

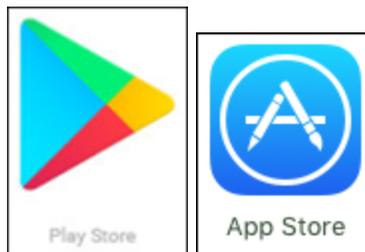
Downloading Sandata Mobile Connect



Warnings:

Only users installing Sandata Mobile Connect on a personal devices should use the following download instructions.

Download Sandata Mobile Connect from the Google Play store or Apple's App store, depending on the user's mobile device. Tap the application store icon on the device to launch the store and search for 'Sandata Mobile Connect' () to locate and download the application.



Download Instructions

Use the links below for Google and Apple's official instructions on how to download and install applications for Android and iOS devices.

- Android Users: [Google Play Store](#)
- iOS Users: [Apple App Store](#)

Log-In to Sandata Mobile Connect

Login credentials change based on the Sandata application linked to the Sandata Mobile Connect (SMC) account and agency/payer configuration.

Initial Log-In

First time log-in: Users not using an email address to log-in must use agency provided log-in credentials.

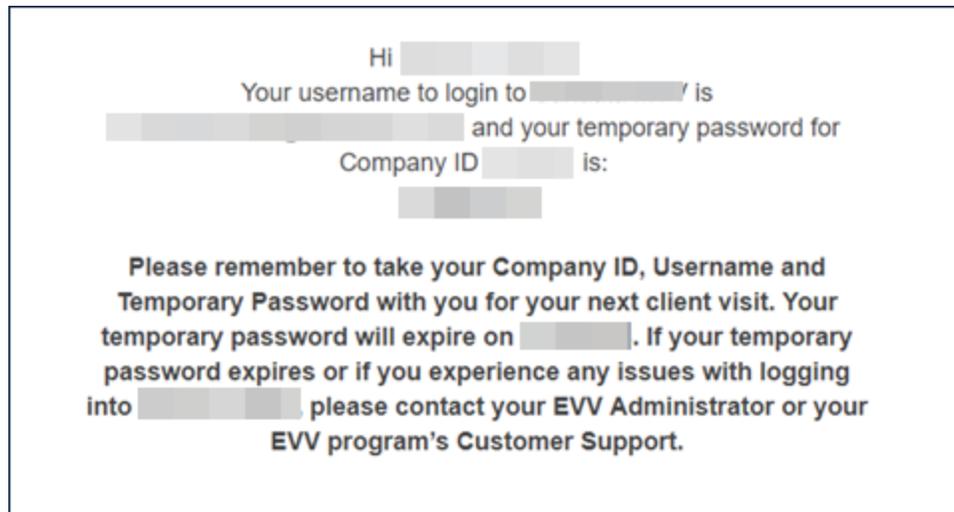
- Sandata Electronic Visit Verification users: Login using the employee's Santrax ID
- Santrax Agency Management users: Login using the employee's username

First time log-in using an email address: Users who log-in with an email address must use the email address from their employee profile and the temporary password sent to that email address. This email also includes links to download SMC from the Google Play store or the Apple App store.



Note:

Check the spam folder if the password email doesn't appear in the email account's inbox.



Note:

Admin unlock: If too many consecutive unsuccessful log-in attempts are made, the account is locked. Accounts configured for admin unlock must contact the agency's administrator to have the account unlocked.



Note:

In app unlock: If too many consecutive unsuccessful log-in attempts are made, the account is locked. When in app unlock functionality is enabled, users are automatically redirected to the reset password screen once the account is locked.

1. Tap the Sandata Mobile Connect icon to launch the application.



2. Enter log-in credentials:

A. **COMPANY ID** -

- i. For Sandata Electronic Visit Verification users = 2- followed by account number.
Example 2-#### (#### = account number)
- ii. For Santrax Agency Management users = 3- followed by account number.
Example 3-#### (#### = account number)

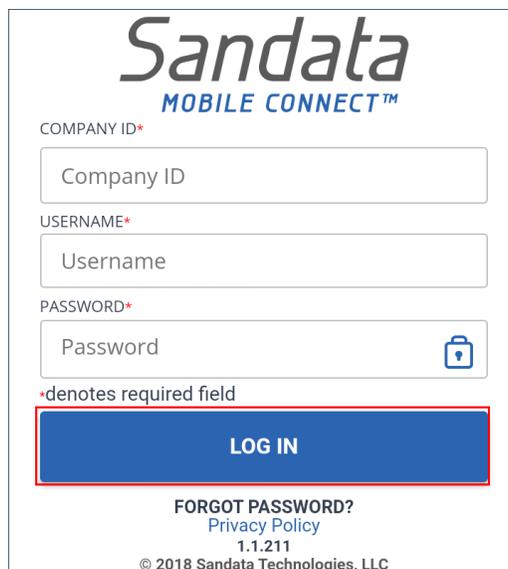
B. **USERNAME** - Username credentials will change based on agency configuration.

