



Dear Provider:

In order to ensure that the release of Santrax® Agency and Payor Management version 6.9.24 has been fully tested for quality, security and performance and ensure that it meets our standards for production, we are postponing the release from Thursday, March 15th to Friday March 16th at 9:30 pm. We trust that you appreciate our commitment to excellence. Thank you.

Maintenance Information

Sandata will deploy this update to the system on **Friday, March 16, 2018 at 9:30 PM** Eastern Time (ET). The maintenance will take **3 (three) hours**, ending at **12:30 AM ET on Saturday, March 17, 2018**.

During this time:

- The system will be unavailable.
- Field Staff who call in and call out, should continue to call in and call out.
- Field Staff, using Mobile Visit Verification (MVV) on a mobile device, will be able to log in or out using the device. As an alternative, field staff should call in and call out using the assigned backup telephony toll free numbers.
- Calls will continue to be collected, but they will not be sent to the agency databases until the maintenance is complete.
- There will be no alerts sent during the time the system is down. Alerts will function normally once the maintenance is complete.

Deleting Browser History

If you have any browser issues, please **delete your browsing history**. Please follow the instructions below to delete the history of our supported browsers:

- Mozilla Firefox: Click the following link for detailed instructions:

<https://support.mozilla.org/en-US/kb/delete-browsing-search-download-history-firefox?redirectlocale=en-US&redirectslug=Clear+Recent+History#how-do-i-clear-my-history>

- Internet Explorer: (versions can be selected using the drop to the right of the title)

§ Only the following checkboxes need to be selected:

- o Temporary Internet files and website data
- o Cookies and website data

<http://windows.microsoft.com/en-us/internet-explorer/manage-delete-browsing-history-internet-explorer#ie=ie-11>

After deleting your browser's history, close then reopen all your browser window before logging in.

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

Best Regards,

Sandata Customer Care

Sandata Technologies

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