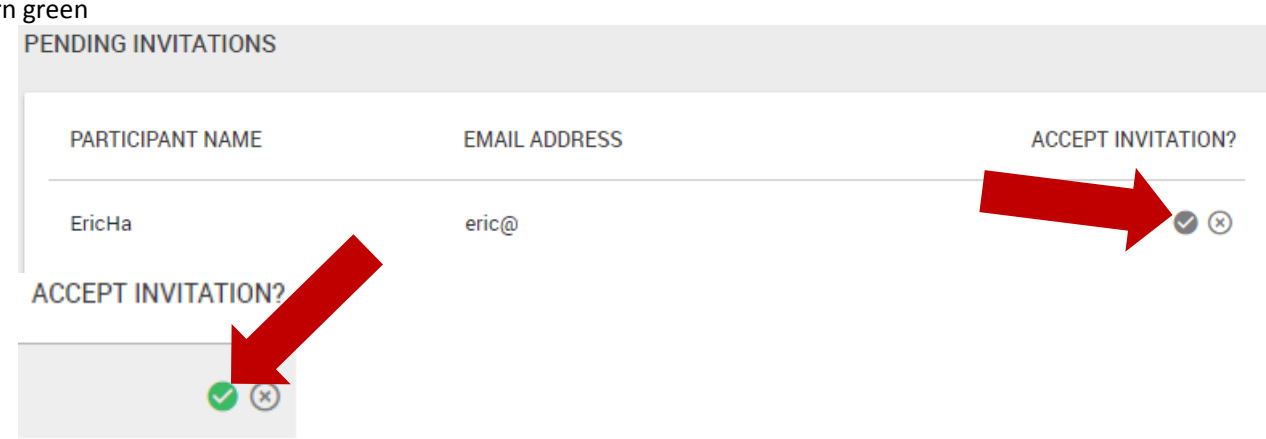
3. The default setting for communicating to participants is by Direct Message (within platform). You can also send messages via email and/or text (SMS). Only participants who have activated their mobile numbers will receive a text message. For both emails and text (SMS), participants will **not** be able to reply back to that format. Hit enter or click on the arrow to send your message.
   a. 

4. Scroll down the right-hand side of the left column to see individual connections.

a. 

Volunteer: Dashboard-Accept a Participant Invitation

1. To accept an invitation to connect to a participant, click on the checkmark to the left of the arrow, it will turn green

a. 

b.

2. You'll receive a message that you successfully accepted the invitation and can now view that participant's data, message them via direct message (within platform), email, or even text them.

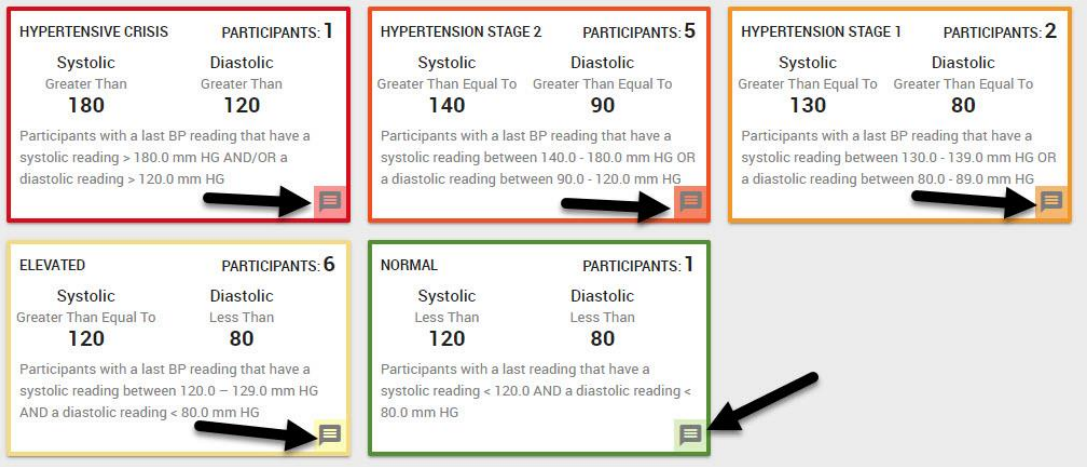
a.

