



Electronic Visit Verification Guide

The Client's guide on how to use the Electronic Visit Verification system (EVV)

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The Roles in EVV

- **Employee** = The person providing care
 - **Client** = The person receiving care
 - **Designee** = A Client's representative
 - **Fiscal Intermediary** = vendor that provides wage and benefit processing and other activities
-

The Employee

- The person who comes to the client's home to provide authorized services for the client, known as "**Visits**".
 - The Employee **MUST** check in and check out for each visit using either the **Sandata Mobile Connect App (SMC)** or by using the client's landline **Telephone** to place a toll-free telephone call.
 - Depending on the state requirements, the Employee may have to add **Tasks** (services) performed during each visit.
-

The Client

- The client (you) are responsible for making sure each home visit is "**Verified**".
- The client will have access to the EVV website to view and manage details about the services they received.
- The client can use the EVV website to correct visit start and end times, update details regarding services and print reports on past visits.

The Designee

- The Designee is a person chosen by the client to handle the client's responsibilities when they are not able to do so for themselves.
 - The Designee will have the same access and permissions to the EVV website as the client.
 - In the case when the client is a minor, the Designee is usually the client's parent, or another legally responsible adult.
-

The Fiscal

- The Fiscal Intermediary is a service that performs financial functions on behalf of the client including processing payroll documentation and processing payroll on behalf of employer.
- The information for both the client and the employee in the EVV website is provided by the fiscal and therefore can only be changed by the fiscal.
- In some states the **Visit Maintenance** section will be handled by the fiscal, otherwise, the client will have access to it.

The EVV Website

You will need a computer with an internet connection to access the EVV website.

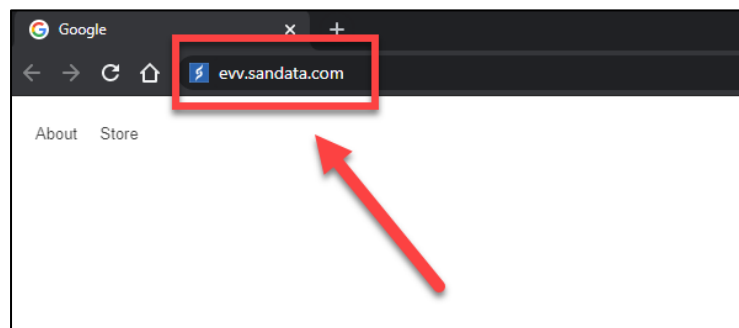
Please use one of the following supported browsers,

- Microsoft Edge
- Mozilla Firefox
- Google Chrome

NOTE: If accessing the EVV website on a tablet, be aware that the screens may not line up correctly, therefore, we recommend you use either a desktop or laptop computer.

Accessing the Website

- Double-click on your browse icon 
- Type the EVV website into the URL field at the top of the page evv.sandata.com

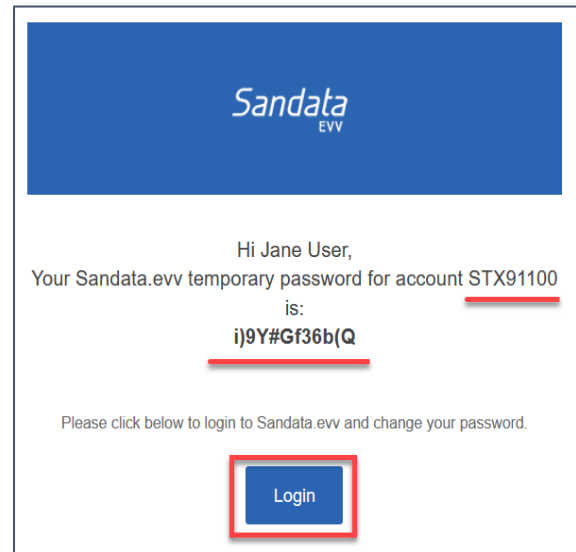


- Press the **ENTER** key
- The website login page will display

How to Log in For the First Time

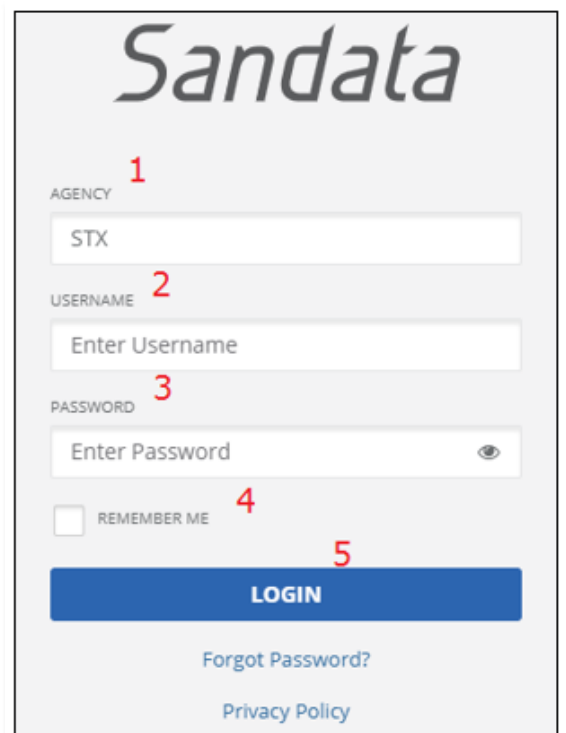
After completing your training, you will receive an email that will display your...

- Account = Agency
- A Temporary Password
- Click the **Login** button



These are the fields you will see on the login page.

