

Sandata Mobile Connect User Manual

Sandata

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While the instructional materials contain the general functionality of the system, set up is contingent on agency/payer directed configuration. When available, please refer to the agency/payer specific training materials to obtain information on the work flow and the applicable functionality.

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Introduction



Introduction

Sandata Mobile Connect® is a mobile application installed on a smart phone or tablet device. The application allows a user to verify the start and end of a visit without requiring the use of the client's home telephone. Sandata Mobile Connect requires a connection to the internet via an Internet Service Provider (ISP) or Wi-Fi connection to transfer data to the Electronic Visit Verification™ (EVV) or Sandata Agency/Payer Management systems.

Language Support

Sandata Mobile Connect is available in twenty-six languages. All in application text is displayed in the selected language except task lists, observations or other customized forms. Supported languages include, Arabic Egyptian, French. Fulah. Hindi, Mandarin Chinese, Nepali, Portuguese, Russian, Serbian, Somali, Spanish, Swahili, Vietnamese, Burmese, Amharic, Cantonese, Hawaiian, Hmong, Ilokano, Japanese, Korean, Laotian, Navajo, Persian, Frasi, Polish and Tagalog.

Disconnected Mode

Sandata Mobile Connect can run even while not connected to the internet, provided the user has logged on at least once in a connected state. This is called Disconnected Mode. Sandata Mobile Connect saves all data and transfers that data to EVV or Sandata Agency/Payer Management systems once the device reconnects to the internet and the user logs in to the application.

Downloading Sandata Mobile Connect



Downloading Sandata Mobile Connect



Warning(s):

Only users installing Sandata Mobile Connect on a personal devices should use the following download instructions.

Download Sandata Mobile Connect from the Google Play store or Apple's App store, depending on the user's mobile device. Tap the application store icon on the device to launch the store and search

for 'Sandata Mobile Connect' (



) to locate and download the application.





Download Instructions

Use the links below for Google and Apple's official instructions on how to download and install applications for Android and iOS devices.

• Android Users: Google Play Store

• iOS Users: <u>Apple App Store</u>

Log-In to Sandata Mobile Connect



Log-In to Sandata Mobile Connect

Login credentials change based on the Sandata application linked to the Sandata Mobile Connect (SMC) account and agency/payer configuration.

Initial Log-In

First time log-in: Users not using an email address to log-in must use the login credentials provided by the agency.

- Sandata Electronic Visit Verification users: Use the email address from the employee's profile or the employee's Santrax ID, depending on configuration.
- Sandata Agency Management users: Use the employee's username.

First time log-in using an email address: Users who log-in with an email address must use the email address from their employee profile and the temporary password sent to that email address. This email also includes links to download SMC from the Google Play store or the Apple App store.



Note:

Check the spam folder if the password email doesn't appear in the email account's inbox.

Your username to login to Sandata Mobile Connect is and your temporary password for Company ID is:

Please remember to take your Company ID, Username and Temporary Password with you for your next client visit. Your temporary password will expire on 5/3/2020. If your temporary password expires or if you experience any issues with logging into Sandata Mobile Connect, please contact your EVV Administrator or your EVV program's Customer Support.

Download Sandata Mobile Connect App on your personal device:



Sandata Mobile Connect @ operates under U.S. Patent Nos. 5,835,575 and 5,949,856, which are owned by Sandata Technologies, LLC Copyright @2020 Sandata Technologies, LLC. All rights reserved.



Note:

Admin unlock: If too many consecutive unsuccessful log-in attempts are made, the account is locked. Accounts configured for admin unlock must contact the agency's administrator to have the account unlocked.



Logging into SMC



Note:

In-app unlock: If too many consecutive unsuccessful log-in attempts are made, the account is locked. When in-app unlock functionality is enabled, users are automatically redirected to the reset password screen once the account is locked.

Logging into SMC

1. Tap the Sandata Mobile Connect icon to launch the application.



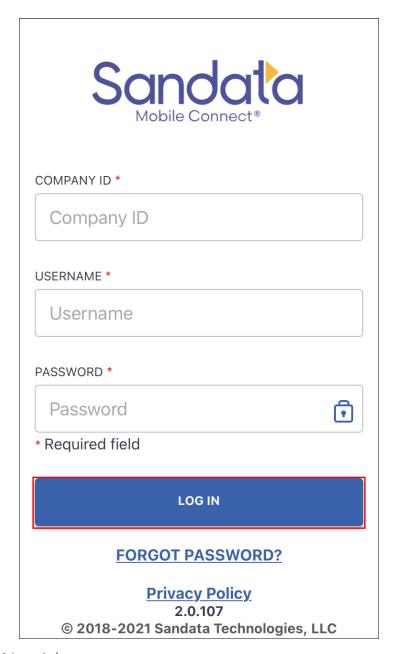
2. Enter log-in credentials:

A. COMPANY ID -

- i. For Sandata Electronic Visit Verification users = 2- followed by account number. Example 2-#### (#### = account number)
- ii. For Santadata Agency Management users = 3- followed by account number.Example 3-### (#### = account number)
- B. **USERNAME** Username credentials will change based on agency configuration.
 - i. The employee's Santrax ID.
 - ii. The employee's Username.
 - iii. The email address from the employee's profile.
- C. PASSWORD Password credentials will change based on agency configuration.
 - i. The employee's employee ID.
 - ii. The temporary password.
 - iii. The temporary password sent to the email address on the employee's profile.
- 3. Tap LOG IN

Language Select (Initial Log-in)





Language Select (Initial Log-in)

SMC is available in multiple languages. The first time users log into the application, the below screen is shown. On this screen, select users select the language the text within the application is displayed in.

- 1. Select a language.
- 2. Tap CONTINUE.



Language Select (Initial Log-in)



3. Tap CONFIRM.





Note:

Language selection is saved by the application. The preferred language can be changed using the settings menu. Most text in the app displays in the selected language. Some text, such as tasks, visit notes and observation are only available in Eng-

Face or Fingerprint Log In



lish.

Face or Fingerprint Log In

Users may now log into SMC without entering a password by using face or fingerprint identification stored on their mobile device. iOS (Apple) users may log in using Face ID or Touch ID, depending on their mobile device. Android users can log in using their device's fingerprint scanner.

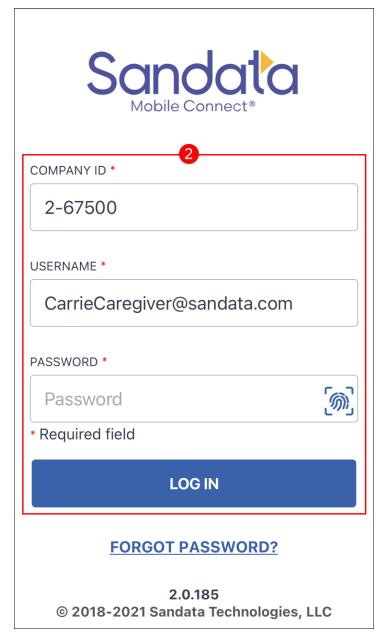
To use this functionality, face or fingerprint identification must be enabled on the settings screen of the user's mobile device. When SMC detects face or fingerprint identification on the user's mobile device, a prompt to enable Face ID (iOS), Touch ID (iOS), or Fingerprint (Android) for SMC is shown after logging into the app with a password.

After enabling this feature, users may log in by scanning either their face or fingerprint, depending on their mobile device (check the device's settings). This functionality is enabled by default and can be disabled or enabled on the SMC settings screen. When logging in using face or fingerprint, normal rules for password reset and expiration are still applied. When a users password expires and they log in using face or fingerprint, they are immediately prompted to reset their password.

- 1. Check your device and make sure face or fingerprint ID is enabled in the device settings.
 - A. Apple (iOS) Face ID
 - B. Apple (iOS)- Touch ID
 - C. Samsung (Android) Fingerprint ID
- 2. Log In to SMC



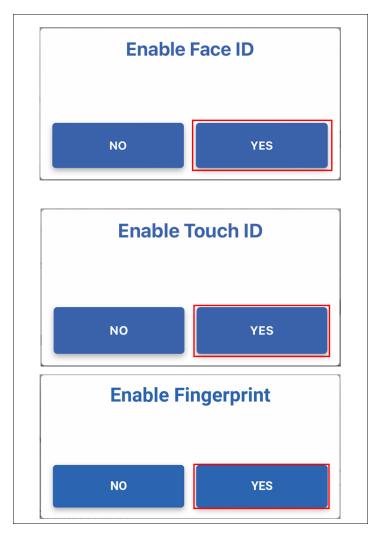
Face or Fingerprint Log In



3. After logging into SMC, tap **YES.**This pop up is displayed the first time a user logs in after storing biometric data on the device being used. The text of this pop-up changes based on device and whether face or fingerprint data is detected by SMC.

Security Setup (Initial Log-In)





Security Setup (Initial Log-In)

For initial log-in, users must answer a series of security questions. Security questions are skipped on subsequent log-ins. Users must keep the answers to these questions, as they are required to complete the reset password process.

1. Select and answer the security questions.



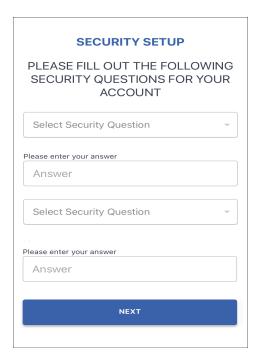
Note:

The number of security questions is based on the agency/payer configuration. Each security question must have a unique answer.

2. Tap NEXT.



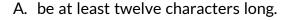
Security Setup (Initial Log-In)



3. Enter and re-enter a new password.

Note:

Passwords must:





- B. have at least one upper case letter.
- C. have at least one lower case letter.
- D. have at least one numeric character.
- E. have at least one special character (@#\$%^).
- F. not share three consecutive characters with the username.
- G. not match one of the previous 24 passwords used.
- 4. Tap **SUBMIT** and the application returns to the login page.

