

# Check. Change. Control.® Tracker: Participant Guide

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## CCC Tracker Responsive Web Design

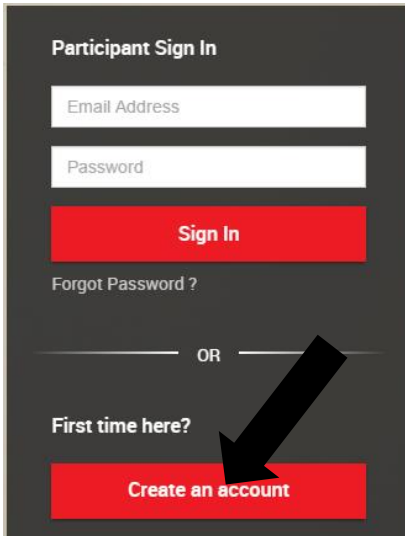
- CCC Tracker is a mobile responsive designed site – **ccctracker.com** - which works on any device connected to the internet: computer, tablet, or smart phone. It’s free and doesn’t require you to download anything.

## 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**.

## Participant: Create Account /Registration

1. To create an account, go to [www.ccctracker.com](http://www.ccctracker.com)
2. Click on the red “Create an account” button



- 3.
4. Complete all required fields:
  - UserName, Email, Password, Full Name, Birth Year\*, Gender\*, Ethnicity\*, Zip Code, and Campaign Code
    - You must have a Campaign Code in order to create an account; if you don’t have a campaign code, contact your local [AHA CCC Staff](#).
    - If a local AHA office is not nearby, go to [www.ccctracker.com/aha](http://www.ccctracker.com/aha) Find the campaign code for your state on the map (see screenshot below).
    - \* 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.
5. Review and agree to the subscription agreement, terms of service, and privacy policy by checking the box.
6. Click on the red “Register” button



Welcome to the American Heart Association’s Check.  
Change. Control.® Tracker



CREATE A NEW PARTICIPANT ACCOUNT

← GO BACK

UserName  Email   
Numbers and letters are allowed.

Password  Confirm Password   
6 character minimum.

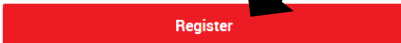
Full Name  Birth Year

Gender  Country Code  Mobile Number   
+1 (XXX) XXX-XXXX

Ethnicity  Enter Zip Code

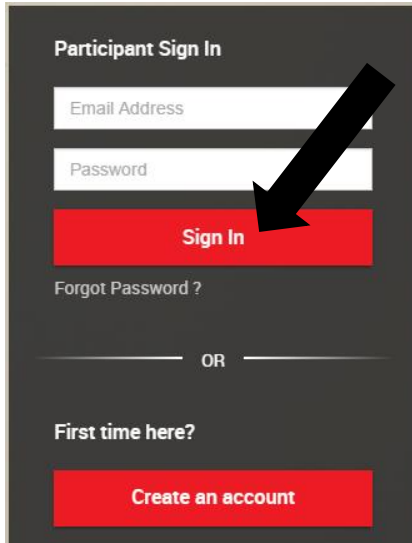
Enter Campaign Code

By checking this box I acknowledge that I have reviewed and I agree to the terms and conditions outlined in the [subscription agreement](#), [terms of service](#), and [privacy policy](#).



### Participant: Sign In

1. To sign in to your account, go to [www.ccctracker.com](http://www.ccctracker.com)
2. Enter your email and password and click on the red “Sign In” button



Participant Sign In

Email Address

Password

**Sign In**

Forgot Password ?

OR

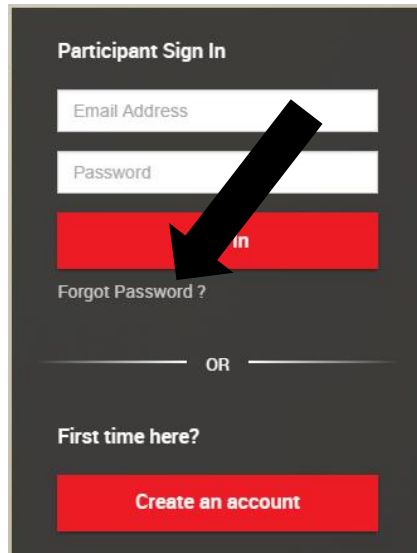
First time here?