1. **AGENCY**
This is the account STX number
Included in the temporary
Password email.
2. **USERNAME**
This is your email address
3. **PASSWORD**
This is the temporary password
If logging in for the first time, or
The password you created.
4. **REMEMBER ME**
Remembers login information
5. **LOGIN**



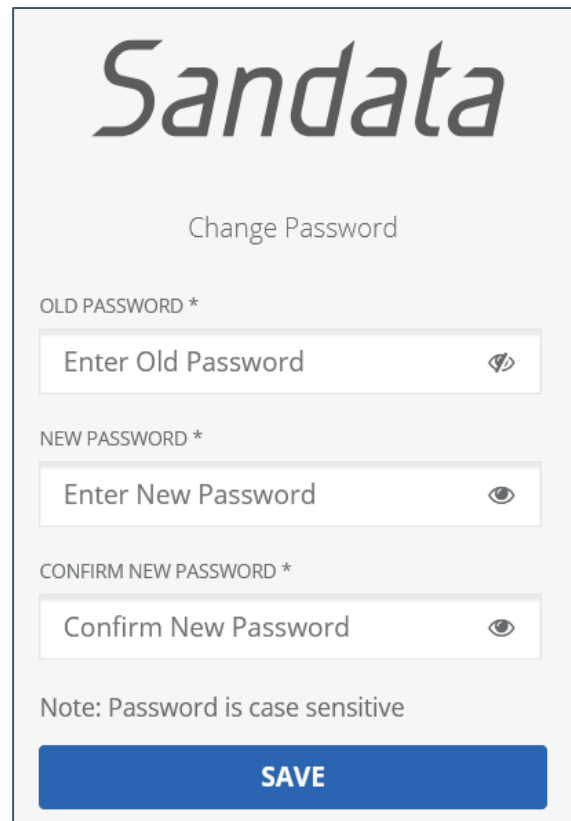
The image shows the Sandata login page. It features the Sandata logo at the top. Below the logo are five numbered fields: 1. AGENCY (input field with "STX" entered), 2. USERNAME (input field with "Enter Username" placeholder), 3. PASSWORD (input field with "Enter Password" placeholder and an eye icon), 4. REMEMBER ME (checkbox), and 5. LOGIN (blue button). Below the button are links for "Forgot Password?" and "Privacy Policy".

You will be asked to setup a new password.

Your password **MUST** have at least:

- 1 Uppercase letter
- 1 Lowercase letter
- 1 Number
- 1 Special character (! @#\$%^&*)
- Be at least 12 characters long

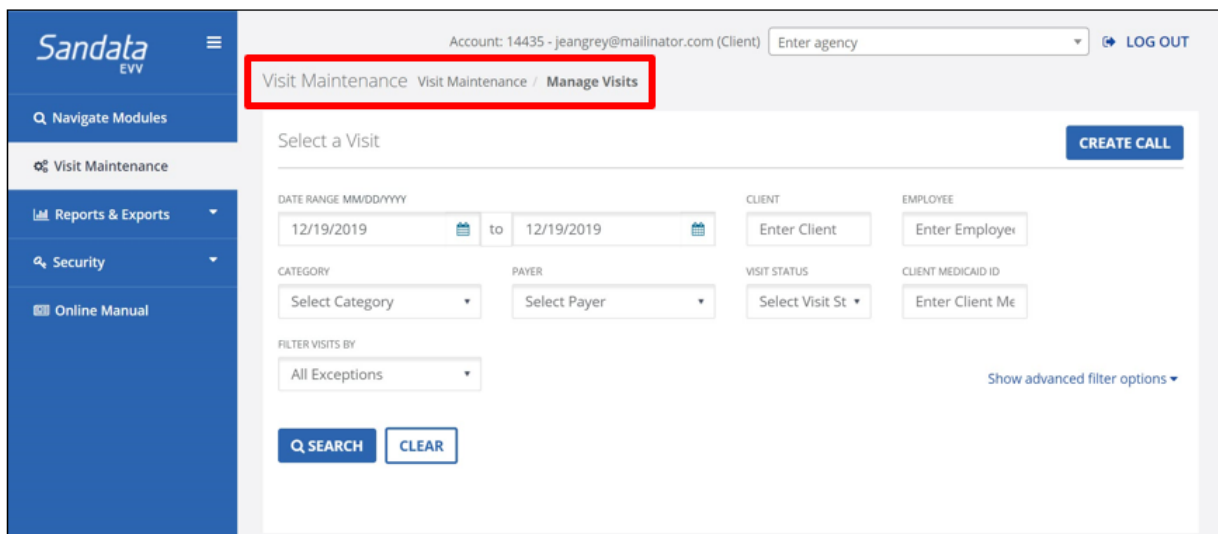
1. Enter the temporary password in the *OLD PASSWORD* field
2. Enter the new password you create twice and then click **SAVE**



The image shows a 'Change Password' form for Sandata. At the top is the Sandata logo. Below it is the title 'Change Password'. The form contains three input fields: 'OLD PASSWORD *', 'NEW PASSWORD *', and 'CONFIRM NEW PASSWORD *'. Each field has a placeholder text 'Enter Old Password', 'Enter New Password', and 'Confirm New Password' respectively, and a small eye icon to the right. Below the fields is a note: 'Note: Password is case sensitive'. At the bottom of the form is a blue button labeled 'SAVE'.

Visit Maintenance

After you log in, the Visit Maintenance page will display. The Visit Maintenance screen is where you can view visits and the necessary changes to a visit if needed.



The screenshot shows the Sandata EVV interface. The breadcrumb navigation 'Visit Maintenance / Manage Visits' is highlighted with a red box. The main content area is titled 'Select a Visit' and includes a 'CREATE CALL' button. Below this, there are several filter sections: 'DATE RANGE MM/DD/YYYY' with two date pickers set to 12/19/2019; 'CLIENT' with an 'Enter Client' input field; 'EMPLOYEE' with an 'Enter Employee' input field; 'CATEGORY' with a 'Select Category' dropdown; 'PAYER' with a 'Select Payer' dropdown; 'VISIT STATUS' with a 'Select Visit St' dropdown; and 'CLIENT MEDICAID ID' with an 'Enter Client Me' input field. At the bottom, there is a 'FILTER VISITS BY' dropdown set to 'All Exceptions' and a 'Show advanced filter options' link. Search and clear buttons are located at the bottom left.

What are Exceptions

Exceptions occur when information is missing from a visit or could not be verified by the EVV system.

Example:

An employee might *forget* to **Start** a visit, **End** a visit, **Task(s)** might be missing, or the client's location could not be verified.

These are called **Exceptions** and the process to correct these exceptions are in the **Visit Maintenance** screen.

There are Two Types of Exceptions

1 Exceptions that *must* be Fixed

- a An exception that can only be fixed, must be done by a client or the fiscal. Usually this means that the client will need to edit the visit and add/change or merge certain information to put the visit into a verified state, which means the visit is clear of all exceptions.

2 Exceptions that *must* be Acknowledged

- a An exception that needs to be acknowledged has a check box next to the exception on the right side of the screen. The check box is checked to indicate that the exception has been viewed and acknowledged to have the visit move to a verify state.

Exceptions are displayed when there is something wrong with a visit and cannot be verified.

