

Dear Provider:

Sandata is pleased to announce the release of the newest version the Sandata Mobile Connect (SMC) app for iOS and Android.

Maintenance Information

Sandata will deploy this update to the system on Thursday, October 24, 2019 at 8:30 PM Eastern Time (ET). The maintenance will take 3 (three) hours, ending at 11:30 PM ET. Please advise your staff to log out of the system by 8:30 PM (ET) on Thursday, October 24, 2019. Failure to log out of the system may result in the user being automatically timed out.

During this time:

- Sandata Mobile Connect will be unavailable.
- Please note that Sandata Agency and Payer Management will also be unavailable from **9:30 PM ET to 12:30 AM ET**.
- All other Sandata systems will be available.
- Field Staff, using Sandata Mobile Connect (SMC) on a mobile device, will not be able to log in or out using the device. If you cannot log into the application, as an alternative, call in and call out using the assigned backup telephony toll free numbers.

App Update Availability

The SMC App update will be submitted to both the Google Play Store and the Apple App Store on Thursday, October 24, 2019. We anticipate the app update will be available in the coming week. Please note that based on the store's processing time, it may take up to two weeks for the app update to become available.

Reminder for Personal Device Users:

(Personal device users are directed/trained to download the Sandata mobile app to their own mobile device.)

When the newest version becomes available for download, we recommend that your field staff update the app before their next client visit.

Reminder for Provisional Device Users:

(Provisional mobile devices are provided by a state program and stay in the clients' homes.) Any pertinent updates will automatically be sent to the devices. Updates should take less than ten minutes. In order to receive automatic updates, these devices must stay powered up and turned on at all times. Field staff cannot use the device to log in and out of a visit if it does not receive the update.

If you have any questions or comments, please contact Customer Care using your designated phone number or email.