**Create an account**

3.

### Participant: Forgot Password

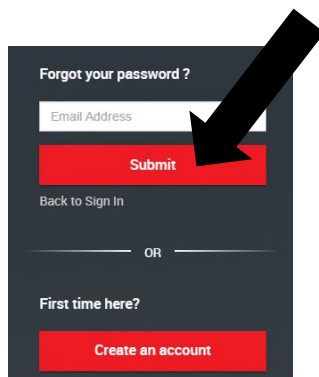
1. If you forgot your password, click on “Forgot Password?”



The image shows a 'Participant Sign In' form on a dark background. It has two input fields: 'Email Address' and 'Password'. Below these is a red button with the text 'Submit' and a small 'in' icon. A large black arrow points to the 'Submit' button. Below the button is a link that says 'Forgot Password?'. Further down, there is a horizontal line with 'OR' in the center. Below that is the text 'First time here?' and a red button that says 'Create an account'.

a.

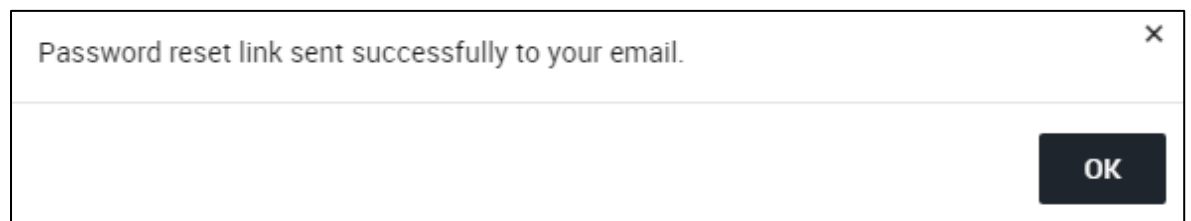
2. Enter your email you used when you created your account and click on the red “Submit” button



The image shows a 'Forgot your password?' form on a dark background. It has one input field: 'Email Address'. Below this is a red button with the text 'Submit'. A large black arrow points to the 'Submit' button. Below the button is a link that says 'Back to Sign In'. Further down, there is a horizontal line with 'OR' in the center. Below that is the text 'First time here?' and a red button that says 'Create an account'.

a.

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.



The image shows a message box with a white background and a dark border. The text inside says 'Password reset link sent successfully to your email.' in a dark font. There is a small 'x' icon in the top right corner. At the bottom right, there is a dark button with the text 'OK' in white.

a.

4. If the email address 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 participant Tracker account per email address.

**Forgot your password ?**

nonexistentemail@hotmail.com

We couldn't find your account with this information.

**Submit**

Back to Sign In

OR

**First time here?**

**Create an account**

a.

### Participant: Entering a Blood Pressure Reading on the Dashboard

1. The only information required to enter a blood pressure reading is the systolic (top number) and diastolic (bottom number). Heart rate and Irregular heartbeat are optional. Date & Time (autocomplete based on when you open the Dashboard, edit as needed), and Reading Source (default is Home, edit as needed).
2. When you have successfully entered that information, the “Save” button will go from grey to black, and then you can click on it to submit your reading.

**ADD A BLOOD PRESSURE READING**

Systolic or top number (mmHg) Diastolic or bottom number (mmHg)

Numbers Only. Numbers Only.

Heart Rate Irregular heartbeat detected

Date 2016-09-28 Time 04:10 PM

This field is required. This field is required.

Reading Source Home

This field is required.

Comment

**Save**

a.

**ADD A BLOOD PRESSURE READING**

Systolic or top number (mmHg) 120 <small>Numbers Only.</small>	Diastolic or bottom number (mmHg) 80 <small>Numbers Only.</small>
Heart Rate	Irregular heartbeat detected <span style="float: right;">▼</span>
Date 2016-09-28 <small>This field is required.</small>	Time 04:10 PM <small>This field is required.</small>
Reading Source Home <small>This field is required.</small>	<span style="float: right;">▼</span>
Comment	
<span style="background-color: #333; color: white; padding: 5px 15px; border-radius: 3px;">Save</span>	

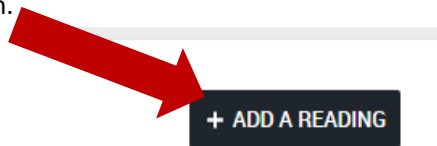
- b.
3. You will receive the following message confirming your BP reading was added:

Blood Pressure reading added successfully. Keep up the good work!

a.