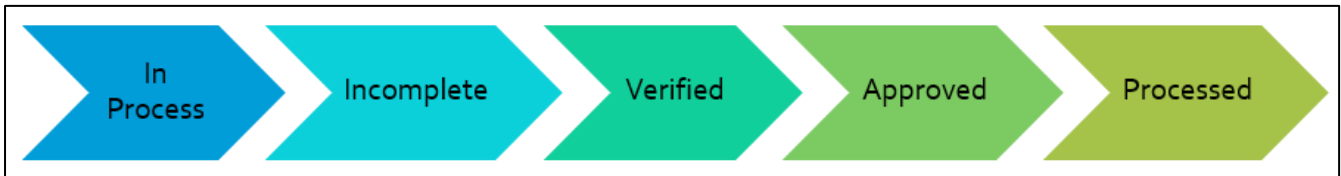
- All Exceptions must be either fixed or acknowledged by the employer in the Visit Maintenance screen in order for the status to change to **verified**.

Most Common Types of Exceptions

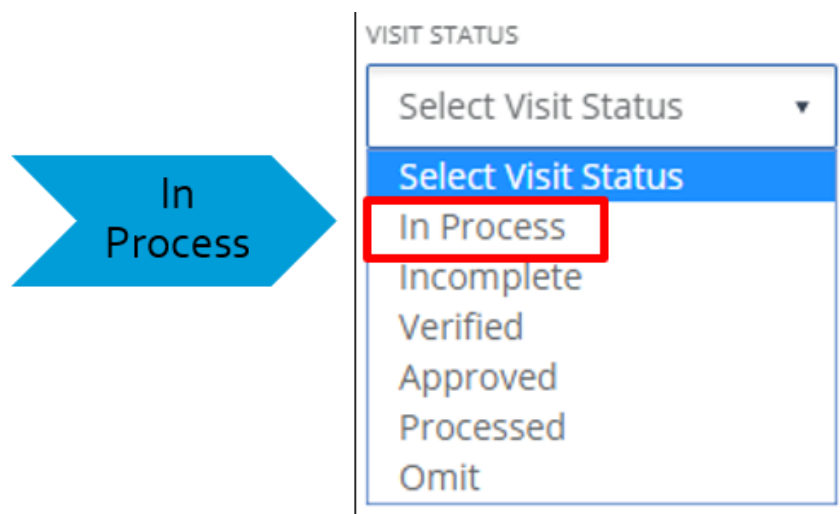
- **Client Signature** – The client’s electronic signature or voice recording is missing.
- **Service Verification** – The client did not verify the service at the end of the visit.
- **Missing Service** – Services provided during the visit are missing.
- **Missing Task** – The minimum number of tasks is missing.
- **Visit Verification** – The client has not verified the visit time at the end of a visit.
- **Visit without in-calls/out-calls** – The visit does not have a call-in and/or a call-out.

Visit Status

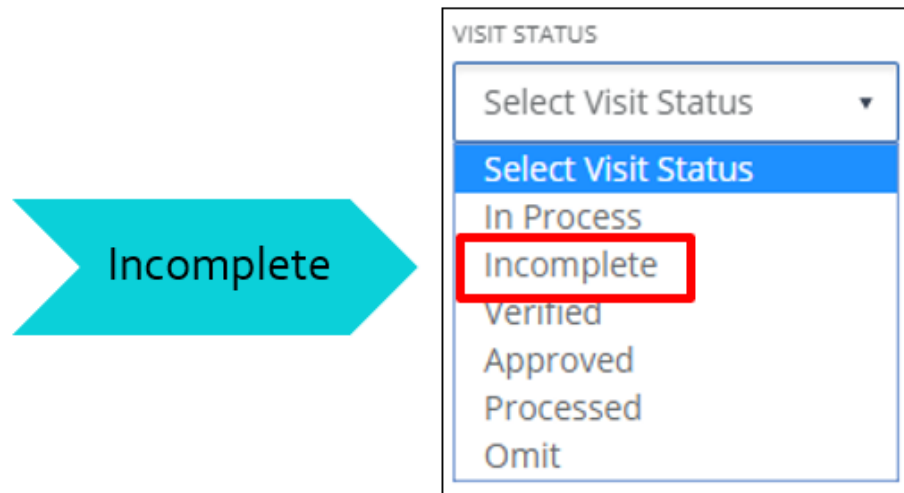
Each visit goes through statuses as information is received by the EVV system and actions are taken by either the client, designee or fiscal.



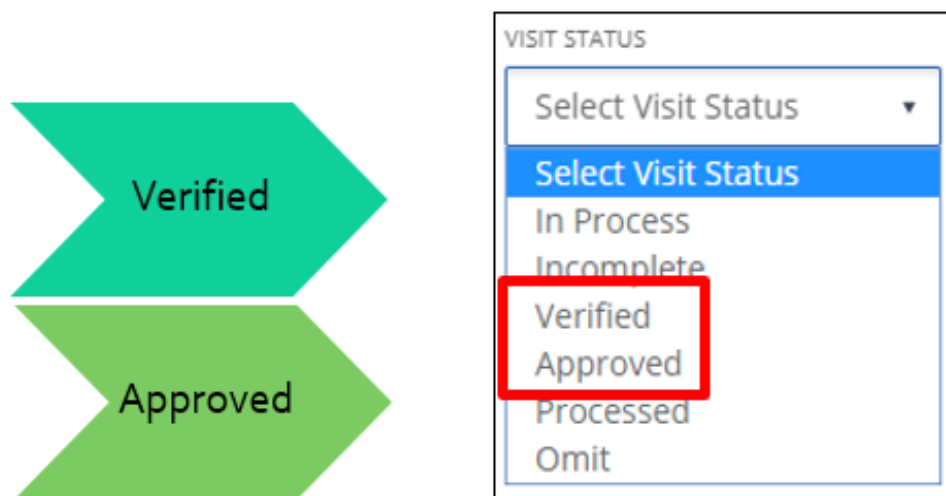
When an employee starts a visit, the visit status will be considered “IN PROCESS”.



When information is missing or cannot be verified, the visit status will show as “Incomplete”.