Logging into SMC





Note:



Accounts can be configured so that passwords expire after 60 days (default) and must be reset. A warning message displays 10 days (default) prior to a password's expiration date indicating the number of remaining days before the user's password expires. After a password expires, the user must follow the reset password process. The length of time that can elapse before a password expires and how far in advance the warning message displays is configurable based on agency/payer configuration.

Logging into SMC

1. Tap the Sandata Mobile Connect icon to launch the application.



2. Enter log-in credentials:

A. COMPANY ID -

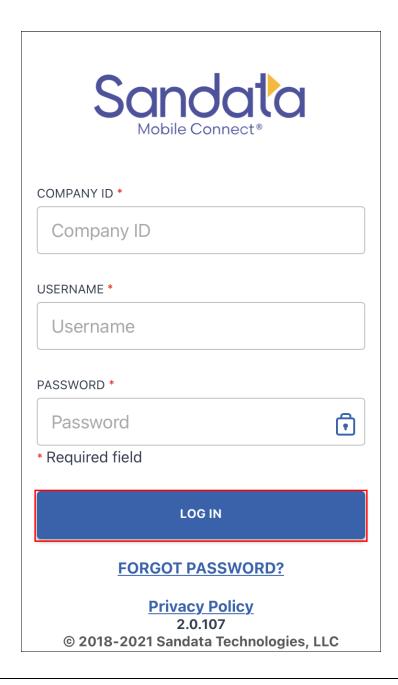
- i. For Sandata Electronic Visit Verification users = 2- followed by account number.Example 2-#### (#### = account number)
- ii. For Santadata Agency Management users = 3- followed by account number. Example 3-#### (#### = account number)
- B. **USERNAME** Username credentials will change based on agency configuration.
 - i. The employee's Santrax ID.



Logging into SMC

- ii. The employee's Username.
- iii. The email address from the employee's profile.
- C. PASSWORD Password credentials will change based on agency configuration.
 - i. The employee's employee ID.
 - ii. The temporary password.
 - iii. The temporary password sent to the email address on the employee's profile.

3. Tap LOG IN



Using Face or Fingerprint to Log In



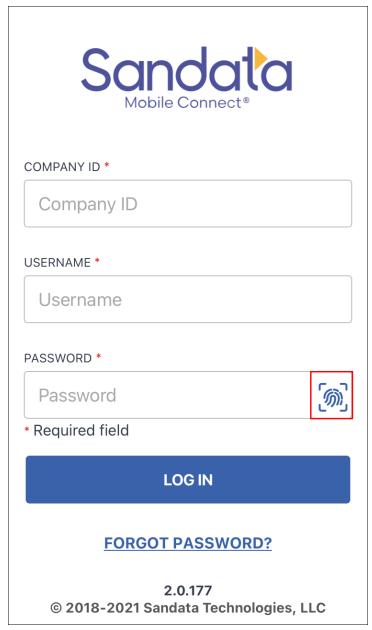
Using Face or Fingerprint to Log In

To log in using face or fingerprint functionality, users must enable and register face or fingerprint data on their mobile devices. If Face or Fingerpring Login for SMC is not available, check the device settings. Depending on the mobile device being used, users may log in using face scanning (iOS only) or fingerprint scanning (Android or iOS). To log in using face or fingerprint data enter the **COMPANY ID** and **USERNAME** and:

- 1. Tap either
 - D. Touch ID (iOS) / Fingerprint (Android)



iv. Place your finger on the device's fingerprint scanner.



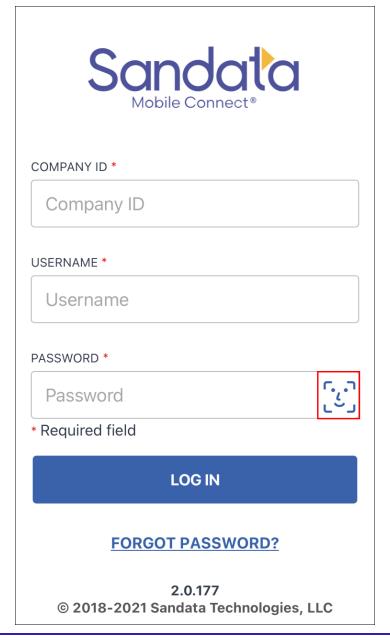


Using Face or Fingerprint to Log In

E. Face ID (iOS Only) (



i. Allow the device's front camera to scan your face.





Note:

Remember, to log in using Biometrics functionality, users must enable and register biometric data on their mobile devices. If Biometric login is not available, check the device settings.

Reset Password / In-App Unlock (Using Email)



Reset Password / In-App Unlock (Using Email)

Passwords can be changed without logging into Sandata Mobile Connect by tapping the "Forgot Password?" button on the log on screen. Password reset options may change based on configuration.

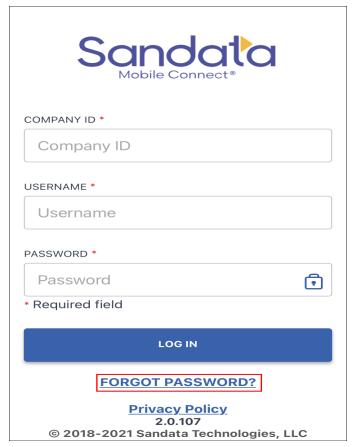


Note:

In App Unlock: If too many consecutive unsuccessful log-in attempts are made, the account is locked. When in app unlock functionality is enabled, users are automatically redirected to the reset password screen once the account is locked.

Follow the instructions to reset the password and unlock the account using an email.

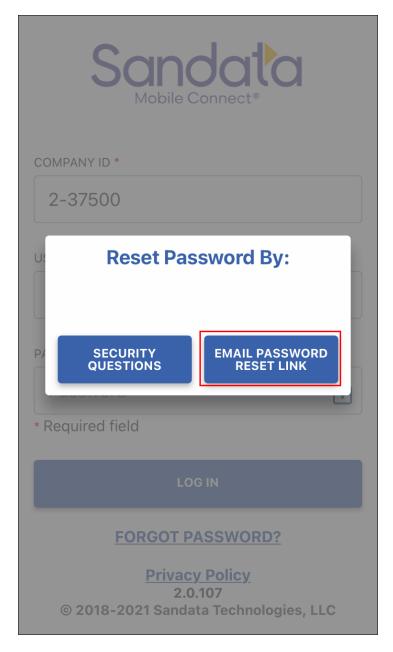
- 1. Enter the **COMPANY ID** and **USERNAME**.
- 2. Tap **FORGOT PASSWORD?**.



3. Tap Email Password Reset Link to send an email with a reset password link.



Reset Password / In-App Unlock (Using Email)



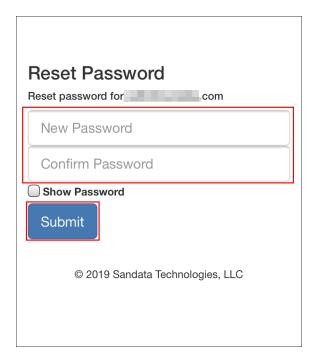
4. Click Reset Password in the email.

Reset Password / In-App Unlock (Using Email)





- 5. Enter and re-enter a new password in the reset password portal.
- 6. Tap **Submit**.



7. A notification message confirms successful password reset.



Password changed successfully.

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Reset Password / In-App Unlock (Security Question)

The application allows users to reset passwords manually by answering security questions or using a reset password link sent in an email.



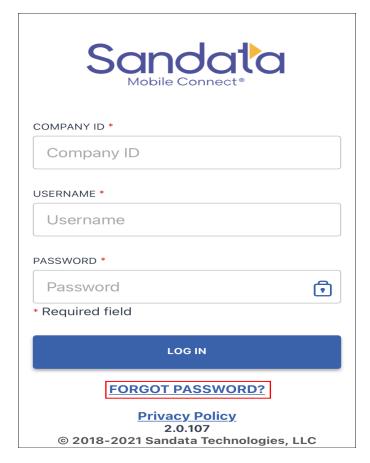
Note:

In App Unlock: If too many consecutive unsuccessful log-in attempts are made, the account is locked. When in app unlock functionality is enabled, users are automatically redirected to the reset password screen once the account is locked.

Follow the instructions to reset the password and unlock the account by answering security questions.

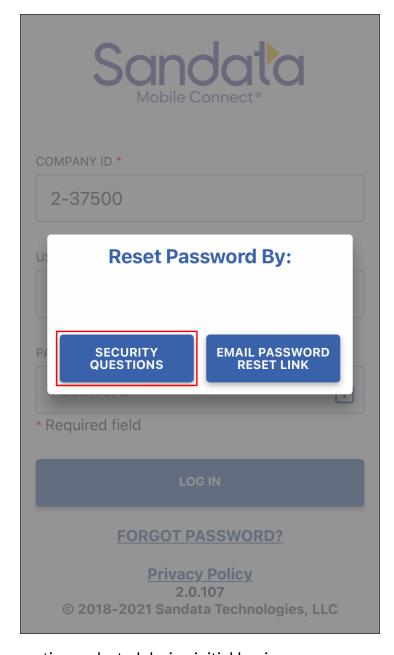
- 1. Enter the COMPANY ID and USERNAME.
- 2. Tap FORGOT PASSWORD?.





3. Tap Security Questions.





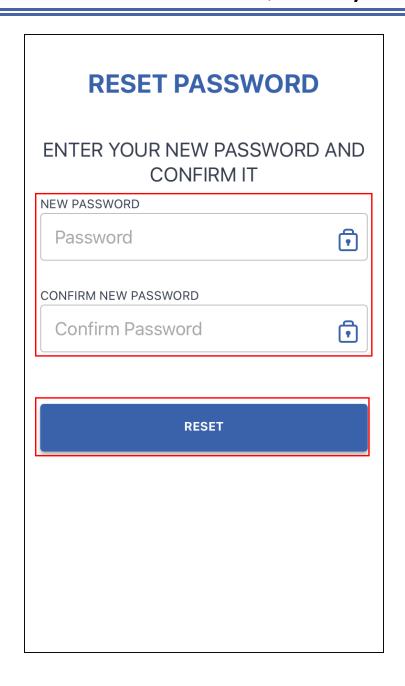
- 4. Answer the security questions selected during initial log-in.
- 5. Tap **CONTINUE**.