### Participant: Entering a Blood Pressure on the Blood Pressure page









1. To add a blood pressure reading on the Blood Pressure page, click on the grey “+ Add a Reading” button.



- a.
2. Fill in the systolic (top number) and diastolic (bottom number) measurements, Date & Time (autocomplete based on when you open the page, edit as needed), and Reading Source (default is Home, edit as needed).
  3. When you have successfully entered that information, the “Save” button will go from grey to black, and then you can click on it to submit your reading.

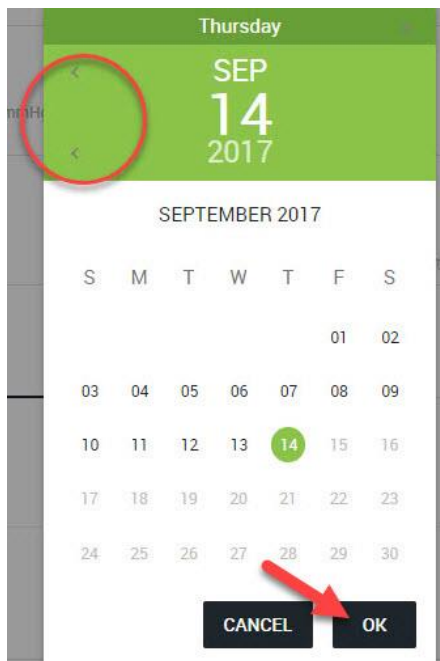
### Participant: Edit a Blood Pressure Reading on the Blood Pressure page

1. To edit a blood pressure reading, go to the color-coded chart at the bottom half of the page, click on the pencil icon at the far right.

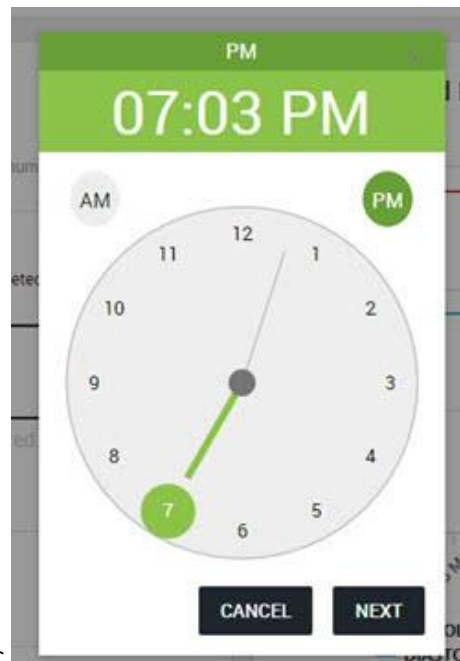
DATE & TIME	SYSTOLIC	DIASTOLIC	HEART RATE	IRREGULAR HEARTBEAT DETECTED	SOURCE	COMMENTS	ACTIONS
Nov 26, 2017. 05:16 PM	119	60			Text (SMS)		 
Nov 19, 2017. 07:16 PM	122	66			Text (SMS)		 
Nov 12, 2017. 07:31 PM	122	63			Text (SMS)		 
Nov 03, 2017. 06:45 AM	109	59	42		Home		 

a.

- Edit Blood Pressure Reading page appears. You can edit the Systolic and Diastolic reading, date, and time. A calendar appears when you click on the date and a clock appears when you click on the time. Click on the arrows to edit month or year, click OK to save. Edit AM or PM, move green hour circle, click next, move green minute circle, click OK. After you make your edits, click the black Save button.



b.



c.

**EDIT BLOOD PRESSURE READING**

Systolic or top number (mmHg)  
115

Numbers Only.

Diastolic or bottom number (mmHg)  
69

Numbers Only.

