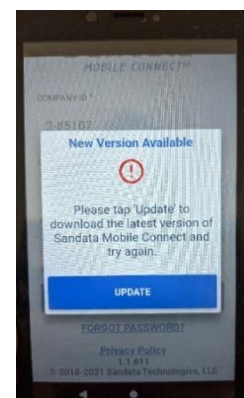
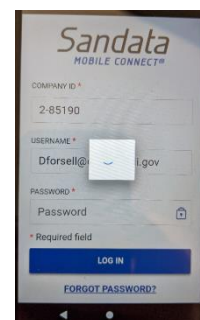


Guidance for caregivers using Sandata Mobile Connect (SMC)

The guidance below applies to the Sandata device and other devices using the SMC app. Such as, an iPhone/iPad/Android Phone/Tablet.

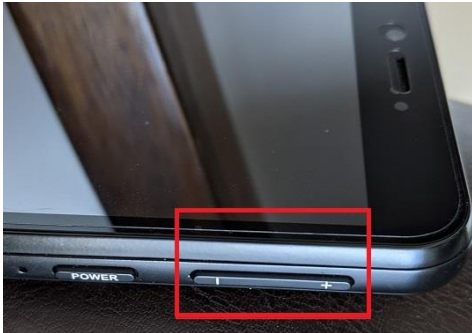
- Cell tower coverage or Wi-Fi is **required** when using the SMC application for the first time to synch the application and EVV information.
- While trying to login, if experiencing a rotating Circle that does not go away after a few minutes:
 - Step 1: If using either a personal device or Sandata device: Restart phone
 - Step 2:
 - If using a Sandata device: Call Sandata Customer Support and have them “reset the device”
 - If using a Personal Device: Uninstall/reinstall Sandata app
- Cell tower coverage or Wi-Fi is NOT needed to capture an EVV visit.
 - The Offline mode captures the visit then uploads later once connection is established
- It is **best practice to log on to SMC in the morning 1 hour before the first appointment.**
 - ...if there is cellular coverage or wi-fi at the caregiver’s home
 - This allows any schedule changes to be downloaded
 - It also allows SMC to load any updates. If there are required application updates, SMC will not allow a login until the update is downloaded and installed
- If the caregiver does not have Wi-Fi or Cell Tower coverage near their residence:
 - **At a minimum** when near a populated area, **log into SMC once a week** to upload past visits and download the next 7 days of appointments.
 - Drive to a location with cell tower coverage
 - Cell Tower coverage is usually available near populated areas. E.g. McDonalds, grocery stores, banks, etc.
 - If the message “New Version Available” appears when trying to login and nothing happens when “Update” is pressed:
 - Call the Sandata support phone number on the back of the phone 855-928-1141
 - Ask Sandata support to reset the device for you
 - Wait 30 minutes and try to log in again
- If the caregiver is having trouble logging in, put the device into Airplane mode and login



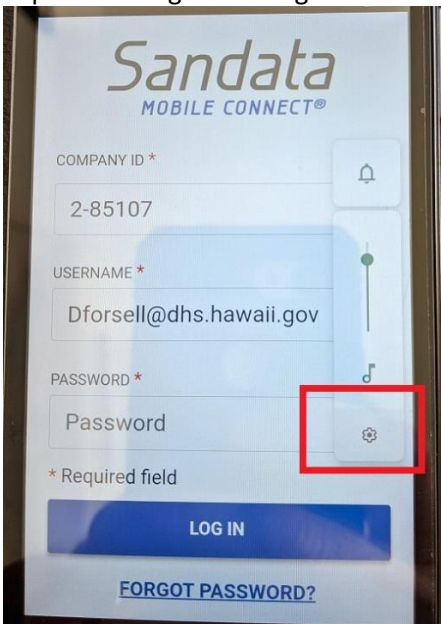
How to force Airplane/Off-line mode on the Sandata Device

If the caregiver has issues with the Mobile App. Offline mode can be turned on that will often resolve the issues. Below are the instructions how to turn on "Offline" mode on the Sandata supplied device.

