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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
2. Click on the red “Create an account” button
3. 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 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.
4. Review and agree to the subscription agreement, terms of service, and privacy policy by checking the box.
5. Click on the red “Register” button
Participant: Sign In

1. To sign in to your account, go to www.ccctracker.com
2. Enter your email and password and click on the red “Sign In” button

Participant: Forgot Password

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

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.
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.
b.

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

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

### 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.

   ![Add a Reading Button]

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.
2. 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.
Participant: Connecting with a Health Volunteer or Provider

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

2. Type in the full or partial Username or Unique Code into the “Search By Name Or Code” search bar.

3. Once you have identified your health volunteer or provider, click the grey “Connect” button.

4. 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.

5. 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.

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

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

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”

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.
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).
  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).
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.

<table>
<thead>
<tr>
<th>FUNCTIONALITY</th>
<th>ENABLED</th>
<th>SUNDAY</th>
<th>MONDAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-Platform Alerts</td>
<td>Yes</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Emails</td>
<td>Yes</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Text (SMS)</td>
<td>Yes</td>
<td>☐</td>
<td>☑ 3:07 PM</td>
</tr>
</tbody>
</table>

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.

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

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

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

   ![Deactivate Account button]

   a.

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

   ![Confirmation dialog]

   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 and sign in with your email address and password.

2. Click on the pink hyperlink “click here”

   ![Sign In button]

   a.

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

   ![OK button]

   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]

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