Heart Rate \_\_\_\_\_ Irregular heartbeat detected ▾

Date  
2017-10-15 \_\_\_\_\_ This field is required.

Time  
05:09 PM \_\_\_\_\_ This field is required.

Reading Source  
Text (SMS) \_\_\_\_\_ This field is required.

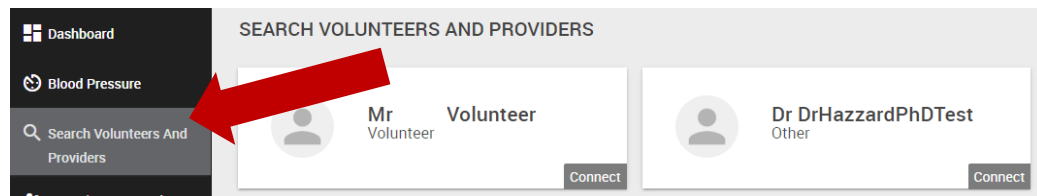
Comment \_\_\_\_\_

**Save**

d.

## Participant: Connecting with a Health Volunteer or Provider

- To connect with a health volunteer or provider, click the “Search Volunteers And Providers” menu option on the black menu bar.



a.

- Type in the full or partial Username or Unique Code into the “Search By Name Or Code” search bar
- Once you have identified your health volunteer or provider, click the grey “Connect” button
- Click black “Ok” button to connect.

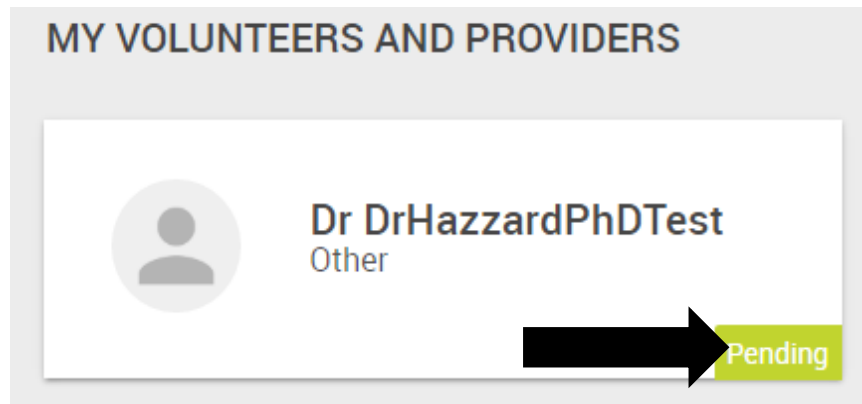
Are you sure you want to connect with this provider? Please note that when created your account, you agreed to the terms and conditions outlined in the [subscription agreement](#).

CANCEL

OK

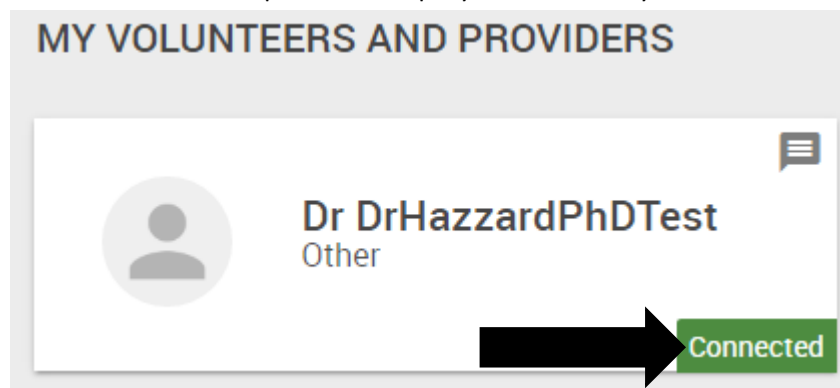
a.

- Now your health volunteer or provider will receive your invitation in their account and have the option to accept or decline your invitation. You will see “Pending” in light green until they reply.



a.

- Once your health volunteer or provider accepts your invitation, you will see “Connected” in green.