3. When you refresh the page, you'll see that you have added 1 to your current number of participants

a.

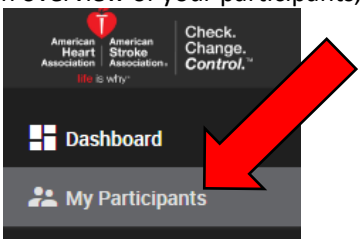
Volunteer: Dashboard-Groups by Last Blood Pressure Reading

1. To see your participants grouped by their last blood pressure reading, the dashboard contains five groups based on the five AHA guideline categories. To send a message, click on the message icon at the bottom right hand corner on any of the five groups.

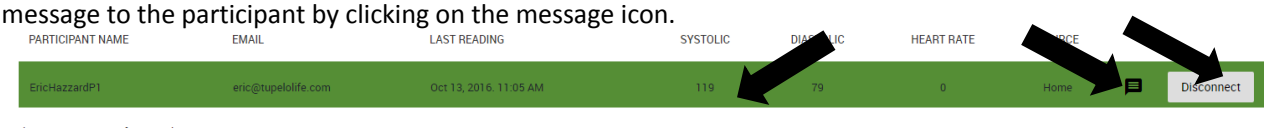
a. 

Volunteer: My Participants

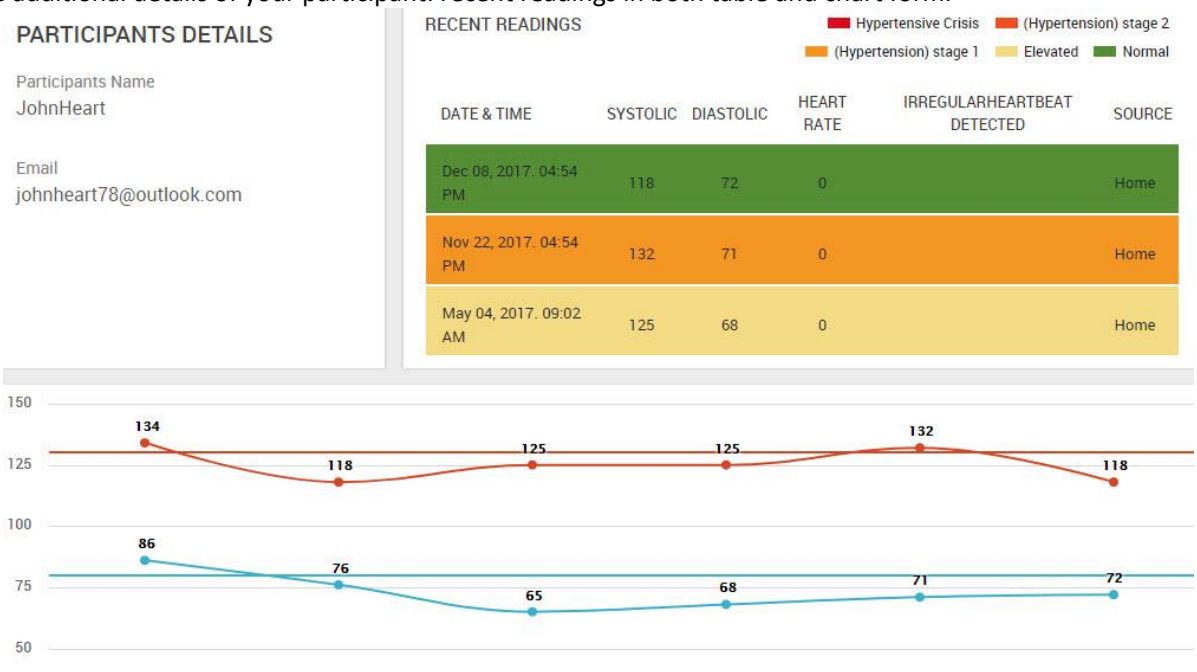
1. To see an overview of your participants, click on the My Participants menu option

a. 