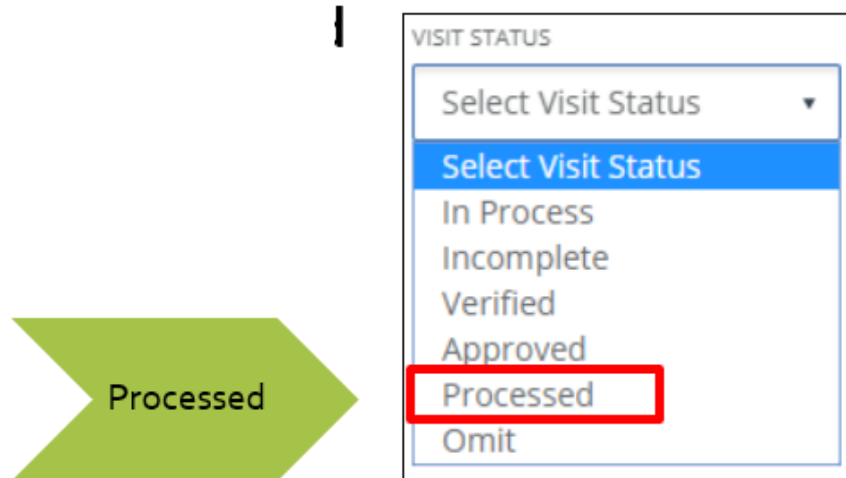


Once exceptions are fixed or acknowledged, the visit status will be “Verified”.

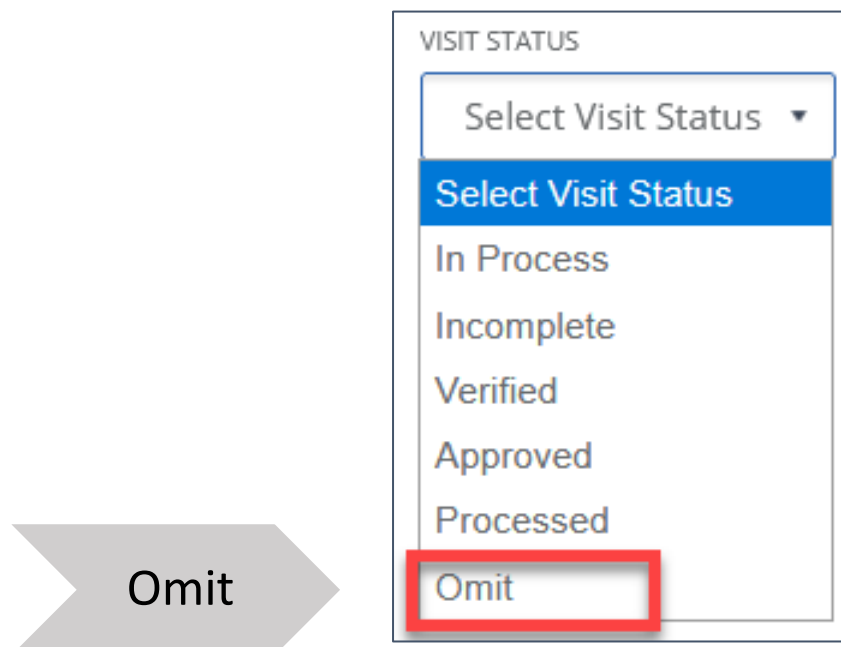


If the visit has been approved by the client or the designee, the visit status will show as “Approved”.

If you are no longer using paper timesheets and the visit has been processed for payroll, the visit status will show as “Processed”.

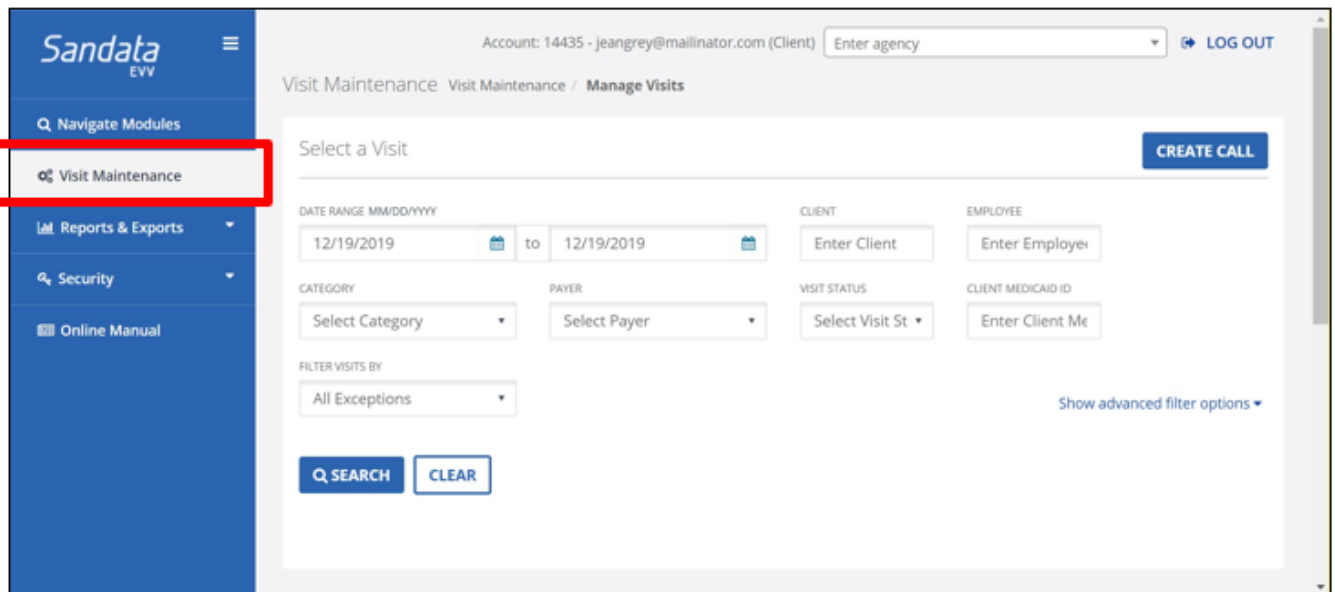


If a visit is marked 'Do Not Bill' for any reason (e.g. mistake, extra call, etc.), the visit status will show as “Omit”.