- i. The employee's Santrax ID
- ii. The employee's Username
- iii. The email address from the employee's profile.

C. **PASSWORD** - Password credentials will change based on agency configuration.

- i. The employee's employee ID
- ii. The temporary password
- iii. The temporary password sent to the email address on the employee's profile.

3. Tap **LOG IN**.



The image shows the Sandata Mobile Connect login screen. At the top is the Sandata logo with 'MOBILE CONNECT™' below it. There are three input fields: 'COMPANY ID*' with a text box containing 'Company ID', 'USERNAME*' with a text box containing 'Username', and 'PASSWORD*' with a text box containing 'Password' and a lock icon. Below the fields is a red asterisk and the text '*denotes required field'. At the bottom is a blue 'LOG IN' button with a red border. Below the button are links for 'FORGOT PASSWORD?' and 'Privacy Policy', the version '1.1.211', and the copyright '© 2018 Sandata Technologies, LLC'.

**Note:**

If the user leaves the application for any reason (for example, taking a phone call), the application automatically logs out.

Security Setup (Initial Log-In)

Security Setup (Initial Log-In)

For initial log-in, users must answer a series of security questions. Security questions are skipped on subsequent log-ins. Users must keep the answers to these questions, as they are required to complete the reset password process.

1. Select and answer the security questions.



Note:

The number of security questions are based on the agency/payer configuration.

2. Tap **NEXT**.

SECURITY SETUP

Please fill out the following security questions for your account

Please select a security question

Select Security Question ▼

Please enter your answer

Answer

Please select a security question

Select Security Question ▼

Please enter your answer

Answer

NEXT

3. Enter and re-enter a new password.



Note:

Passwords must:

- be at least eight characters long.*
- have at least one upper case letter.*
- have at least one lower case letter.*
- have at least one numeric character.*
- have at least one special character (@#\$%^).*
- not share three consecutive characters with the username.*
- not match one of the previous 24 passwords used.*

4. Tap **SUBMIT** and the application returns to the login page.

PASSWORD SETUP

Please type in your password and re-enter it for confirmation

PASSWORD

CONFIRM NEW PASSWORD

CANCEL **SUBMIT**



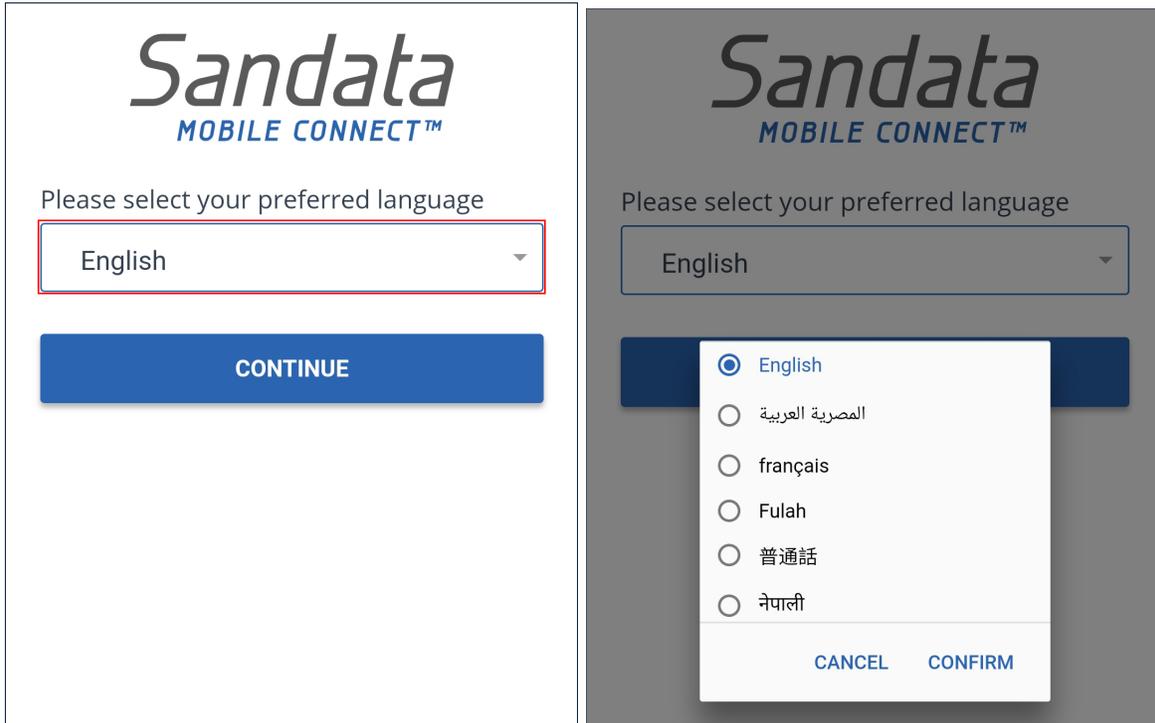
Note:

