

## TeleTrack Reporting of Hospital COVID-19 Data to HHS

User Video Tutorial Gallery: [https://help.ci-teletracking.com/en-us/c19/Content/covid-19/video\\_tutorial.htm](https://help.ci-teletracking.com/en-us/c19/Content/covid-19/video_tutorial.htm)

User Assistance:

Phone 1-877-570-6903 and press 7 to get direct access to support for COVID-19 Portal


Email [hhs-protect@teletracking.com](mailto:hhs-protect@teletracking.com)

### **Gaining Access to TeleTrack:**

1. The Admin should have received an email invitation.
2. Once Admin responds to invitation and obtains access, log into <https://teletracking.protect.hhs.gov>.
3. Admin can input data and/or send invitations (if spaces are available) to other staff who will input the data.
4. Admin can also remove access from other existing users.

### **Manually Entering Data:**

*This route is only for entering today's information for one facility at a time.*

1. Obtain access and log into <https://teletracking.protect.hhs.gov>.
2. Select facility if you have access to multiple.
3. Select "New Entry" button.
4. Answer each question.
  - a. Each question has an information tip by hovering over the icon  or visiting the website guidance <https://www.hhs.gov/sites/default/files/covid-19-faqs-hospitals-hospital-laboratory-acute-care-facility-data-reporting.pdf> or referencing the letter to Administrators <https://www.fema.gov/news-release/20200520/coronavirus-covid-19-pandemic-hhs-letter-hospital-administrators>.
5. Click "Submit" to save the entry.

### **Uploading Data:**

*This route is for entering information from one or multiple days for one or multiple facilities.*

1. Obtain access and log into <https://teletracking.protect.hhs.gov>.
2. Download the template if you do not already have it by clicking "Data Upload" and downloading the template referenced in "Step 1".
3. Populate the template with the data for your facility(ies) and the dates for the data.
  - a. Reference the
4. Save the file.
5. Click "Choose File".
6. Click "Submit".
7. Once uploaded, a green banner with a successful upload message should appear.