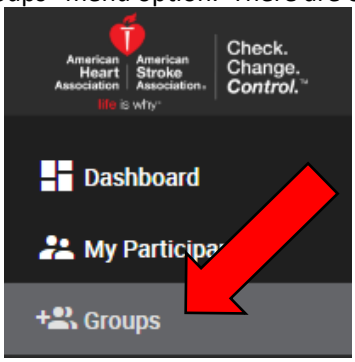
2. You'll see a list of your current participants and their last blood pressure reading. You can also disconnect with any participant by clicking the disconnect button and following the steps. You can send a message to the participant by clicking on the message icon.

a. 

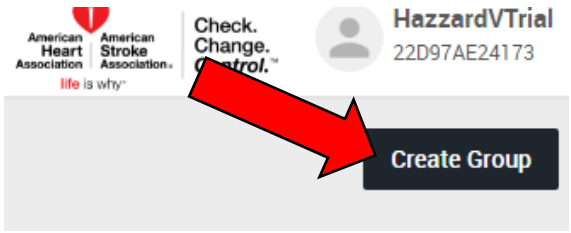
3. Here are additional details of your participant: recent readings in both table and chart form.

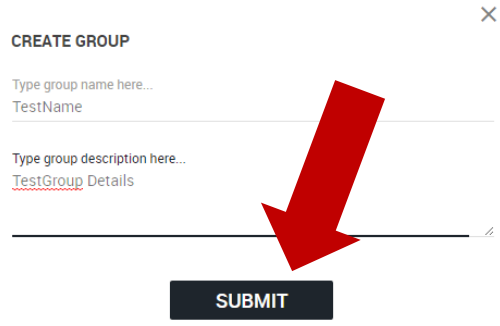
a. 

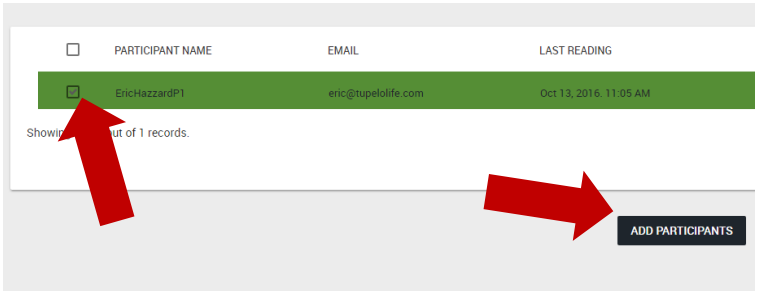
Volunteer: Groups

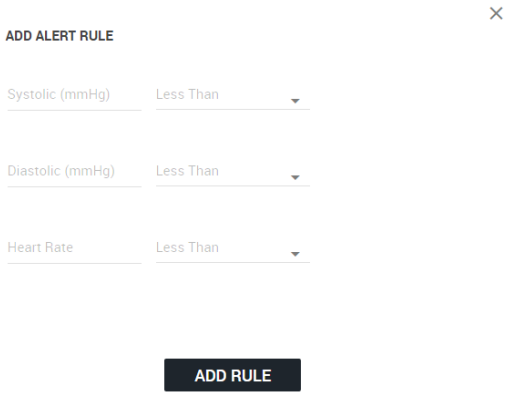
1. To see your participants grouped by last blood pressure reading or time since last reading, click on the "Groups" menu option. There are eight default groups that display.
   a. 

