

 **Starting a Visit**

Power on the device and open the Sandata Mobile Connect® app.

Log in with your company's EVV ID, your username, and password.

Search for your client using their Medicaid ID or Client ID.

Select the service(s) you are providing. Tap **Start Visit**.

 **Ending a Visit**

After you have completed services, log in to the Sandata Mobile Connect app.

Tap **Complete Visit**.

Ask your client to verify services on the device. (Not applicable for DODD services.)

 **Charging/Updating**

Always leave the device on and charging overnight to receive the latest updates automatically.

Troubleshooting



Forgot Password?

Use the Forgot Password link in the app and follow the prompts to reset through email or security questions.



Device Won't Turn On?

Make sure the device is charged by plugging it in. You will see this symbol: 

If the device still will not turn on, contact the EVV Provider Hotline.



Lost Connection During a Visit?

Continue to add visit information in the app, and it will automatically upload when a connection is reestablished.



If you cannot use the Sandata Mobile Connect app or device during a visit, you may use the telephone or manual visit verification methods. You will be required to document the visit and signature with paper logs.

Need Help?

Visit Sandata On-Demand's Caregiver Library at sandata.zendesk.com