- 6. Enter and re-enter a new password.
- 7. Tap **RESET.**





Navigation Bar



Navigation Bar

Users can access the Navigation Menu and Sign Out button using the Navigation Bar, which appears across the top of most screens in the application.



Navigation Bar buttons

- 1. **Menu Button** Displays the navigation menu.
- 2. Sign Out Logs the user out of the application and displays the log-in screen.

Navigation Menu Options

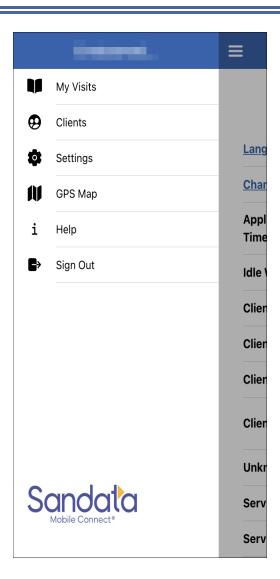
Tap the menu button to display the Navigation Menu.

This screen displays shortcuts to different functions:

- My Visits Displays the My Visits screen.
- Clients Displays the Clients screen.
- Settings Displays the Settings screen.
- **GPS Map** Displays a Google maps page that indicates each client's location on a map. Tap a client's indicator to open a details page displaying the client's address and phone number.
- **Help** Displays the application's help document.
- Sign Out Logs the user out and displays the log-in screen.



Navigation Menu Options



Settings Screen



Settings Screen

Press the settings button () to display the application settings. Some settings are configurable by the user, others are locked based on agency/payer configuration.

Setting	Description
Language	Indicates the selected language and allows the user to change the preferred language.
Change Password	Allows user to manually change the password.
Enable Biometrics	Enables the use of biometric data to log in.
Application Timeout	Indicates the amount of time the application can remain idle before the user is timed out.
Idle Warning	Indicates the amount of time the application can remain idle before displaying an idle warning.
Client Identifier(s)	(Medicaid ID): Indicates whether the user has the ability to search for a client by Medicaid ID.
Client Identifier(s)	(Client ID): Indicates whether the user has the ability to search for a client by client ID.
Unknown Visit	Indicates whether the user has unknown visit functionality enabled.
Service Selection	Indicates whether users can select a service.
Service Selection	Indicates whether the user is required to select a service prior to starting a visit.
Visit Notes	Indicates whether the account is configured for visit notes.
Visit Notes	Indicates whether the account is configured to require visit notes.
Abandon Visit	Indicates whether the user has the functionality to abandon a visit once it is started.
Past Visit	Indicates the length of time visits will remain on the PAST tab.
Future Visits	Indicates how many days of scheduled visits display on the UPCOMING tab
Auto Close Visit	Indicates the amount of time that can pass before a visit is automatically abandoned by the application.
Location Required	Indicates that the user must start a visit using telephony if GPS coordinates cannot be retrieved.
Check In Only	Indicates that the users are only required to start a visit.



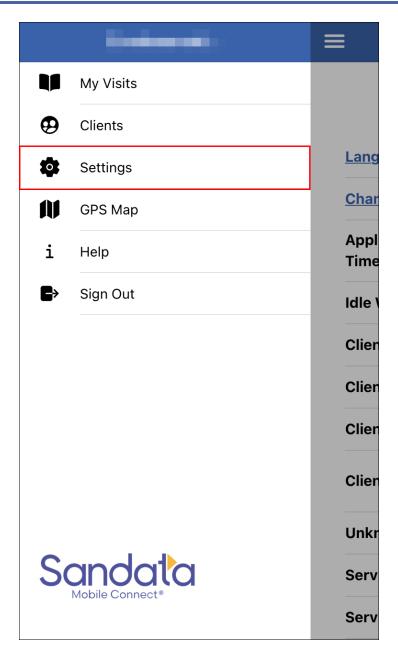
Setting	Description
Auto Update	Indicates that the account is set up to automatically receive application updates.
Client Search	Indicates whether the account has Client Search functionality enables.

Change Password

Passwords can be changed at any time within the app using the Change Password option on the Settings Screen.

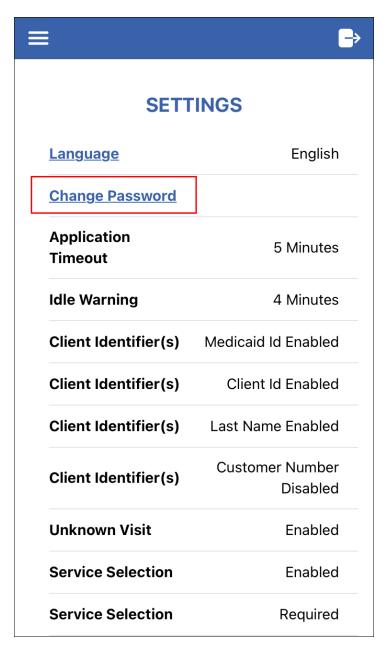
1. Tap Settings on the Navigation Menu





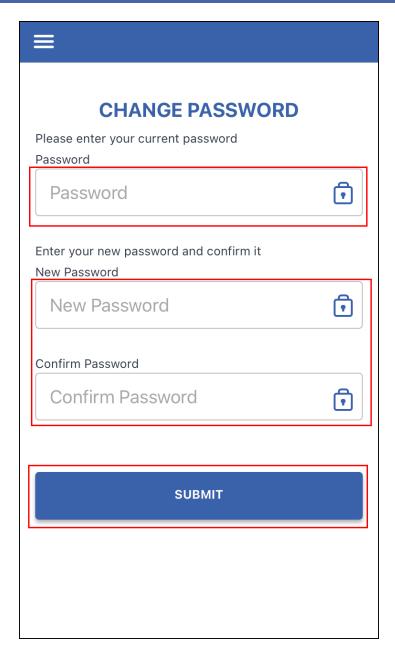
2. Tap Change Password.





- 3. Enter your current password.
- 4. Enter and re-enter a new password.
- 5. Tap **Submit**.

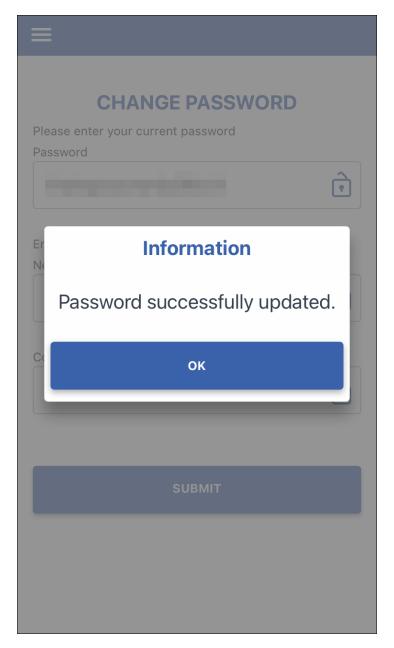




6. A pop up displays confirming the password was successfully changed.



Enable or Disable Face/Fingerprint Login



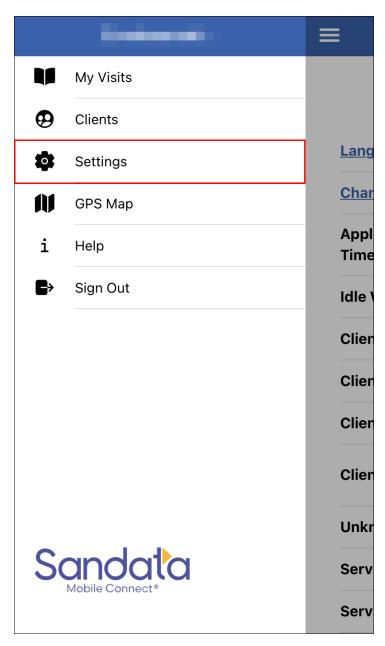
Enable or Disable Face/Fingerprint Login

Face or fingerprint login can be disabled or enabled at any time using the setting screen.

1. Tap **Settings** on the Navigation Menu.

Enable or Disable Face/Fingerprint Login

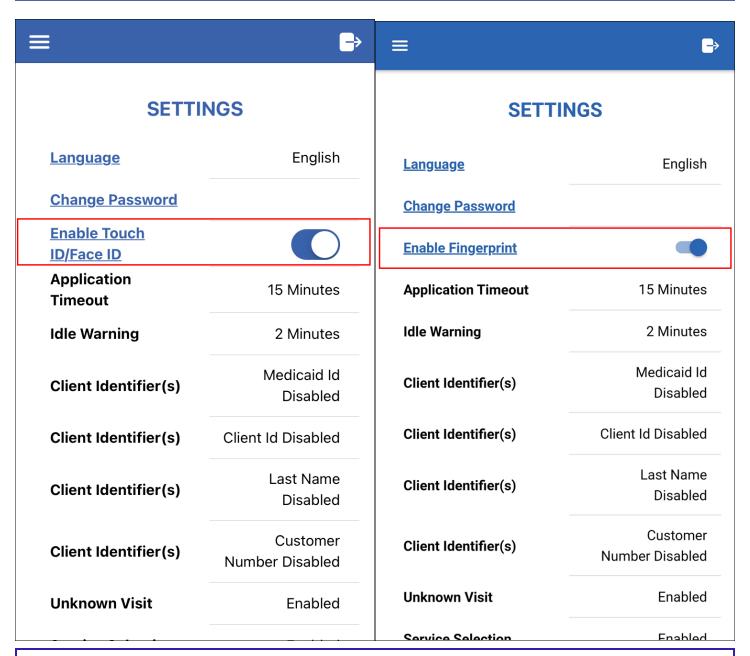




2. Tap Enable Touch ID/Face ID (iOS) or Enable Fingerprint (Android).



Enable or Disable Face/Fingerprint Login





Note:

Remember, to log in using Biometrics functionality, users must enable and register biometric data on their mobile devices. If Biometric login is not available, check the device settings.