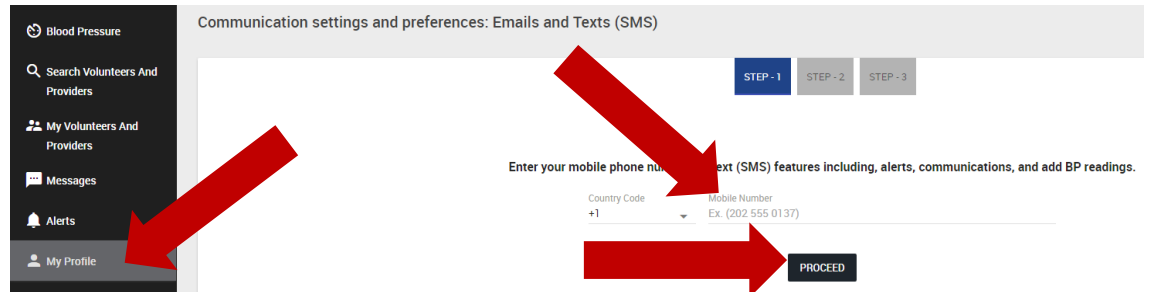


a.



## Participant: Activate Your Mobile Phone Number to Receive Texts, Text Reminders, and Add Blood Pressure Readings by Text

1. CCC Tracker can enable your mobile phone to receive text message reminders, receive text messages from your volunteer or provider and add blood pressure readings by texting. To do so, you must activate your mobile phone.
2. Click on “My Profile” option from the black menu and scroll down to “Communication settings and preferences: Emails and Texts (SMS).”
3. Step 1. Enter your mobile phone number, if you haven’t already provided it, and click the black button “Proceed”



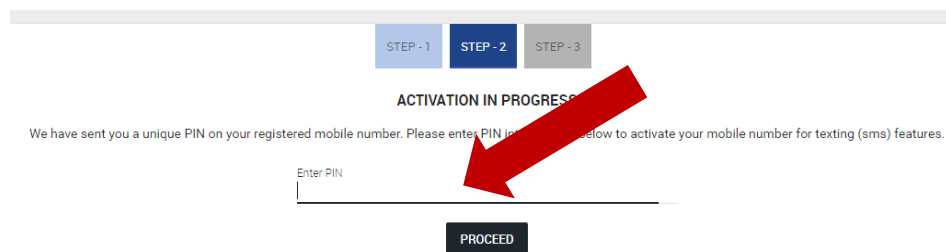
- a.
4. Review and agree to the Terms and Conditions by checking the box.

By providing the American Heart Association (“AHA”) with the foregoing cellular or wireless device telephone number, I agree that the AHA or its agents, contractors, or other representatives may use the provided telephone number to send me automatically generated text messages related to the Check. Change. Control.® program and/or information about other AHA programs or resources. I agree and understand that I may be charged standard text messaging rates as a result of my receipt of such text messages. I understand that I am not required to agree to these terms as a condition of participating in the Check. Change. Control.® program; however, the program may not be as beneficial to me, if I do not agree to receive these text messages. I understand that I can stop receiving text messages at any time by texting STOP to the number sending the text message.

I acknowledge that I have read and agree to the above Terms and Conditions.

OKAY CANCEL

- a.
5. Step 2. A text message containing a PIN will be sent to your mobile number. Enter the PIN and click the black button “Proceed”



- a.
6. Step 3. You will see a message that your mobile number has been activated successfully. You can now receive texts from volunteers and providers, receive text reminders, and add blood pressure readings by texting.

STEP - 1    STEP - 2    **STEP - 3**

**MOBILE NUMBER ACTIVATED SUCCESSFULLY**

You have successfully activated your registered mobile number for text (SMS) features. Please NOTE that you must have TEXT (SMS) messaging in your mobile phone data plan to use this service. Standard message and data rates may apply.

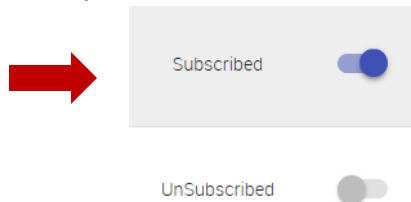
a.