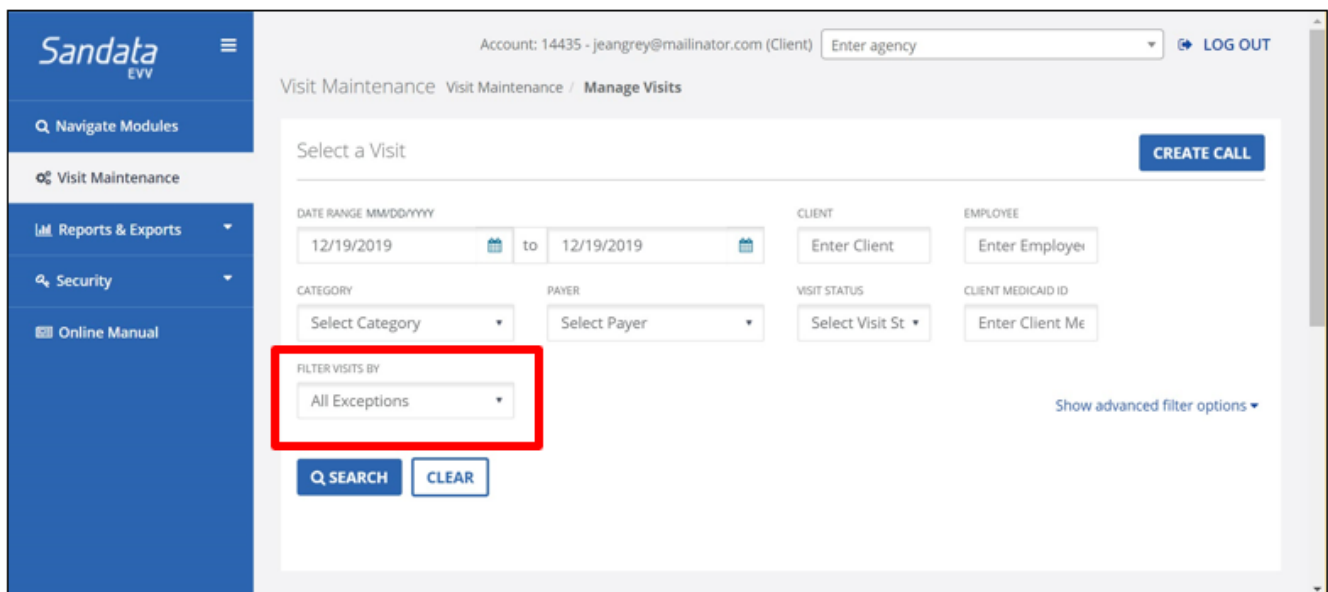


Reviewing Exceptions

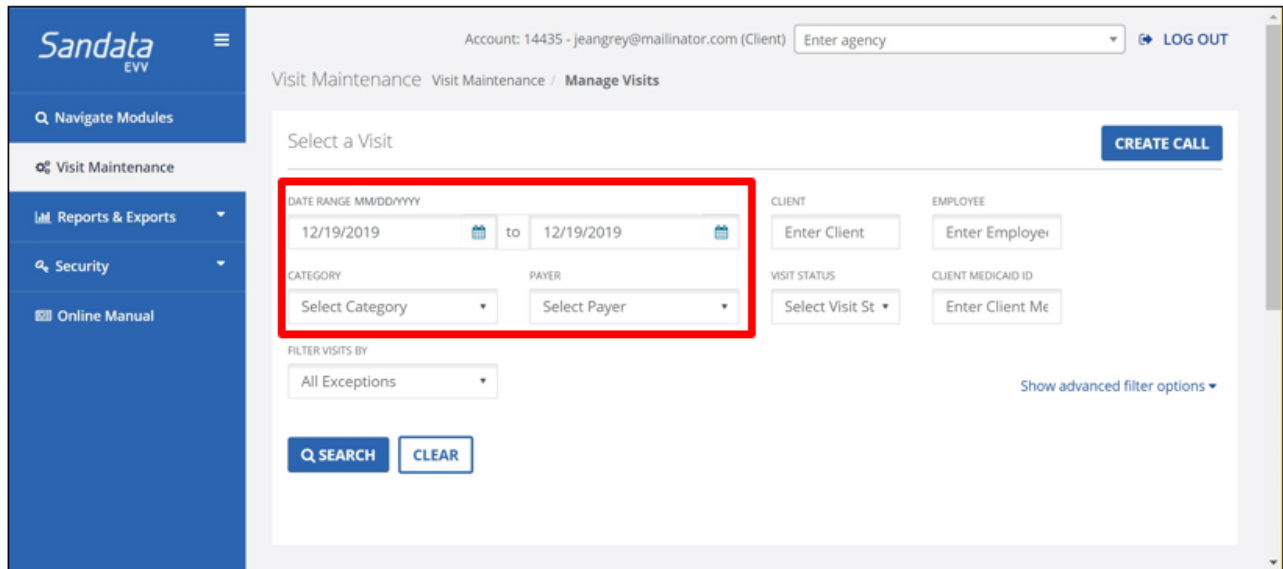
Click Visit Maintenance from the menu on the left



Use the “All Exceptions” filter to find visits with exceptions.

