



Dear Provider:

Santrax® Agency and Payor Management systems will undergo an emergency system maintenance.

Maintenance Information

Sandata will deploy this update to the system on Tuesday, June 26, 2018 at 9:30 PM Eastern Time (ET). The maintenance will take 3 (three) hours, ending at 12:30 AM ET on Wednesday, June 27, 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#w_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 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
26 Harbor Park Drive, Port Washington, NY 11050



Browser Support

We support Microsoft Windows using 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. As of 6/1/2016, Sandata will no longer support or test compatibility with Internet Explorer 9.

Please do not reply to this email address.
Thanks.

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