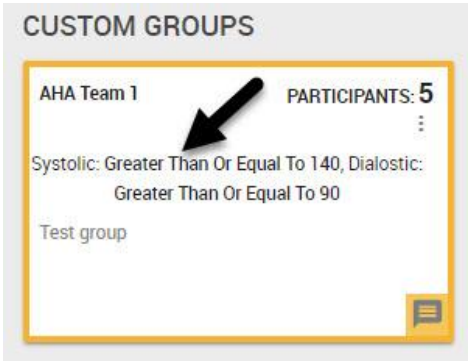
2. Five groups based on last blood pressure reading are on top and three groups based on time since last reading are below. These groupings are not mutually exclusive. To easily send a message to everyone in a group, click on the message icon on the bottom right hand corner of any box.
   a.

3. You can also create your own group by selecting the black "Create Group" button on the top right-hand corner of the screen.
   a. 

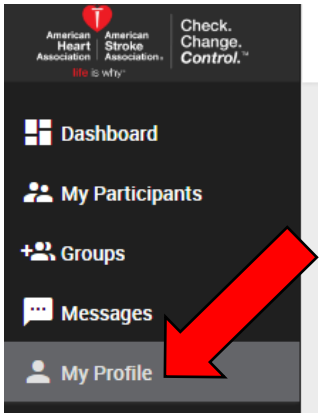
4. Type in the name and description and click “Submit”
   a. 

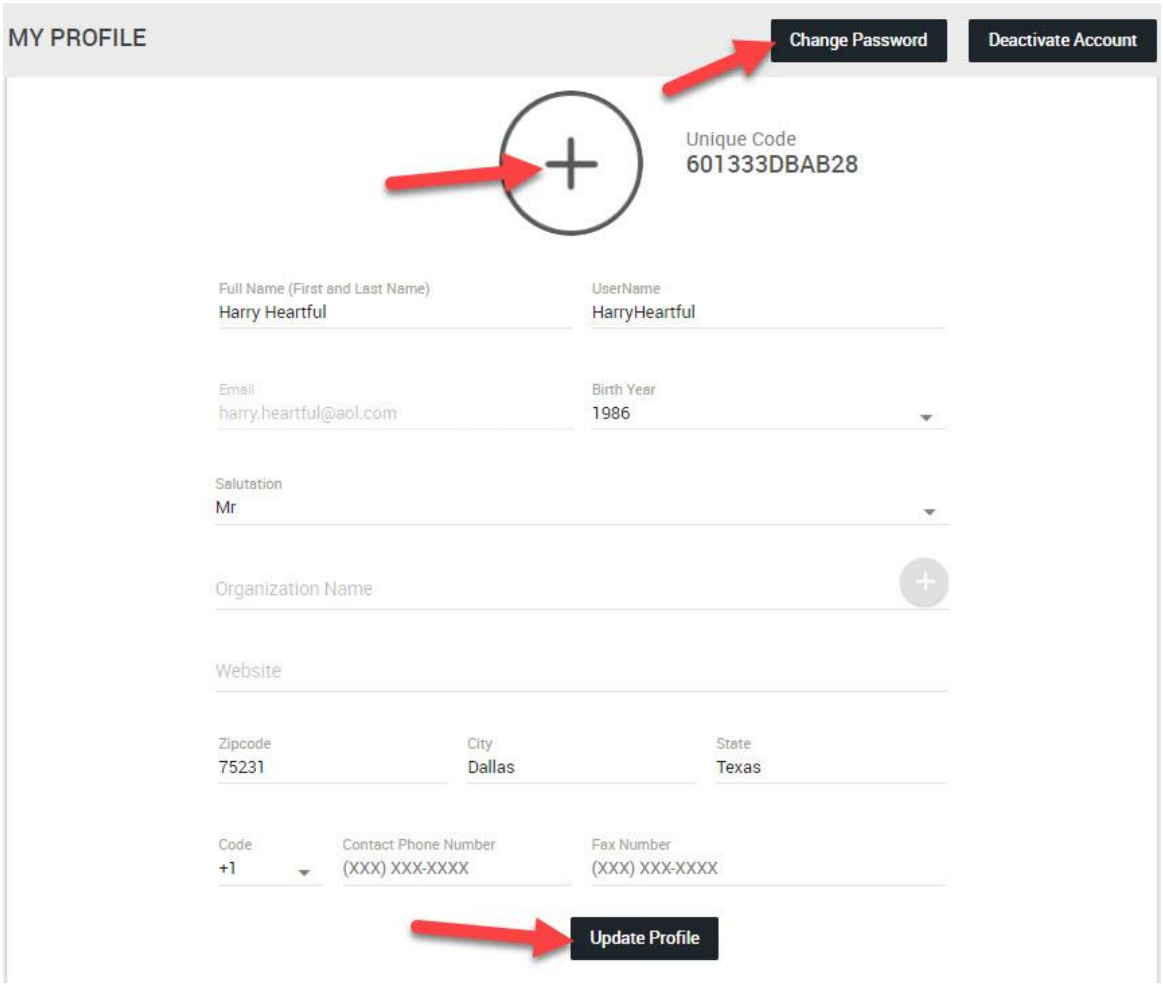
5. Manually select the participants you would like to include in your group and click “Add Participants”
   a. 