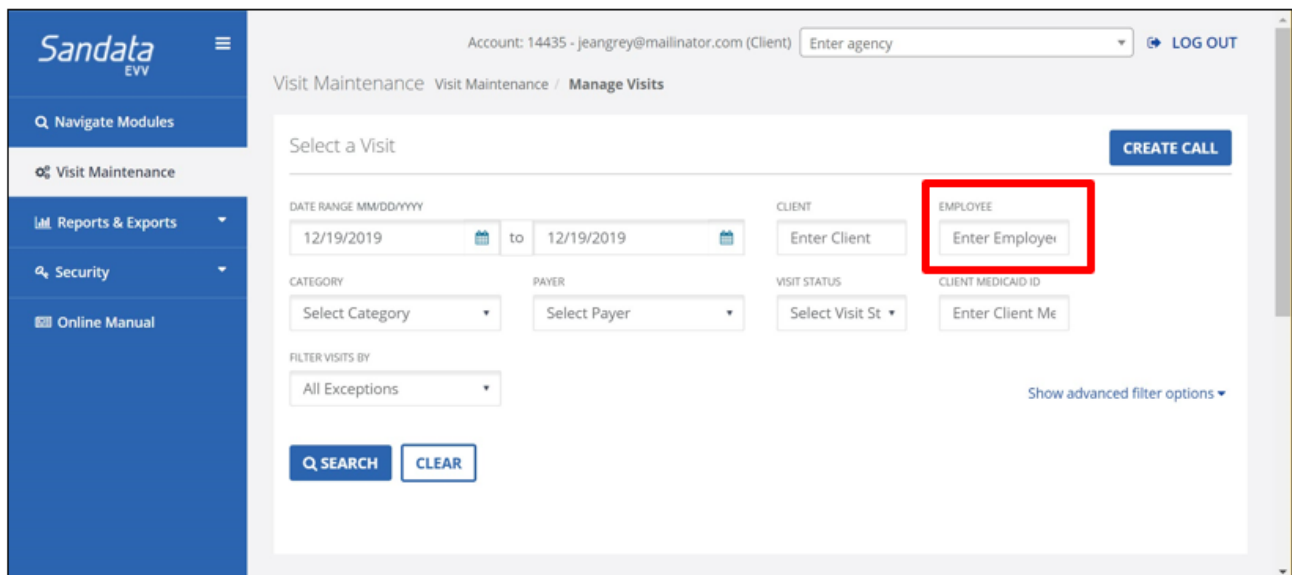


Data Range – The client can change the dates by clicking in the data field and typing the date or clicking on the calendar icon to select a date using the pop-up calendar.



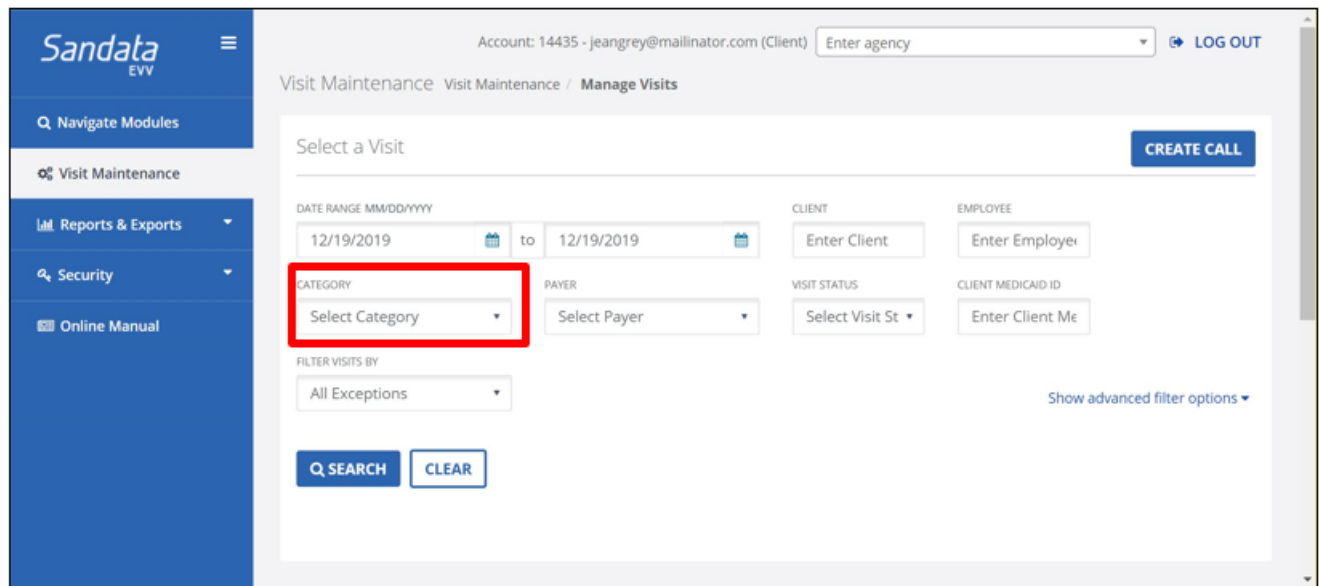
The screenshot shows the 'Select a Visit' form in the Sandata EVV system. The 'DATE RANGE MM/DD/YYYY' section is highlighted with a red box. It contains two date input fields, both set to '12/19/2019', with a 'to' separator and calendar icons. Below this are dropdown menus for 'CATEGORY' (Set to 'Select Category') and 'PAYER' (Set to 'Select Payer'). To the right, there are input fields for 'CLIENT' (Set to 'Enter Client'), 'EMPLOYEE' (Set to 'Enter Employer'), 'VISIT STATUS' (Set to 'Select Visit St'), and 'CLIENT MEDICAID ID' (Set to 'Enter Client Me'). A 'FILTER VISITS BY' dropdown is set to 'All Exceptions'. At the bottom are 'SEARCH' and 'CLEAR' buttons. The top right of the page shows the user account '14435 - jeangrey@mailinator.com (Client)' and a 'LOG OUT' link.

Employee – The client can enter all or part of the employee’s name to see their visits.



The screenshot shows the same 'Select a Visit' form. In this view, the 'EMPLOYEE' input field, which contains the text 'Enter Employer', is highlighted with a red box. All other elements, including the date range, category, payer, and search filters, remain the same as in the previous screenshot.

Category – Ignore this option, not used.