My Visits Screen



My Visits Screen

Upcoming

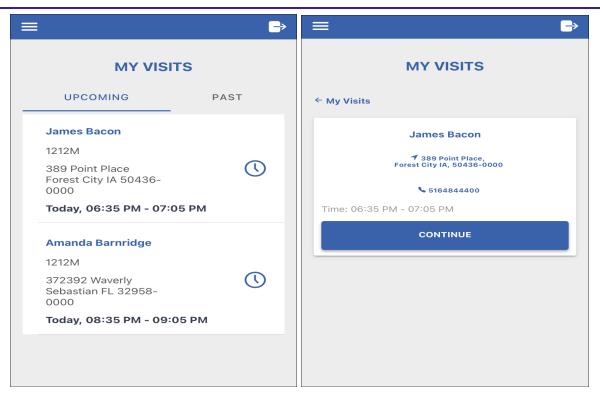
The UPCOMING tab displays a list of upcoming (scheduled) visits. Visits are sorted by start time in descending order, with the earliest visit appearing first.

Tap a visit from the list on the UPCOMING tab to display the visit details screen. This screen displays the client's address and phone number. Tap the address to open a Google Maps page that shows the client's address on a map. Tap the client's phone number to populate the device's dialer with the phone number from the client's profile.



Note:

For security reasons, using the call client function logs the user out of the application.

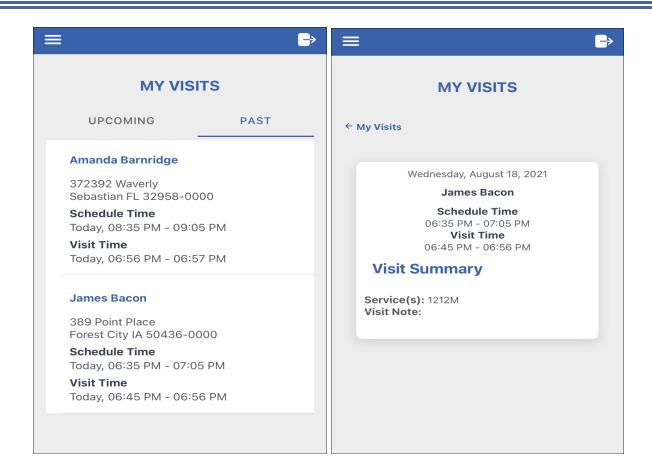


Past

The PAST tab displays visits that occurred within an agency/payer defined timeframe. Tap a visit from the list on the PAST tab to display the visit details screen. The defined time is visible in the Past Visits field on the Settings screen.







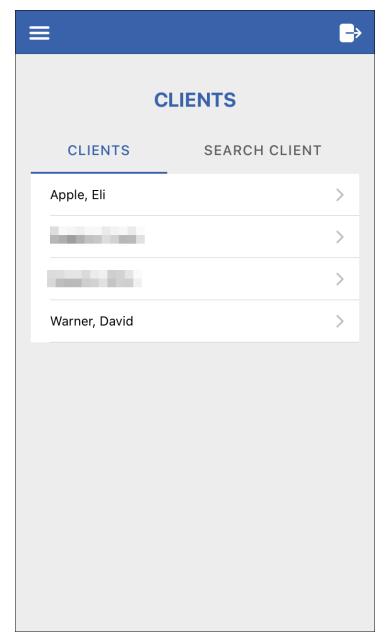
Clients Screen



Clients Screen

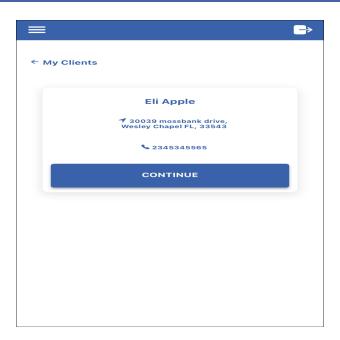
Clients

The CLIENTS tab displays a list of clients (sorted alphabetically by last name) associated with the user logged into the application. Tap a client from the list on the CLIENTS tab to display the client details screen.





Search Client

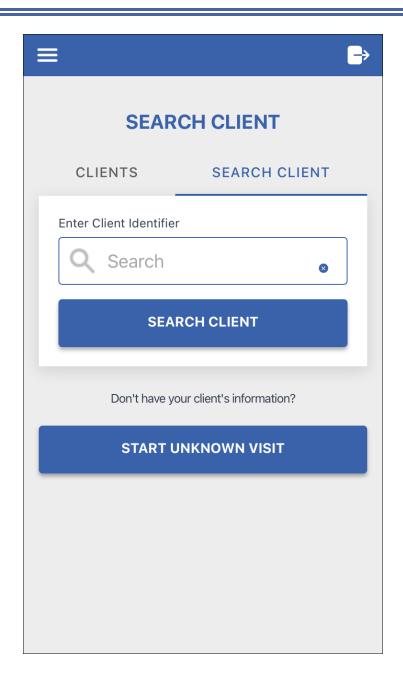


Search Client

The SEARCH CLIENT tab allows users to search for a specific client or start an unknown visit. Accepted client identifiers (for example: medicaid ID and client ID) are identified on the Settings screen. Accepted client identifiers can change based on agency/payer configuration.

Search Client





Starting a Visit



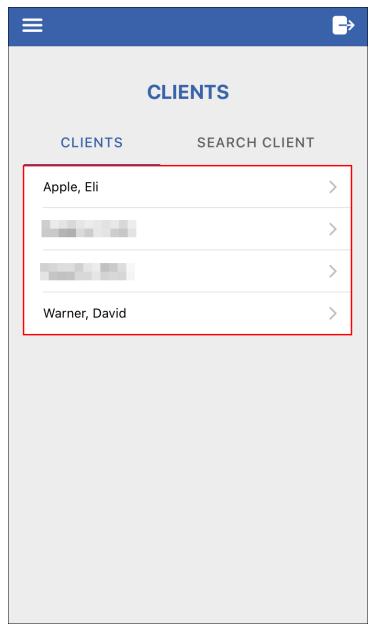
Starting a Visit

There are multiple options for starting a client visit. These options may change based on agency configuration.

Starting a Visit (Clients Tab)

Navigate to the CLIENTS tab and follow the instructions to start a visit.

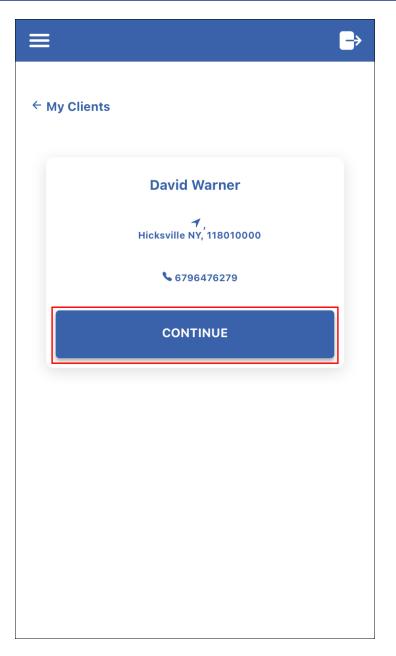
1. Tap a client from the list.



2. Tap **CONTINUE**.



Starting a Visit (Clients Tab)



- 3. Select a service from the list.
- 4. Tap START VISIT.

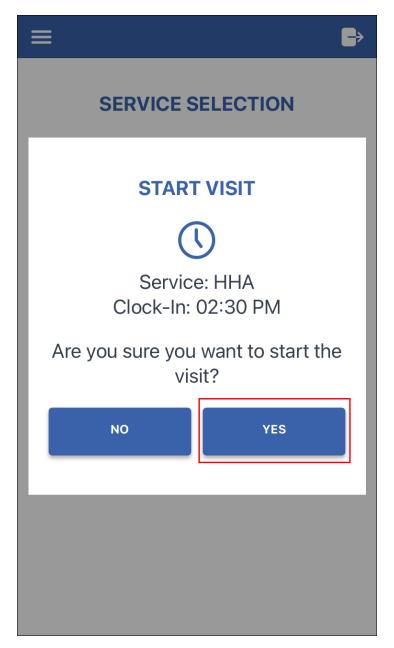
Starting a Visit (Clients Tab)





5. Tap **YES** to start the visit.



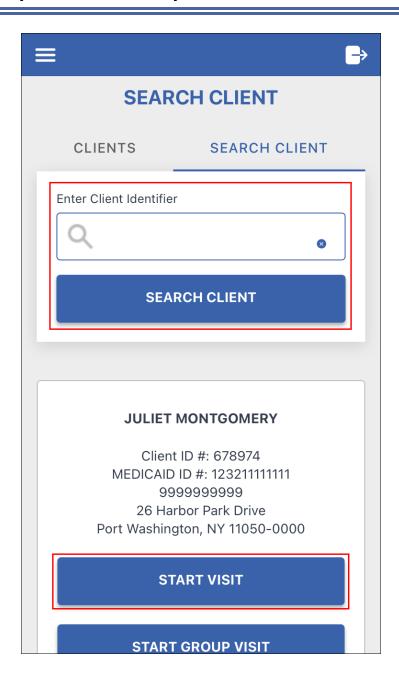


Starting a Visit from the Search Client Tab (Known Client)

Navigate to the **SEARCH CLIENT** tab and follow the instructions to start a visit.

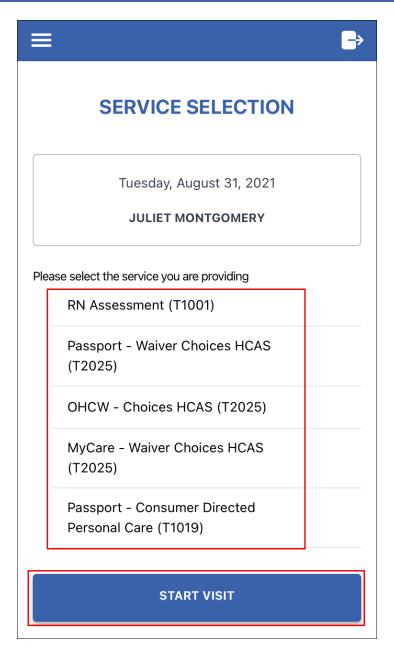
- 1. Tap the **Enter Client Identifier** field, enter search criteria. Client identifiers include Medicaid ID, Client ID, or Customer Number.
- 2. Tap **SEARCH CLIENT**.
- 3. Tap **START VISIT**.





