

## **QUICK TIPS FOR SANDATA EVV: Password Resets**

Aloha Providers:

### Mobile Users

Mobile users can self-reset passwords when needed. From the mobile login screen, the user can click FORGOT PASSWORD to reset their password. The mobile user will be prompted to answer their Security Questions to validate their identity. Once validated, a temporary credential will be emailed to the user. The mobile user will use that temporary password to change their password.

Mobile users should reset passwords on the smart device. To reset through the EVV portal the mobile user must contact the agency or the Health Plan's self-direct support office and ask for a password reset.

### EVV Portal Users

EVV portal users can reset passwords by selecting the Forgot Password option from the main login screen. When a user clicks on this link, they will be prompted to answer their Security Questions. Once those questions are correctly answered, a temporary credential will be emailed to the user.

EVV portal users' passwords can also be reset in the EVV portal. The user may contact the agency or Health Plan's self-direct support office and ask for a password reset. To reset a user's EVV password:

- Click on Security in the left toolbar
- Select Manage Users
- Look up the user by name or email
- Click the pencil icon to edit the user record
- Click the *RESET PASSWORD* button
- A temporary credential will be sent to the user

### EVV Administrator

To reset the mobile user password:

- Click on the Data Entry module on the toolbar and select Employee.
- Search for the caregiver/Employee.
- Click the pencil icon to edit the Employee.
- On the right-hand side of the screen, click the *Reset Mobile Credential* button.
- A temporary credential will be sent to the user.

## **IMPORTANT PASSWORD SETTINGS TO KNOW:**

- *New users will have to set up 3 security questions and responses on their first login. Each answer must be different.*
- *Passwords expire every 60 days.*
- *All users will start receiving a password expiration message 10 days prior.*
- *Any user attempting a failed login 5 times in a row will have their login locked. The agency or Health Plan's self-direct support office will need to unlock the user ID.*
- *For security reasons, Sandata systems will only allow one password change per day.*

If you need additional training, you can view the Password reset video in the Video Library at your convenience. Videos you may find helpful are:

- Initial Log in Process
- Security Overview
- Manage Users Screen
- User Account Lock/Unlock
- Security – Change Password
- SMC Initial Setup and Credentials

The Video Library can be found using your account on the Zendesk portal at

<https://sandata.zendesk.com> or by clicking this link:

<https://fast.wistia.net/embed/channel/39hu84ouhv>.

If you need assistance, please reach out to Sandata support at [HICustomerCare@sandata.com](mailto:HICustomerCare@sandata.com) or by calling 855-928-1141.

Mahalo