Accounts can be configured so that passwords expire after 60 days (default) and must be reset. A warning message displays 10 days (default) prior to a password's expiration date indicating the number of remaining days before the user's password expires. After a password expires, the user must follow the reset password process. The length of time that can elapse before a password expires and how far in advance the warning message displays is configurable based on agency/payer configuration.

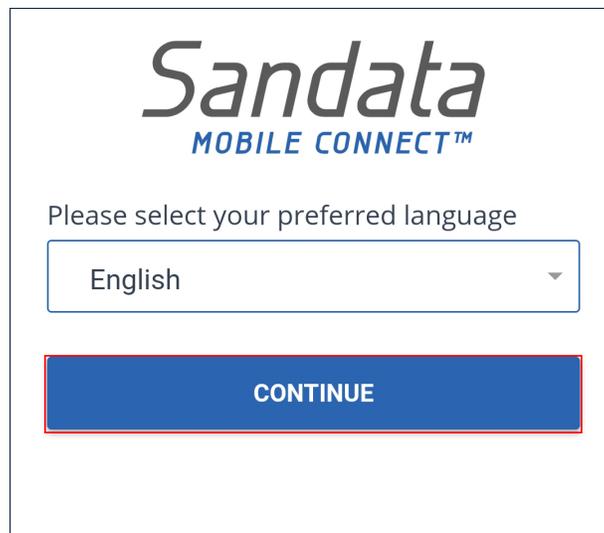
Language Select (Initial Log-in)

Language Select (Initial Log-in)

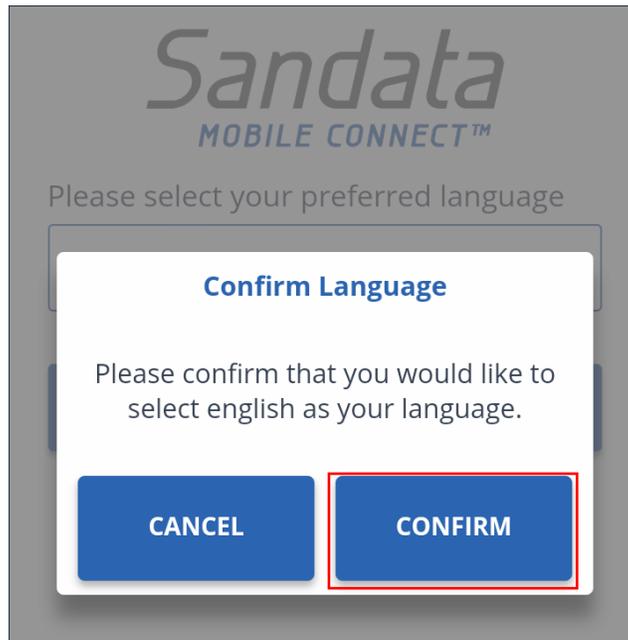
1. Tap the **Please select your preferred language** field.
2. Select a language from the menu.
3. Tap **OK**.



4. Tap **CONTINUE**.



5. Tap **CONFIRM**.



Note:

Language selection is saved by the application. The preferred language can be changed using the settings menu.