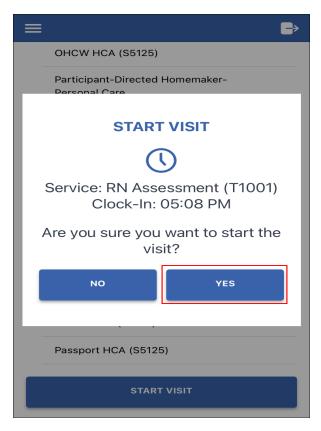
- 4. Select a service.
- 5. Tap **START VISIT**.





6. Tap **YES** to start the visit.



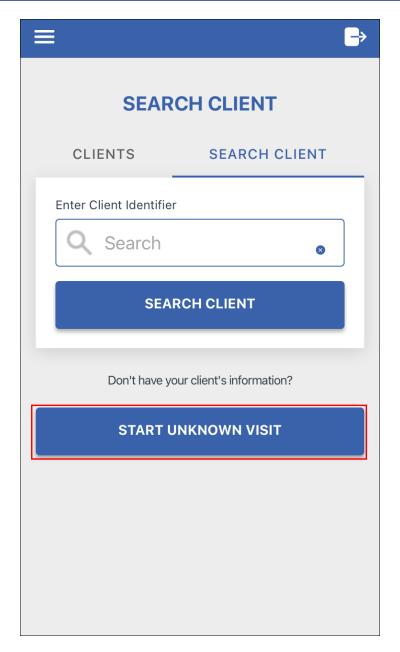


Starting a Visit from the Search Client tab (Unknown Client)

Navigate to the **SEARCH CLIENT** tab and follow the instructions to start a visit.

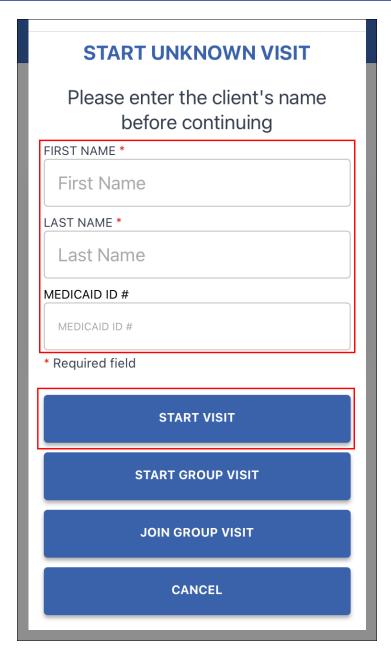
1. Tap **START UNKNOWN VISIT**.





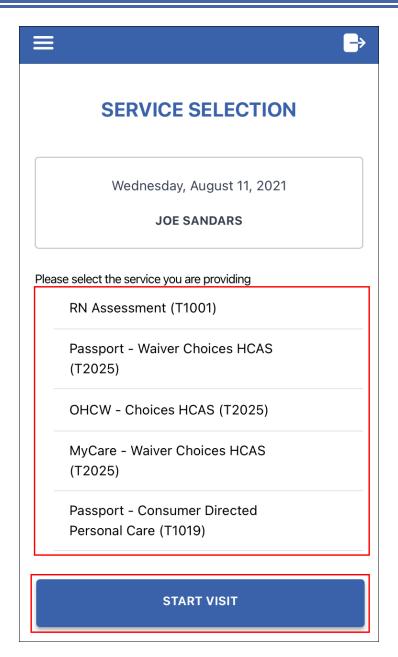
- Complete the required fields.
 Asterisks (*) indicate required fields.
- 3. Tap CONTINUE VISIT. Tapping CONTINUE VISIT starts a standard visit with an unknown clients. Tap START GROUP VISIT to start a group visit with an unknown client or tap JOIN GROUP VISIT to add an unknown client to an existing group visit. There is a limit of one unknown client per group visit.





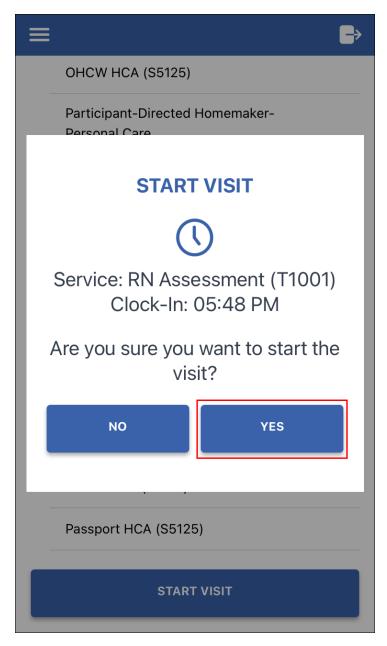
- 4. Select a service from the list.
- 5. Tap **START VISIT**.





6. Tap **YES** to start the visit.

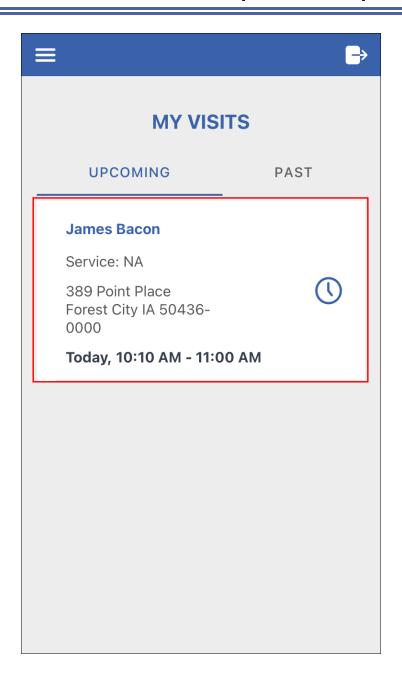




Starting a Visit from the UPCOMING Tab (Scheduled)

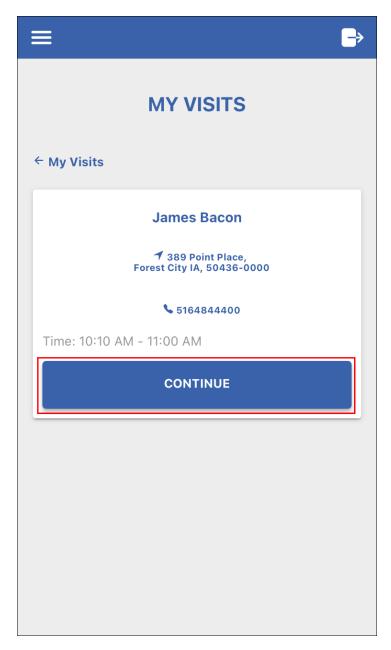
1. Tap a visit from the list of available visits on the **UPCOMING** Tab.





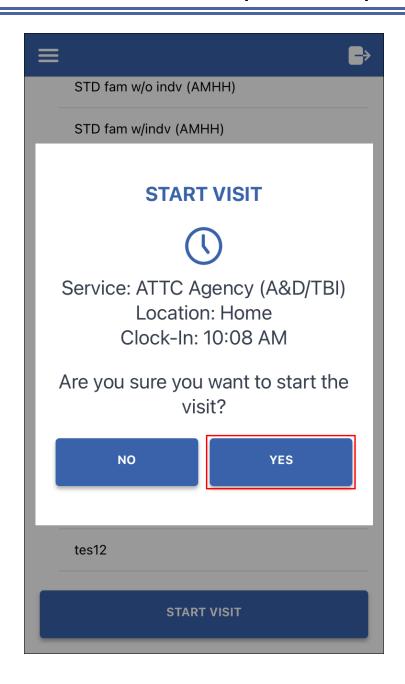
2. Tap CONTINUE.





3. Tap **YES** to start the visit.







Group Visits

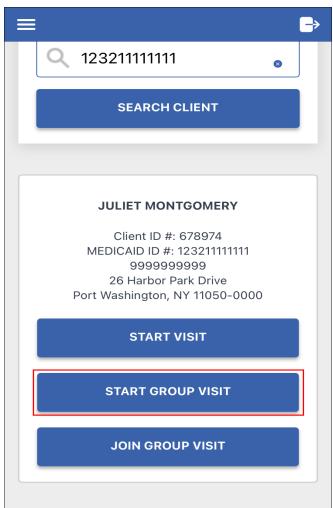


Group Visits

Group Visit functionality allows multiple employees to provide services for two or more individual clients. A group visit is defined as visits for two or more individual clients, linked by a shared group visit code. A group visit code is a unique value assigned to each visit that occurred as part of the group visit and links the visits together.

Starting a Group Visit

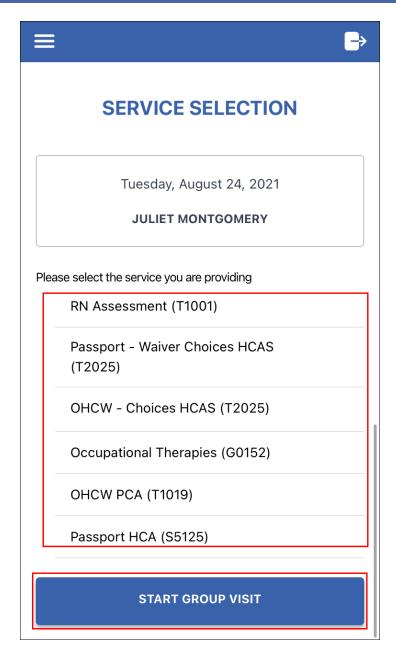
- 1. Search for a client.
- 2. Tap **START GROUP VISIT**.