6. Add Alert Rule if desired for a Custom Group. You can customize the rule based on participants’ blood pressure readings
   a. 

7. You will see your Custom group at the bottom section of the Groups page. The Alert Rule created appears in the middle of the box.
   a. 

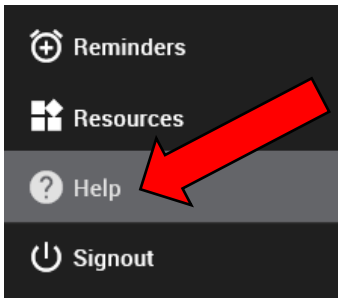
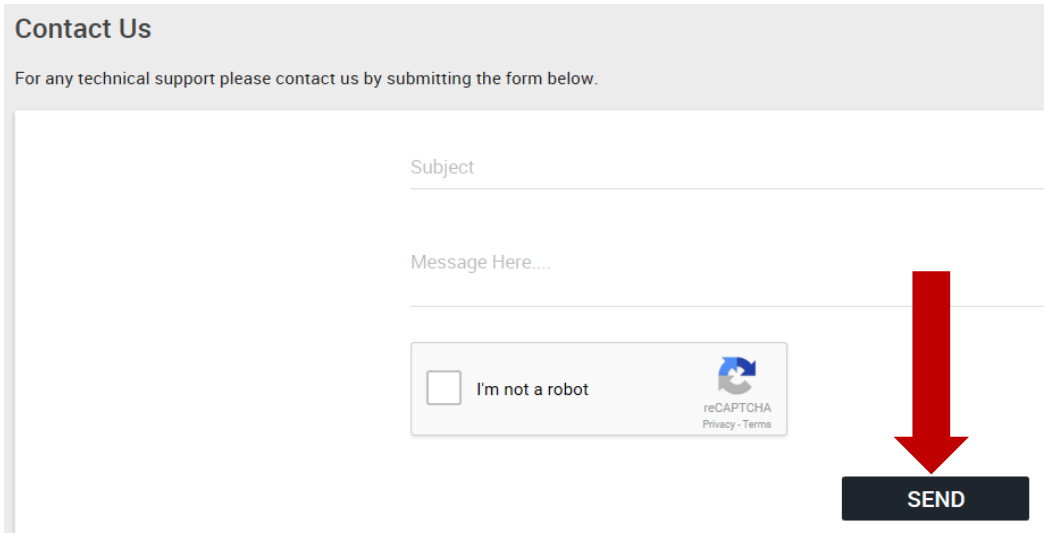
Volunteer: My Profile

1. To see your profile, click on the "My Profile" menu option
   a. 

2. Make any edits to your profile and click "Update Profile" button at the bottom of the page to save.
3. To change your password, click "Change Password" at top right-hand corner of the screen. To add a photo to your profile page, click on the + sign and select an image from your pictures folder.
   a. 

Volunteer: Technical Support

1. For technical support, select “Help” menu icon, fill out the form, and click “Send” to submit your question or comment.

a. 

b.