

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.

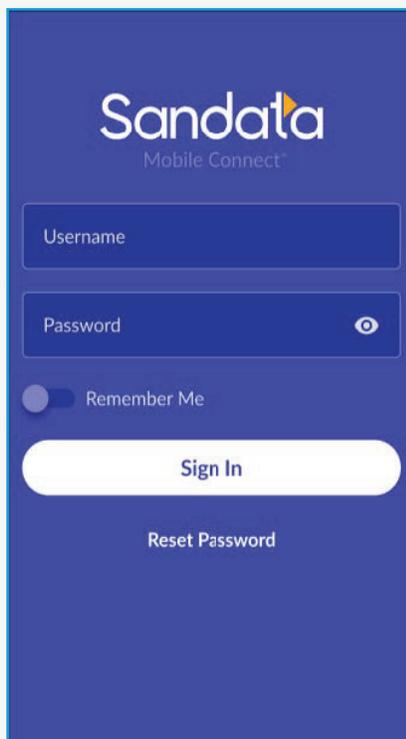
1. Tap the [App Store](#) on Apple devices or the [Google Play Store](#) on Android devices.
2. Enter **Sandata Mobile Connect** in the search bar at the top of the screen.
3. Look for the new icon.
4. Tap **Get** on Apple devices or **Install** on Android devices to download the app.



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.

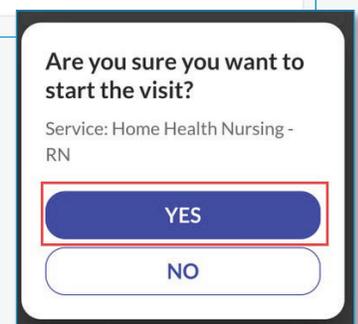
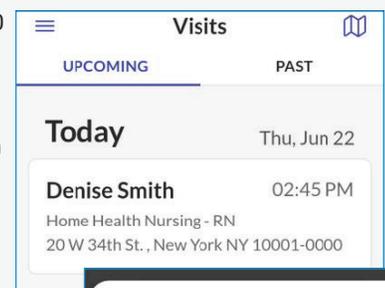


The screenshot shows the Sandata Mobile Connect login interface. It features a blue background with the Sandata logo at the top. Below the logo are two input fields: 'Username' and 'Password'. The password field has an eye icon to toggle visibility. A 'Remember Me' checkbox is located below the password field. At the bottom, there is a 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.

Clients

CLIENTS SEARCH

717507

Amy Tucker

Client ID
717507

Medicaid ID
0000123059

Address
1600 Pennsylvania Ave
Washington, DC 20006--0000

Directions Call

Start Visit

Start Group Visit

Enter Group Visit Code

Join Group 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.

Missing client information?

Start an unknown visit and enter the details manually.

Start Unknown Visit

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.

Visits

UPCOMING PAST

Visit in Progress

Jane Smith

40-HH RN Services
Clock in: Today 10:36 AM
70 Lincoln St, Brewer ME 04412-0000

Complete Visit

Visit Summary

Jane Smith

Date
Fri, Jun 23, 2023

Service
40-HH RN Services

Clock In Clock Out
10:36 AM 10:45 AM

Notes

Confirm