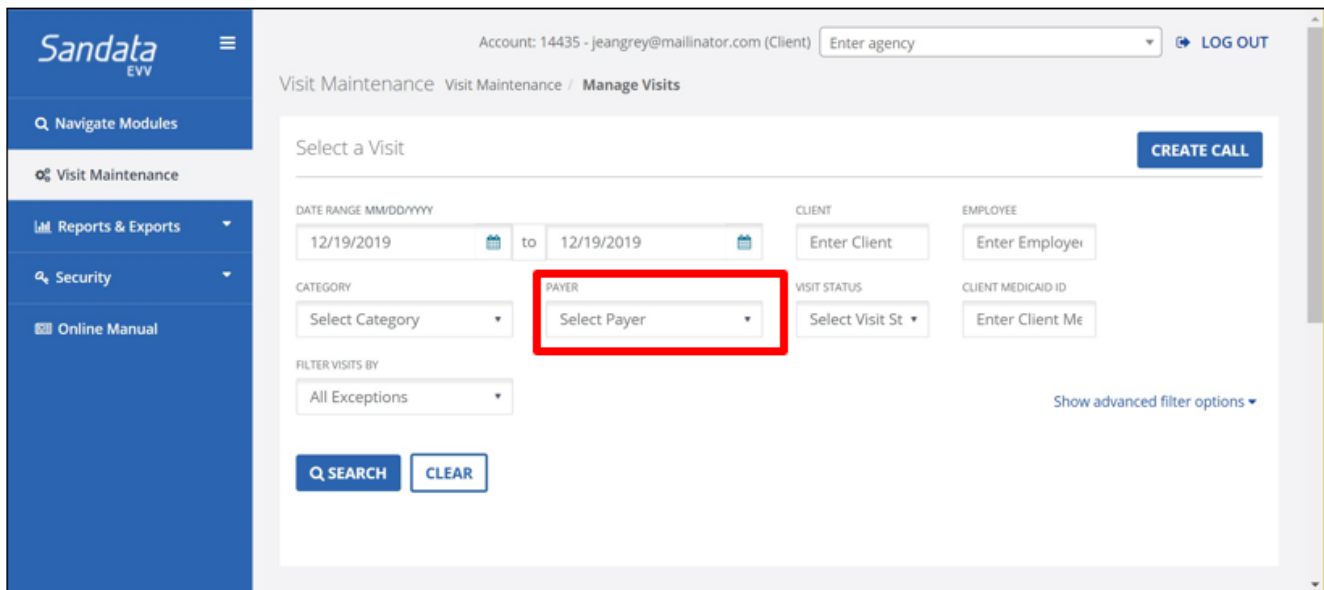


The screenshot shows the Sandata EVV 'Manage Visits' interface. The left sidebar contains navigation options: 'Navigate Modules', 'Visit Maintenance', 'Reports & Exports', 'Security', and 'Online Manual'. The main content area is titled 'Select a Visit' and includes a 'CREATE CALL' button. The search filters are organized as follows:

- DATE RANGE MM/DD/YYYY:** 12/19/2019 to 12/19/2019
- CLIENT:** Enter Client
- EMPLOYEE:** Enter Employer
- CATEGORY:** Select Category (highlighted with a red box)
- PAYER:** Select Payer
- VISIT STATUS:** Select Visit St
- CLIENT MEDICAID ID:** Enter Client Me

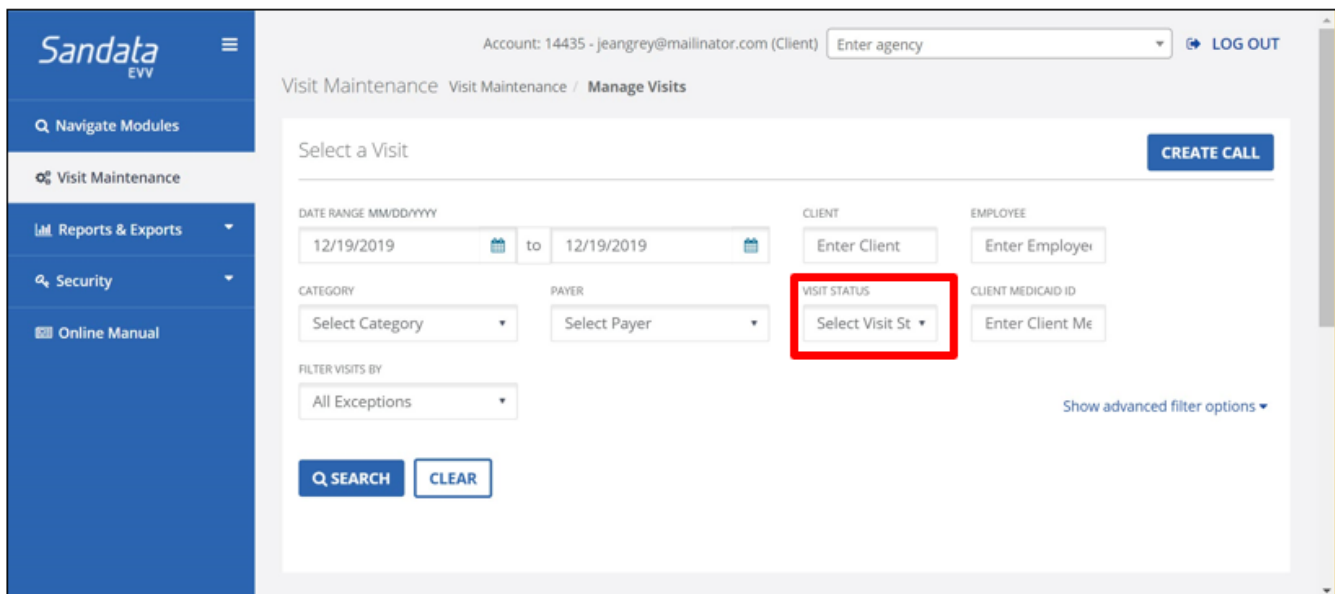
Below these filters, there is a 'FILTER VISITS BY' dropdown set to 'All Exceptions' and a 'Show advanced filter options' link. At the bottom of the filter section are 'SEARCH' and 'CLEAR' buttons.

Payer - Ignore this option, not used.



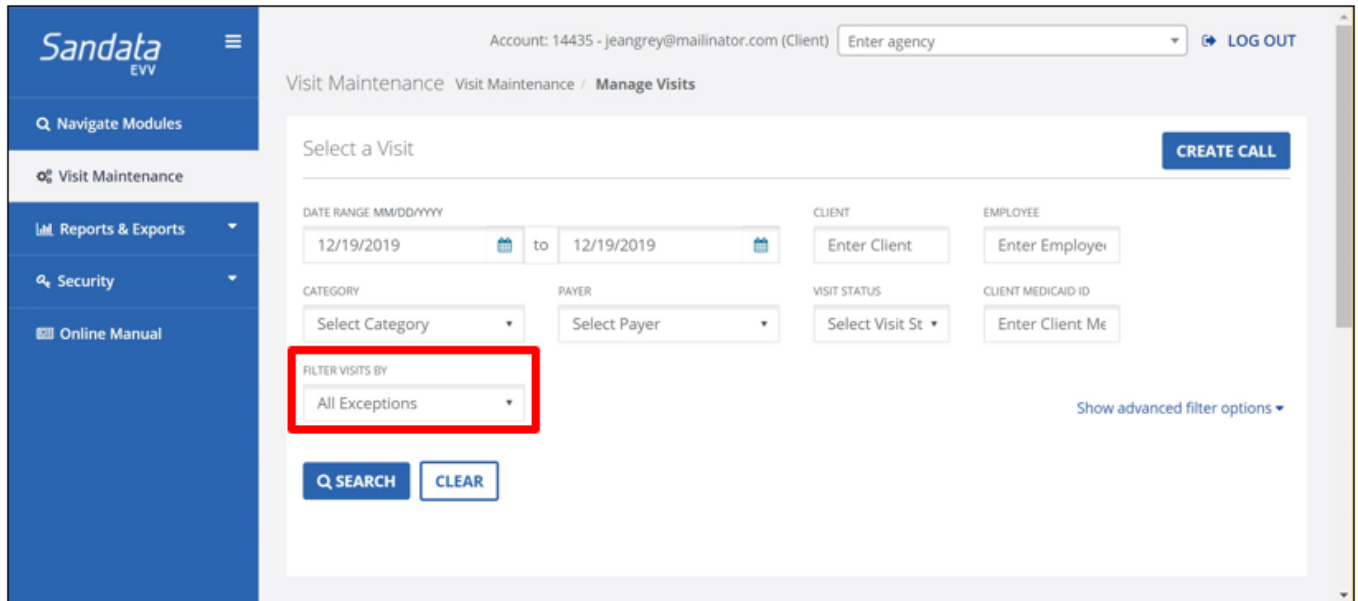
The screenshot shows the 'Manage Visits' interface in the Sandata EVV system. The page title is 'Visit Maintenance / Manage Visits'. The main heading is 'Select a Visit'. There is a 'CREATE CALL' button in the top right. The search filters include: DATE RANGE (12/19/2019 to 12/19/2019), CLIENT (Enter Client), EMPLOYEE (Enter Employee), CATEGORY (Select Category), PAYER (Select Payer - highlighted with a red box), VISIT STATUS (Select Visit St), and CLIENT MEDICAID ID (Enter Client Me). There is also a 'FILTER VISITS BY' dropdown set to 'All Exceptions' and a 'Show advanced filter options' link. At the bottom are 'SEARCH' and 'CLEAR' buttons.

