



Dear Provider:

Sandata is pleased to announce the release of version 8.1.5 of the Sandata Electronic Visit Verification (EVV) systems.

Maintenance Information

Sandata will deploy this update to the system on Tuesday, August 14, 2018 at 9:30 PM Eastern Time (ET). The maintenance will take 4 (four) hours, ending at 1:30 AM ET on Wednesday, August 15, 2018.

During this time:

- Sandata EVV will be unavailable.
- All other Sandata systems will be available.
- Field Staff, calling in and calling 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.
- Calls will be collected, but will not be sent to the agency databases until maintenance is complete.
- Alerts will not be sent during maintenance. Alerts will function normally once maintenance is complete.

Release Notes

Release Notes will be available the day of the release.

Deleting Browser History

If you have any browser issues, please **delete your browsing history**. Click the applicable link below and follow the instructions to delete the history of supported browsers:

- **Mozilla Firefox:**

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

- **Internet Explorer (IE):**

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

- Only the following checkboxes need to be selected:
 - o Temporary Internet files and website data
 - o Cookies and website data

After deleting your browser's history, close then reopen all browser windows 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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Browser Support

We support the current and prior major releases of Mozilla Firefox. We also support Microsoft Internet Explorer versions IE9, IE10 and IE11. As a new major release of a browser becomes generally available, we test the new version and will support that release once we have fully tested it and determined that our users will be able to utilize the new browser with our software. We reserve the right to discontinue support of major releases of browsers once that browser is no longer supported by Microsoft or Mozilla. This policy to support modern browsers allows us to take advantage of the most recent efficiencies in the browsers to maximize the user experience and also ensure our solutions are running on the most recent security and performance updates.

Please do not reply to this email address.

Thanks.

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