- 3. Select a service.
- 4. Tap **START GROUP VISIT**.



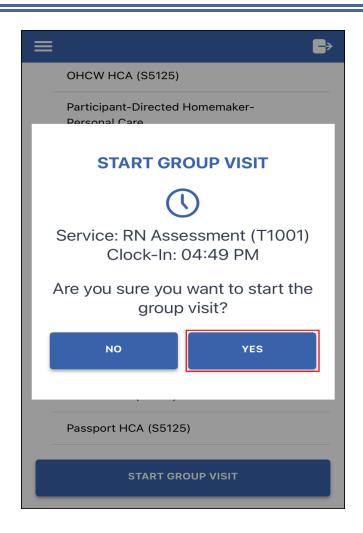
Starting a Group Visit



5. Tap **YES** to start the group visit.

Group Visit screen





Group Visit screen

The Group Visit screen displays the group visit code and allows users to manage group visits. On this screen, users can add additional clients to the group visit, complete or abandon visits for individual clients and complete or abandon all visits they are attending as part of the group visit. To complete an

individual visit, tap the button a

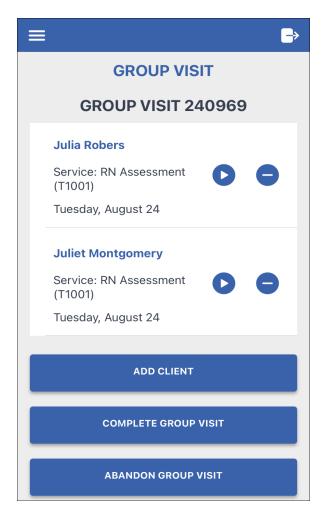
 \perp button and follow the standard procedure to complete a visit. To aban-

don an individual visit, tap the



hutton



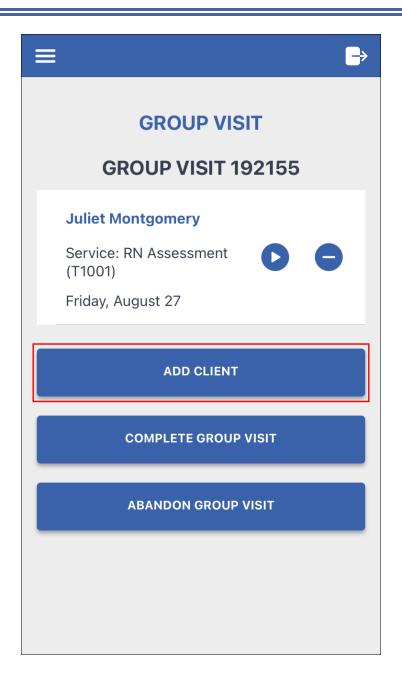


Adding a Client to a Group Visit

After starting a group visit, users can add additional clients to the group visit.

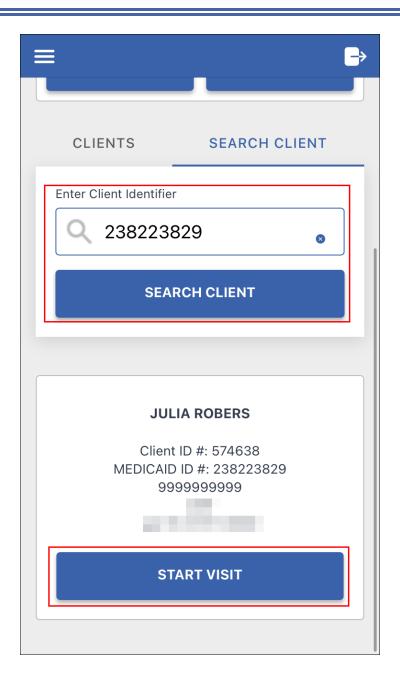
1. Tap ADD CLIENT.





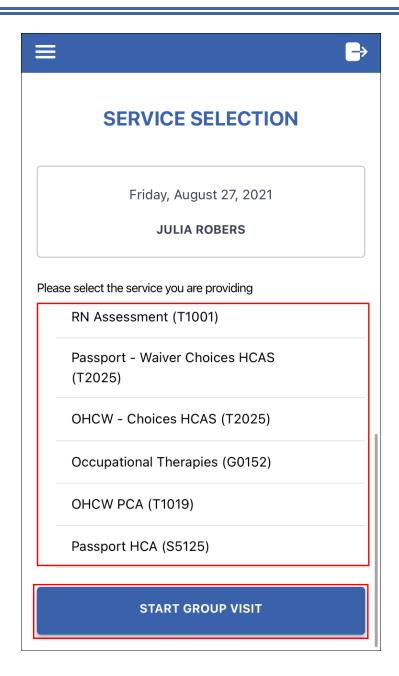
- 2. Search for a client.
- 3. Click **START VISIT**.





- 4. Select a service.
- 5. Tap **START GROUP VISIT**.

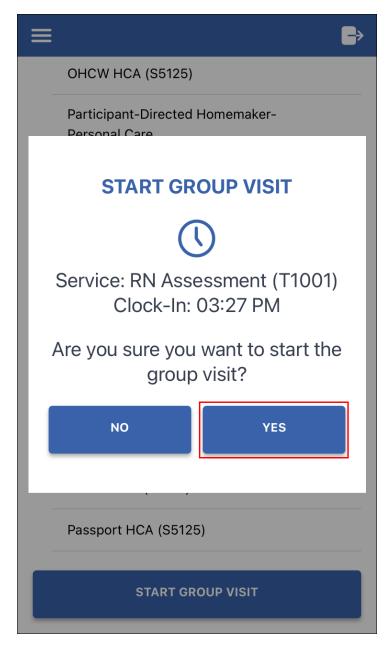




6. Tap **YES**.



Adding a Client to a Group Visit Started by Another Employee



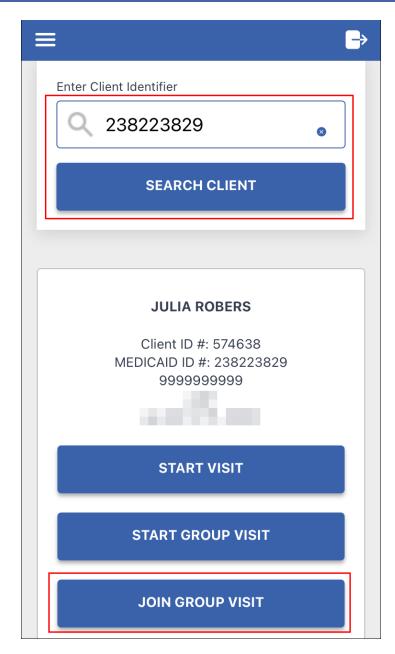
Adding a Client to a Group Visit Started by Another Employee

If another employee has a group visit in progress, additional employees can add clients to that group visit using a group visit code. To add a client to a group visit started by another employee, search for a client and follow the instructions below.

1. Tap JOIN GROUP VISIT.

Adding a Client to a Group Visit Started by Another Employee



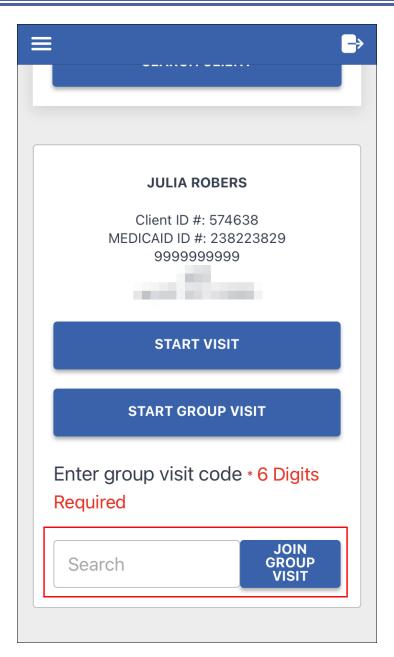


- 2. Enter a group visit code.

 Group visit codes are generated when a group visit is started and are required for joining an in-progress group visit. The group visit code displays at the top of the group visit screen.
- 3. Tap JOIN GROUP VISIT.



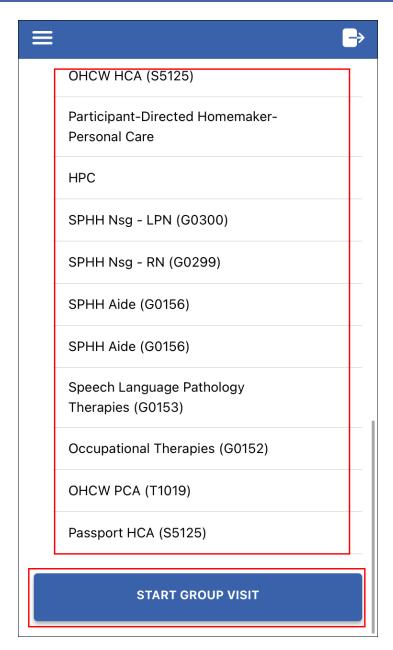
Adding a Client to a Group Visit Started by Another Employee



- 4. Select a service from the list.
- 5. Tap **START GROUP VISIT**.

Completing a Group Visit





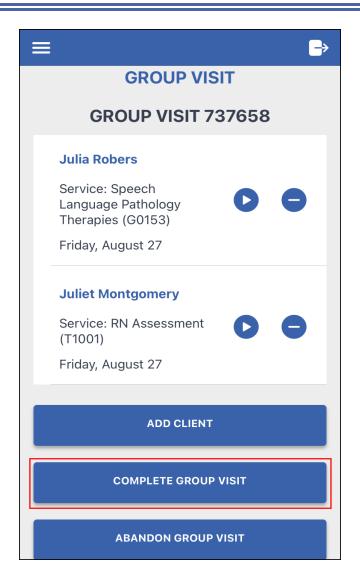
Completing a Group Visit

Employees can complete visits for all clients on the group at once, but the group visit remains active until each employee has completed all visits for all clients associated with that group visit.

