

CCC Tracker Frequently Asked Questions

How do I find a campaign code? You can find a campaign code by contacting your local AHA office or go to www.ccctracker.com/aha. Look for your state on the map and use that code to create your participant account.

What are the required fields? There are 10 fields overall that are requested. Mobile Number is the only field that is **not** required. Note that gender and ethnicity are required but have the option of “Prefer not to answer”. You must have an email address and a campaign code to create an account as a participant.

What user guides are available? There are Participant and Volunteer guides available. They can be found on AHA’s [Community Partner & Volunteer Resources](#) page. They are also available in Spanish and Traditional Chinese. The Participant User Guide is also available in the participant’s “Resources” tab in their Tracker account. There is no Provider Guide as the Volunteer and Provider accounts have the same features. The only difference is when a Provider enrolls. They can enter their specialty.

How often should I take a blood pressure reading? We recommend that individuals take their blood pressure on a weekly basis.

Is it possible to change my campaign code after I’ve created my account? No, so it’s important to make sure you enter the correct campaign code when creating your account.

Can a participant/volunteer/provider change their email address once their account has been created? No, email addresses cannot be edited as they are a unique record within the Tracker system.

What if I cannot access my account after I’ve initially created it? If you entered an incorrect email address when you created your account, you’ll get the error message “We couldn’t find your account with this information” when you try to sign in later using your correct email address. You will have to create a new account with your correct email address.

Can participants text or phone in their BP readings in the new CCC Tracker? Yes, participants can text in their BP readings and set up reminders (see the Participant Guide on pg. 9). Reminders can be set up three ways in the Tracker:

- In-Platform Alert
- Email
- Text (SMS)

There is not a toll-free number to dial in readings for the Tracker. Note that your mobile number can only be activated with one type of Tracker account. If you have a Volunteer and Participant account, you should activate your mobile number with your Participant account if you want to text in your readings.

What is the definition of a provider? A provider would be a physician, nurse, physician’s assistant, pharmacist or specialist (i.e. cardiologist, internist, etc.) who a participant could connect to if they chose to share their blood pressure readings with them.

What is the definition of a volunteer? A volunteer is a person who is dedicated to improving the health of their community, enjoys teaching others, feels comfortable in front of a group and knows how to work with a group. They must have access to a telephone, computer and the internet. Their main role is to communicate with participants they connect with and to be a good listener, approachable, caring and open-minded.

Do participants have to connect with a volunteer? No, it's offered as an additional feature of participating in the Check. Change. *Control.*® program. It's not required.

Can volunteers see participant's readings? Yes, they're able to view readings of participants by name if the participant has agreed to share their readings and connected with the volunteer.

Can volunteers run reports? No, only AHA Staff who have access to the CCC Tracker Admin site can run reports. The reports run by AHA only show a de-identified ID# for each participant along with the BP readings, age, gender, city, etc. The reports show the overall number of participants enrolled in CCC Tracker campaigns and measure blood pressure improvement if participants enter at least two BP readings more than 7 days apart in their Tracker account. The lead Volunteer/Ambassador at a company or site can request reports from their local AHA contact.

Can participants run reports of their blood pressure readings? Yes, they can select a date range for their results that save to a PDF. AHA has a [guide](#) on how to run this report on our CCC Community Partner Resources page.

On the search volunteers and providers section, will the enrolled participant know who to connect with or do they have to find someone in their market? The participant can search by name or by the Volunteer's code if provided by a Volunteer. They can click on the name of the Volunteer and a pop up appears. It gives a profile of the Volunteer: UserName, Email Address, Zip code, Fax Number, State and City. This information should help a participant find the Volunteer that they want to connect with in their area.

Are there any HIPAA issues with the volunteer/participant connections? No, participants and volunteers sign releases which cover any HIPAA issues. Information on AHA's privacy policy can be found [here](#).

Will the tool track other Life Simple 7 metrics? No, the CCC Tracker is only tracking blood pressure readings at this time. It is a separate website that is not linked or connected to Life's Simple 7. In future phases of the Tracker, additional health readings may be added.

Does the Tracker connect with other fitness trackers or devices? Not at this time. In future phases we plan to expand the functionality to include data from multiple devices and/or the backend of third party data systems. Phase 1 of the Tracker launched on September 26, 2016.

Is there a login/connect to Facebook? No, the Tracker has a single login by going to www.heart.org/ccs. Linking to another account like Facebook can cause problems when they make changes to their security and sign in process that could affect CCC Tracker users' access. AHA chose to set up the Tracker with access **only** by the unique URL that was created by our vendor.