### Participant: Unsubscribe from Text (SMS) Features

- There are two ways to unsubscribe (i.e. stop) from receiving text messages from CCC Tracker:
  1. Go to My Profile page and scroll down to Communication settings and preferences: Emails and Texts (SMS). You'll see **Text (SMS) Current Status** "Subscribed" and a purple/blue icon. Click and slide that purple/blue icon to the left to unsubscribe (becomes grey).

**Text (SMS)** You will receive text (SMS) communications, alerts from the system if you are subscribed. If you unsubscribe, all texting (SMS) features will be disabled and you will stop receiving any texts (SMS) messages, including adding a BP reading. UnSubscribed

a.



b.

2. Send a text message containing only the two words, "CCC STOP" to the CCC Tracker number – **1-334-316-4301**.
- To re-subscribe to start receiving text messages, go to My Profile page and scroll down to Communication settings and preferences: Emails and Texts (SMS). You'll see **Text (SMS) Current Status** "Unsubscribed" (grey), click and slide that icon to the right so it becomes purple/blue "Subscribed".

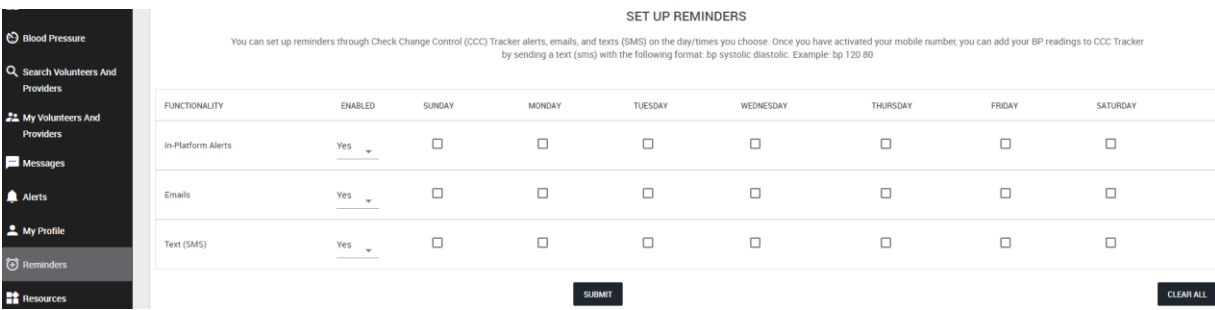
### Participant: Add Blood Pressure Readings by Text

1. To add a blood pressure reading by text message, send a text to the CCC Tracker number **1-334-316-4301** with the following format: bp systolic diastolic (example: bp 120 80). The reading will be added with the date and time the text was sent. Note, it may take up to 4 hours for the reading to appear in your Tracker account. If you took the reading on a different day and time, you can edit the reading on the Blood Pressure page.

### Participant: Set Up Reminders

1. Click on the Reminders menu option to set up a reminder. There are three types of reminders: 1. In-Platform Alerts; 2. Email; 3. Text (SMS).

a.



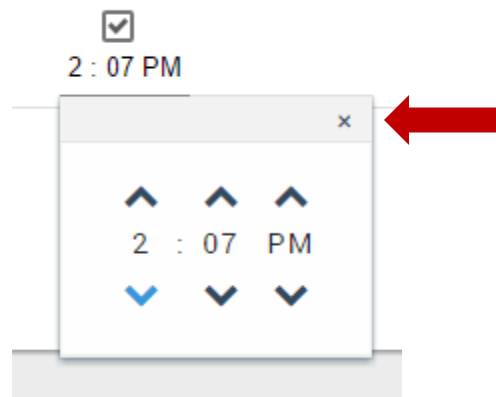
FUNCTIONALITY	ENABLED	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
In-Platform Alerts	Yes <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emails	Yes <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Text (SMS)	Yes <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. To set up a reminder using any of the three functionalities, click on a box under the desired day of the week and the current time will appear.

FUNCTIONALITY	ENABLED	SUNDAY	MONDAY
In-Platform Alerts	Yes ▾	<input type="checkbox"/>	<input type="checkbox"/>
Emails	Yes ▾	<input type="checkbox"/>	<input type="checkbox"/>
Text (SMS)	Yes ▾	<input type="checkbox"/>	<input checked="" type="checkbox"/> 3 : 07 PM

a.

