

# Sandata Mobile **Connect** App Reference Guide

**The Sandata Mobile Connect app is a software application that runs on mobile devices. It is one of the approved ways to submit Electronic Visit Verification shifts.**

## HOW TO DOWNLOAD

The new Sandata Mobile Connect app is now available for both Android and Apple devices. Your device must have an internet connection to download the app.

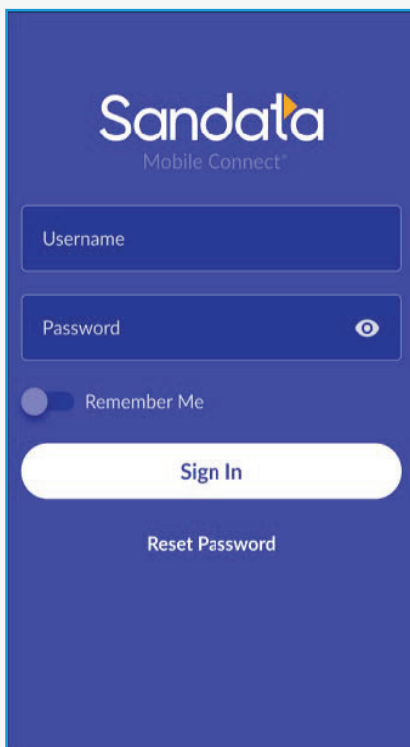
1. Tap the [App Store](#) on Apple devices or the [Google Play Store](#) on Android devices.
2. Enter **Sandata Mobile Connect** in the search bar at the top of the screen.
3. Look for the new icon.
4. Tap **Get** on Apple devices or **Install** on Android devices to download the app.



Sandata Mobile Connect  
app icon

## LOGGING IN FOR THE FIRST TIME

1. Open the Sandata Mobile Connect app on your device.
2. Enter your Sandata username and password\*. Your username is the email address on file with Consumer Direct Care Network Arizona.
3. Tap **Sign In**.
4. If prompted, set up the security questions for your account.

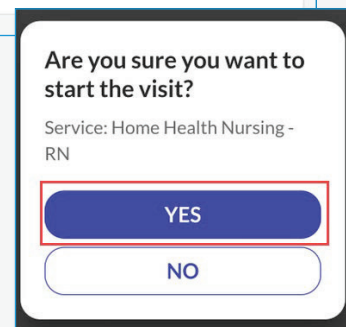
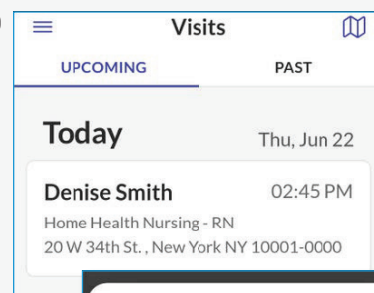


The login screen features the Sandata Mobile Connect logo at the top. Below it are two input fields: 'Username' and 'Password'. The password field has an eye icon for toggling visibility. A 'Remember Me' checkbox is located below the password field. At the bottom, there is a large white 'Sign In' button and a smaller 'Reset Password' link.

\*If you work for multiple agencies that use Sandata for EVV, a password reset is required to access the new app for the first time.

## STARTING A SCHEDULED VISIT

1. Go to the **Upcoming** tab on the Visits screen.
2. Tap the visit you wish to perform from the list of available visits.
3. Select a service and tap **Continue**.
4. Select a location and tap **Continue**.
5. Tap **Yes** to start the visit.
6. You have successfully started the visit. You may put your mobile device away.



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## STARTING AN UNSCHEDULED VISIT

1. Log into the Sandata Mobile Connect app.
2. Go to the **Search** tab on the clients screen.
3. In the **Enter Client Identifier** field, enter the Client ID, Medicaid ID, or Customer Number.
4. Tap **Start Visit**.
5. Select a service and tap **Continue**.
6. Select a location and tap **Continue**.
7. Tap **Yes** to start the visit.
8. You have successfully started the visit. You may put your mobile device away.

## COMPLETING A VISIT

1. Log into the Sandata Mobile Connect app.
2. Go to the **Upcoming** tab on the Visits screen.
3. Tap on the **Visit in Progress**.
4. Add the tasks performed and any visit notes. Then tap **Complete Visit**.
5. On the Visit Summary screen, tap **Confirm**.
6. Select a location and tap **Continue**.
7. Pass the device to the client to verify the visit.

## STARTING AN UNKNOWN VISIT

(i.e. the Client ID or Medicaid ID is not found when trying to start a visit.)

1. Log into the Sandata Mobile Connect app.
2. Go to the **Search** tab on the clients screen and
3. tap **Start Unknown Visit**.
4. Enter the required fields and tap **Start Visit**.
5. Select a service and tap **Continue**.
6. Select a location and tap **Continue**.
7. Tap **Yes** to start the visit.  
You have successfully started the visit. You may put your mobile device away.