



Electronic Visit Verification (EVV) Caregiver Guide - Mobile Application Set Up

Fact Sheet - June 2020

Purpose

This guide is for caregivers using the Sandata Mobile Connect (SMC) mobile application, used by provider agencies utilizing the State EVV Solution.

Mobile Visit Verification (MVV) allows an employee to begin and end a visit without requiring the use of the Telephonic Visit Verification (TVV). MVV is the primary and preferred method of calling in and out for client visits.

Administrative Set Up by Provider Agency

User credentials for caregivers are generated when the Provider Agency Administrator enters the following employee information in the Sandata Provider Portal:

- First and Last name;
- Valid email address;
- Last five digits of Social Security Number; and
- The Mobile User checkbox in the Employment section is selected.

Once these values are entered, the employee status is set to active, and the employee record is saved Sandata EVV generates a temporary SMC password and emails it to the employee at the email address entered.



Initial Set Up by Caregiver

Caregivers should set up their account prior to the first visit utilizing MVV by doing the following:

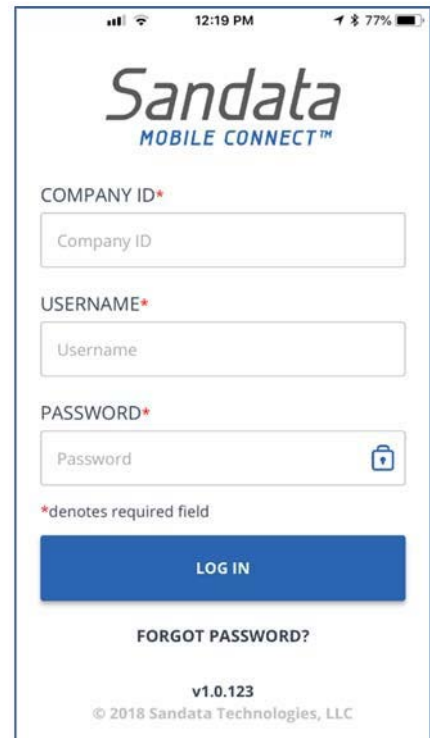
1. Download the Sandata Mobile Connect application (with the blue icon as shown) from Google Play for Android devices or the App Store for iOS devices.



- **Android Device Requirements:** The minimum OS is Android 5.0 (Lollipop) and is best viewed on an Android device using Android OS 7.0 (Nougat).
- **Apple Device Requirements:** The minimum iOS is version 9.0 and is best viewed on an iPhone 6 and higher.

2. First time log in with the following data elements:

- **Company ID:** 2-Sandata account # (always the number 2 plus a dash and the agency's assigned Sandata account #)
- **Username:** employee's email address
- **Password:** the temporary password emailed to the employee's email address entered when creating the employee (TIP: tapping on the lock icon in the password field will display the password that you have entered - helping with entering the correct temporary password.)



3. Upon logging in to MVV for the first time, the employee is asked to select and define answers to a set of security questions. To verify the reset of a password later, MVV requires the security questions selected at set-up to be answered.

4. After answering the required security questions, the next screen prompts the employee to create a new password. Enter the new password and confirm the new password by entering it again. Click SUBMIT.

- **TIP:** Passwords are case sensitive. They must be at least eight characters long, have at least one upper case, one lower case letter, one numeric character and one "special" character (i.e. @\$%^).



5. After re-setting the password, the login screen displays. Use the new password to login.
6. After successfully logging in with the new password, the next screen prompts the employee to confirm the language preference from a drop-down list on the screen. Languages available for use include:

- English;
- Spanish;
- Russian;
- Mandarin Chinese;
- Somali; or
- Egyptian Arabic.

After selecting the preferred language, select OK, then select CONFIRM.



7. Once logged into a device, the caregiver may log into other devices by entering their own Sandata Company ID, Username, and Password.
 - **Note:** Logging onto a new device will require the caregiver to select the preferred language for that device. The language preference will then be saved after the first log on.

Please direct questions to your Provider Agency or the Sandata Help Desk

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