1. Tap **COMPLETE GROUP VISIT**.



Completing a Group Visit

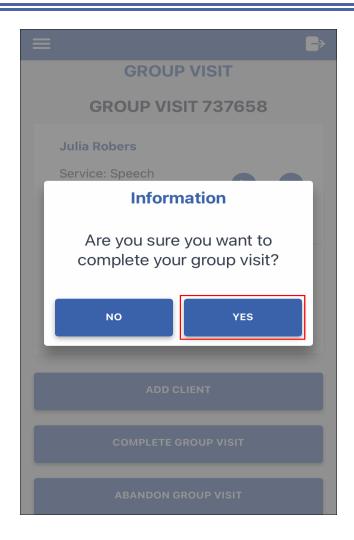


2. Tap **YES**.

The group visit is completed.

Completing a Group Visit





Completing a Visit



Completing a Visit

Additional Visit Functionality

Some accounts are configured to allow or require task entry, health observations, visit notes or other surveys prior to completing a visit. A pop-up window displays, prompting users to complete any additional surveys required by agency/payer configuration.

Tasks (Including Plan of Care)

The TASKS tab allows users to record the completion of any tasks performed during the visit. Some accounts are configured to use a Plan of Care (PoC). When a client has a PoC, required tasks are automatically populated in the TASKS tab. Select the completed tasks from this list. Depending on account set up, the service selected for the visit limits the tasks selection to that service.

1. Tap ADD TASKS to open the task list.

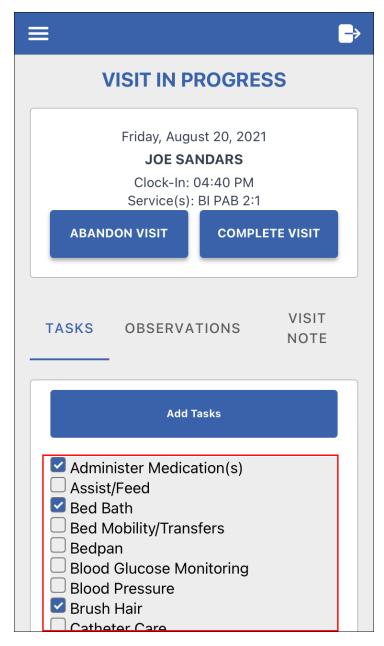


- 2. Tap the applicable task(s) from the task list.

 Some tasks require the user to enter a value in the field (e.g weight, blood pressure, or car fare).
- 3. Tap **Add Tasks** to close the task list.



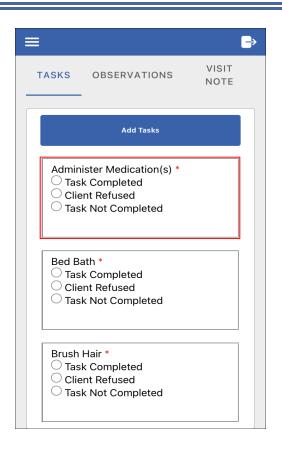
Tasks (Including Plan of Care)



4. Tap Task Complete, Task Not Completed or Client Refused.

Clearing Task Selection



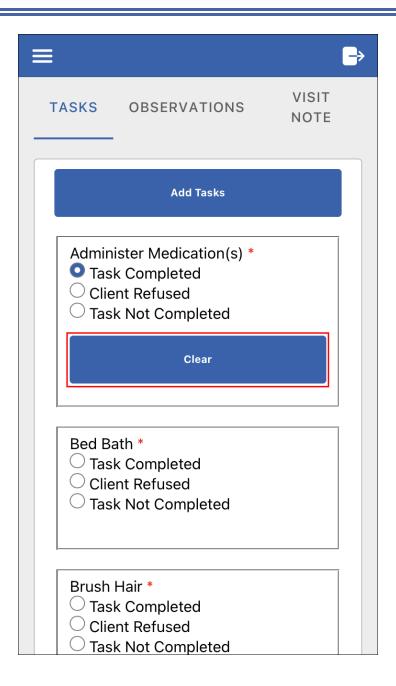


Clearing Task Selection

After tapping either Task Completed or Client Refused, the CLEAR TASKS button displays under each selected task. Tap CLEAR TASKS to clear the selection for that task.



Observations



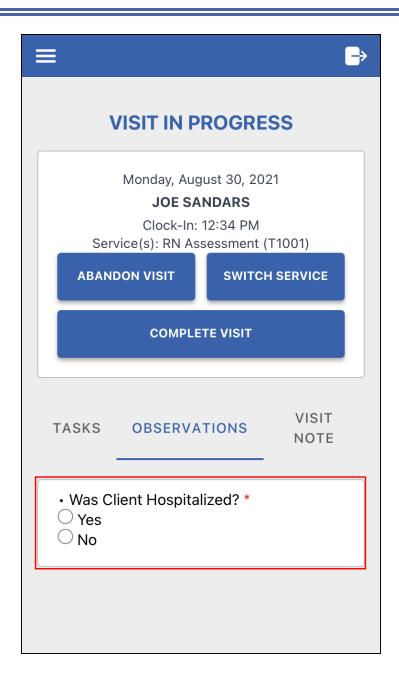
Observations

Use the OBSERVATIONS tab to record health observations for the visit.

- 1. Tap the **OBSERVATIONS** tab.
- 2. Respond to each observation question.

Visit Notes



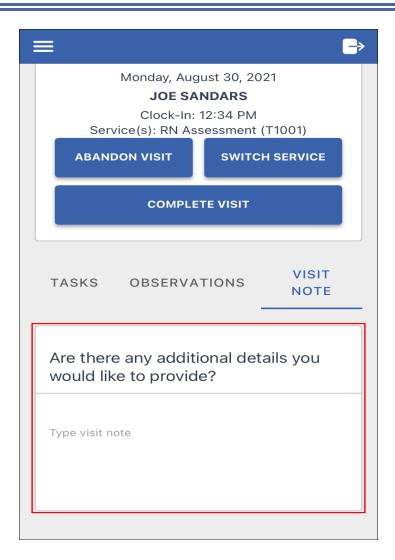


Visit Notes

Use the VISIT NOTE tab to record any notes for the visit.

- 1. Tap the **VISIT NOTE** tab.
- 2. Tap the **Type visit note** field, enter any notes about the visit.



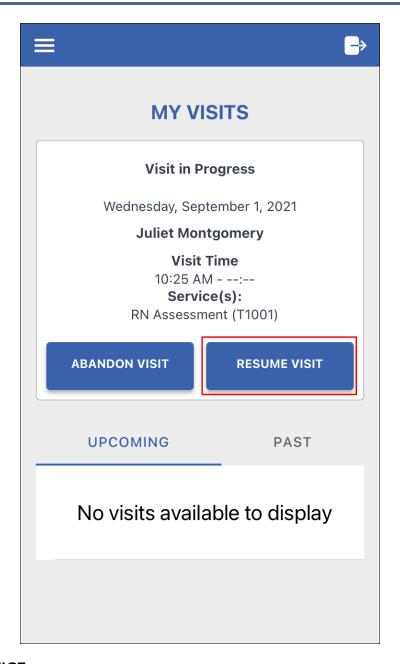


Switching Services

Users can provide more than one service to a client without ending the current visit and starting a new one for each service, provided that functionality is enabled for the account. To switch services on an in-progress visit, follow the steps below.

- 1. Navigate to the in-progress visit.
- 2. Tap **RESUME VISIT**

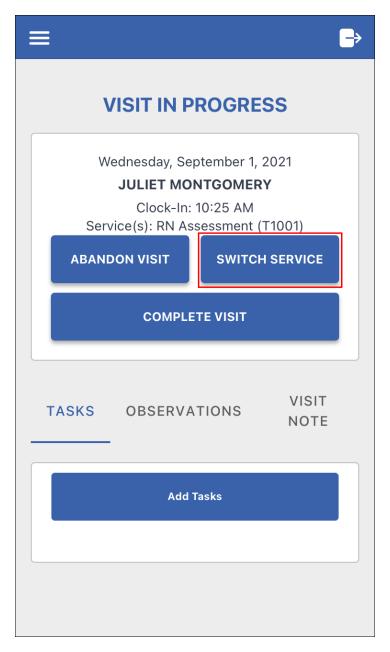




3. Tap **SWITCH SERVICE**.

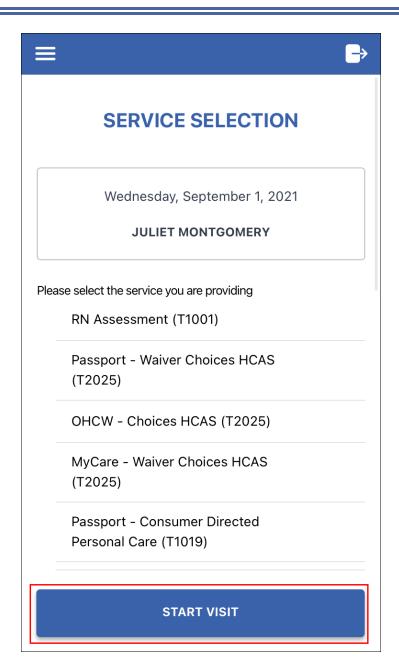
Before switching services, the app prompts users to complete any enabled additional visit functionality including visits notes, tasks and observations.





- 4. Select a service from the list.
- 5. Tap **START VISIT**.

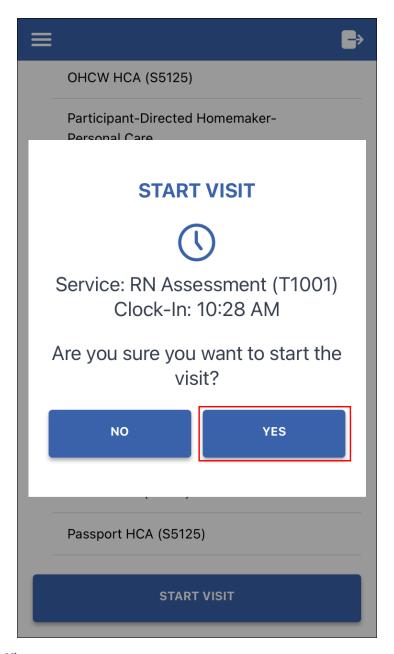




6. Tap **YES**.



Completing a Visit (Staff)

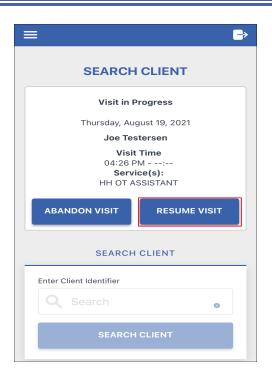


Completing a Visit (Staff)

- 1. Log-in to the application.
- 2. Tap **RESUME VISIT**.