3. To change the time, click on the time and menu arrows will appear where you can select the time. Once you've made your selection, click the black "x" and then click the black button "Submit" to save your settings.






a.

4. You will see a green pop-up indicating your reminder was successfully added.

a. **Reminder added successfully!**

5. If any of the reminders are greyed out, that indicates that they're disabled.
6. To enable In-Platform reminders, click on the grey triangle and select "Yes".
7. To enable email reminders, click on the grey triangle and select "Yes".
8. To set up text reminders, you need to activate your mobile phone number first. A mobile number can only be used for one Tracker account.


FUNCTIONALITY	ENABLED	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
In-Platform Alerts	Yes 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emails	Yes 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Text (SMS)	No 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>


a.

### Participant: Resources

1. Click on the Resources menu option to see available resources.
2. Clicking on the white arrows expands or collapses each resource.

Resources

Understanding Blood Pressure Readings 

High Blood Pressure Tools & Resources 

**High Blood Pressure Tools & Resources**


*Related Tools*


*Blood Pressure Management Tools*


a.


### Participant: Technical Support

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

 Reminders

 Resources

 **Help**

 Signout


a.

### Contact Us

For any technical support please contact us by submitting the form below.

Subject

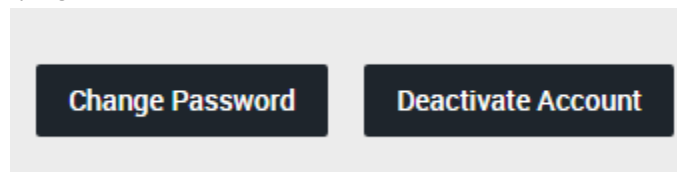
Message Here...

I'm not a robot
 
[Privacy - Terms](#)

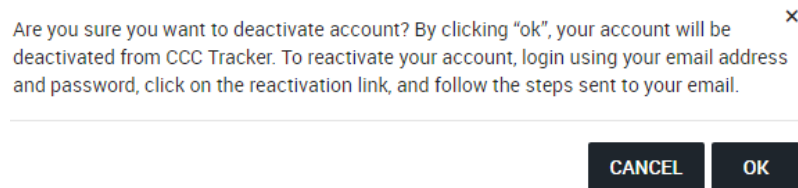
b.

## Participant: Deactivate Account

1. To deactivate your account, select “My Profile” menu icon, then click “Deactivate Account” button on the top right of the screen.



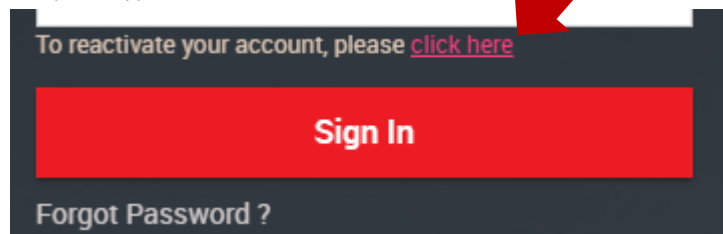
- a.
2. Confirm deactivation of your account by clicking “OK”.



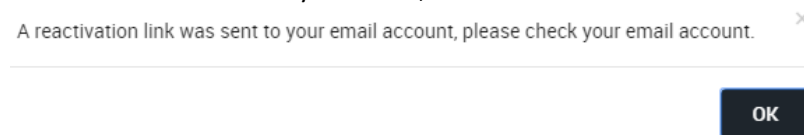
- a.
3. You will receive an email confirmation that your account was deactivated; this email also includes steps on how to reactivate your account.

## Participant: Reactivate Account

1. To reactivate your account, go to [www.ccctracker.com](http://www.ccctracker.com) and sign in with your email address and password.
2. Click on the pink hyperlink “click here”



- a.
3. To receive the reactivation link in your email, click “OK”



- a.
4. Check your email account and click on the “Reactivate Account” hyperlink.

Having trouble viewing this email? [View it in your browser.](#)  
To ensure proper delivery of future American Heart Association emails, Add us to your safe senders list.



Please click on the link below to reactivate your account.

[Reactivate Account](#)



- a.
5. You will be automatically logged into your account.
  6. You will receive an email confirming that you successfully reactivated your account.