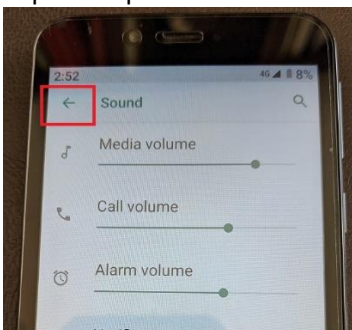
- 1) Press either of the volume buttons on the side of the Sandata device



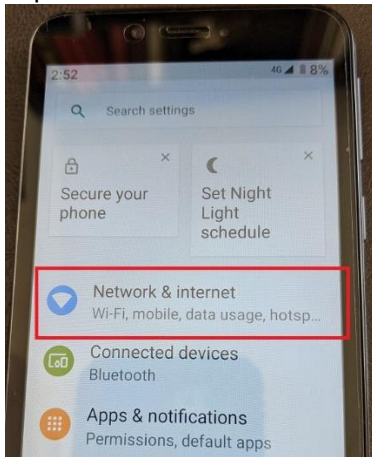
- 2) Tap the setting round cog at the bottom of the volume menu



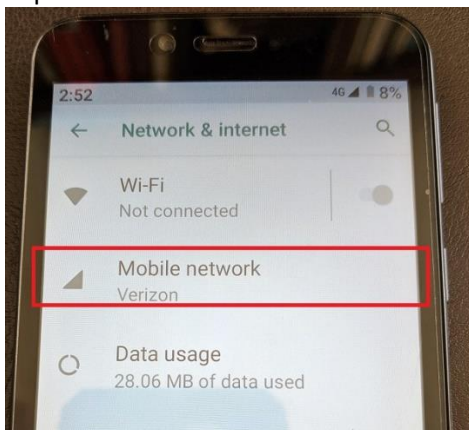
- 3) Tap the top left back arrow



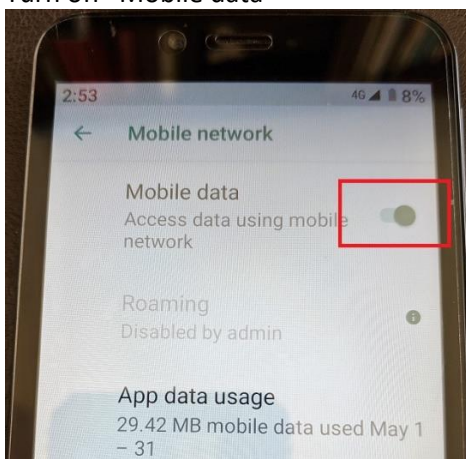
4) Tap "Network & internet"



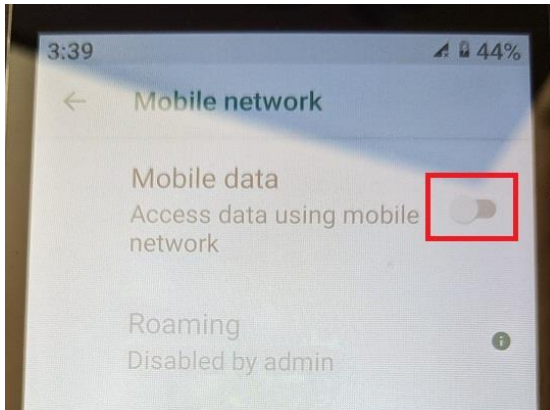
5) Tap "Mobile network"



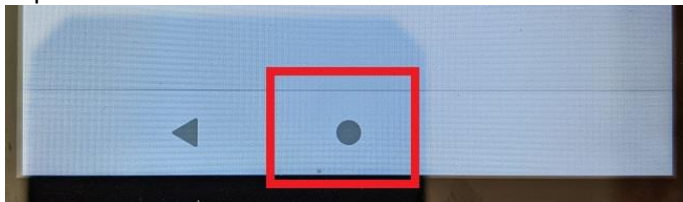
6) Turn off "Mobile data"



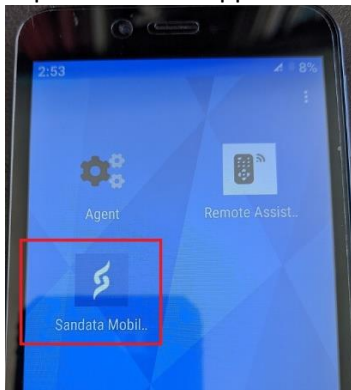
“Mobile data” now shows as off.



7) Tap home circle at the bottom of the screen



8) Tap the Sandata app icon to login



9) “Offline” will appear at the top

10) Sign-in, start the visit(s), complete the visit(s)

11) When the caregiver reaches a location with cell coverage or wi-fi, turn on “Mobile data” by following the same steps above.

12) Sign-in to Sandata and the visits will automatically be uploaded in the background