Completing a Visit (Staff)





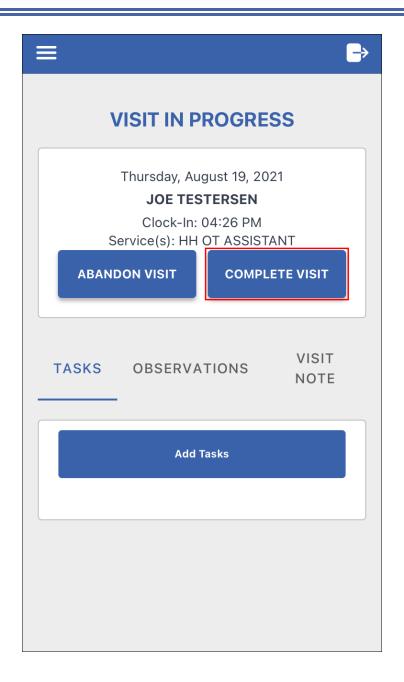
3. Complete any additional visit functionality listed below.

<u>Tasks</u> <u>Observations</u> <u>Visit Notes</u>

4. Tap COMPLETE VISIT.



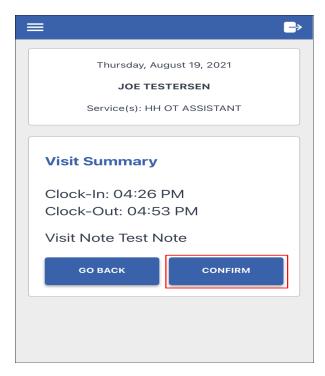
Completing a Visit (Staff)



5. Tap **CONFIRM**.

Depending on agency/payer configuration, the application either returns the user to the landing page or displays a prompt to begin the client confirmation process.



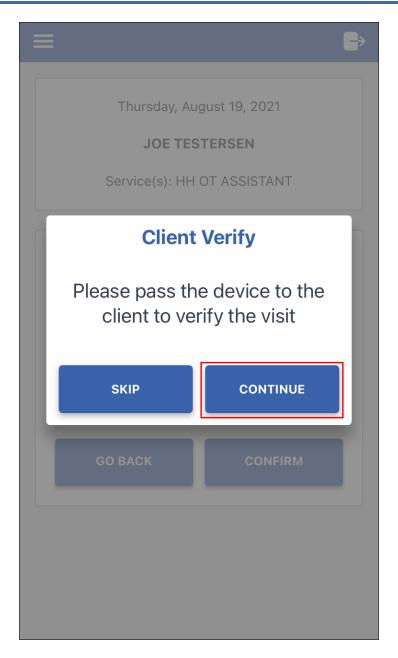


Complete a Visit (Client Confirmation)

If the agency's configuration requires client confirmation, follow the instructions below to allow the client to confirm visit data.

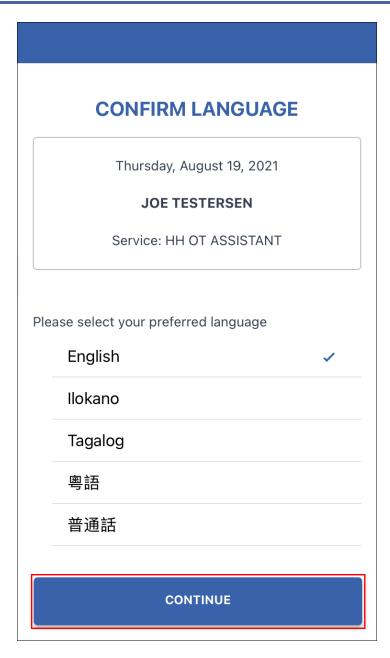
1. Pass the device to the client to verify the visit, if required by the agency/payer configuration.





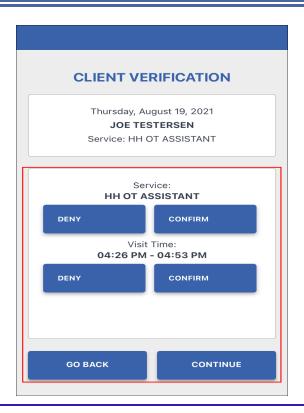
- 2. Select a language from the list.
- 3. Tap **CONTINUE**.





- 4. Tap CONFIRM or DENY to record approve or reject the Service and Visit Time.
- 5. Tap **CONTINUE**.





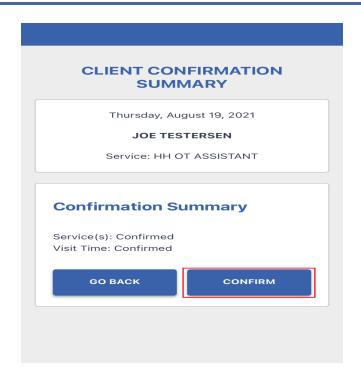


Note:

If switch service functionality is enabled, each service requiring confirmation for displays on this screen and must be confirmed or denied.

6. Tap CONFIRM.



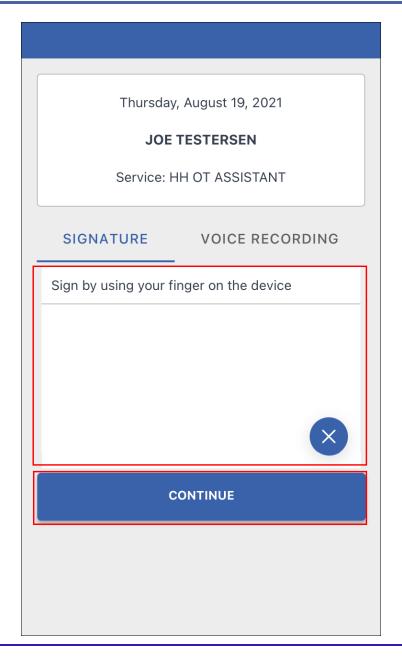


7. Tap either.

A. SIGNATURE.

- i. Sign the device using a finger.
- ii. Tap CONTINUE.







Note:

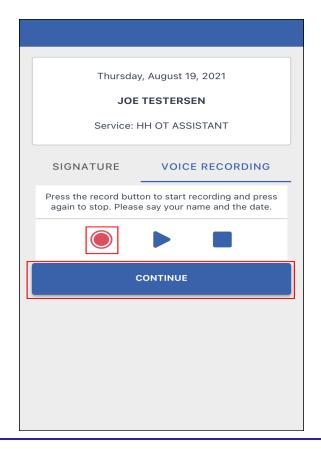
Tap ([®]) to clear the signature field.

B. VOICE RECORDING.

- i. Tap **Record** (). The client speaks their name and the date into the device.
- ii. Tap the record button to stop the recording.



iii. Tap CONTINUE.





Note:

Tap record to overwrite an existing voice recording.

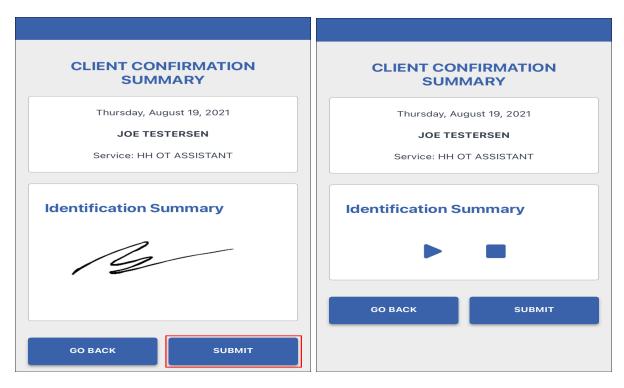


Note:

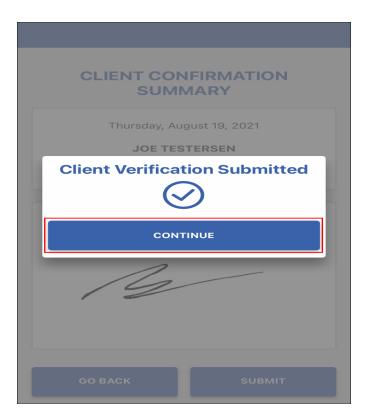
Voice recordings may be a maximum of 15 seconds. Click the play button to play the recorded audio.

8. Tap **SUBMIT**.





9. Tap **CONTINUE**.



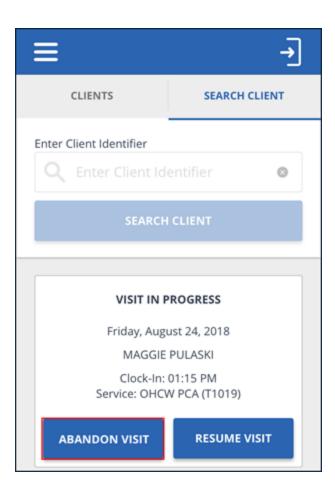
Abandoning a Visit



Abandoning a Visit

There may be situations in which a started visit must be canceled. For example, if a staff member forgot to check out of a visit in progress but must start a new visit.

1. Tap ABANDON VISIT.



2. Tap **YES**.



Sign Out of Sandata Mobile Connect



Sign Out of Sandata Mobile Connect

Signing Out

- 1. Tap the sign out icon (■).
- 2. Tap **SIGN OUT** to log out of the application.





Signing Out



Note:

If the user leaves the application for any reason (for example, taking a phone call), the application automatically logs out.