Visit Status – You can find visits by status, however, these may or may not have exceptions.



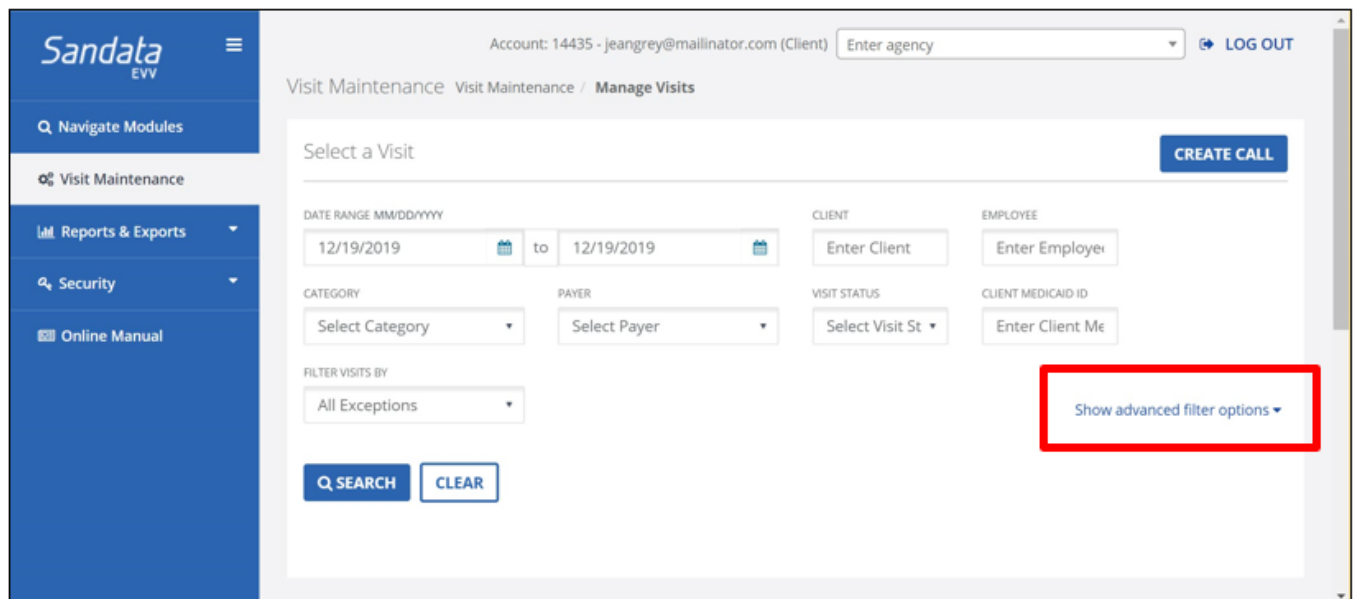
This screenshot is identical to the one above, showing the 'Manage Visits' search interface. In this version, the 'VISIT STATUS' dropdown menu, which currently shows 'Select Visit St', is highlighted with a red box.

Filter Visits By – You can find all visits with exceptions or all visits with a specific type of exception.



The screenshot shows the 'Manage Visits' interface in Sandata EVV. The page title is 'Visit Maintenance / Manage Visits'. At the top right, there is an account information bar: 'Account: 14435 - jeangrey@mailinator.com (Client)' and a dropdown menu for 'Enter agency', along with a 'LOG OUT' button. The main content area is titled 'Select a Visit' and includes a 'CREATE CALL' button. Below this, there are several filter fields: 'DATE RANGE MM/DD/YYYY' with two date pickers set to '12/19/2019'; 'CLIENT' with an 'Enter Client' input; 'EMPLOYEE' with an 'Enter Employee' input; 'CATEGORY' with a 'Select Category' dropdown; 'PAYER' with a 'Select Payer' dropdown; 'VISIT STATUS' with a 'Select Visit St' dropdown; and 'CLIENT MEDICAID ID' with an 'Enter Client Me' input. A 'FILTER VISITS BY' dropdown menu is highlighted with a red box and currently shows 'All Exceptions'. To the right of this dropdown is a link for 'Show advanced filter options'. At the bottom left of the filter section are 'SEARCH' and 'CLEAR' buttons.

Show Advanced Filter Options – You may ignore these filters options.



This screenshot is identical to the one above, showing the 'Manage Visits' interface. In this view, the 'FILTER VISITS BY' dropdown is no longer highlighted. Instead, the 'Show advanced filter options' link is highlighted with a red box. The rest of the page, including the account information, filters, and buttons, remains the same.

Exceptions Screen


The **Visit Detail** screen will list the exceptions for the visit and the options to resolve each exception. Double click on any visit to bring up the **Visit Detail** screen, then click the **Exceptions** tab.

Fixing Exceptions

A red dot is displayed in the column where there is an exception.

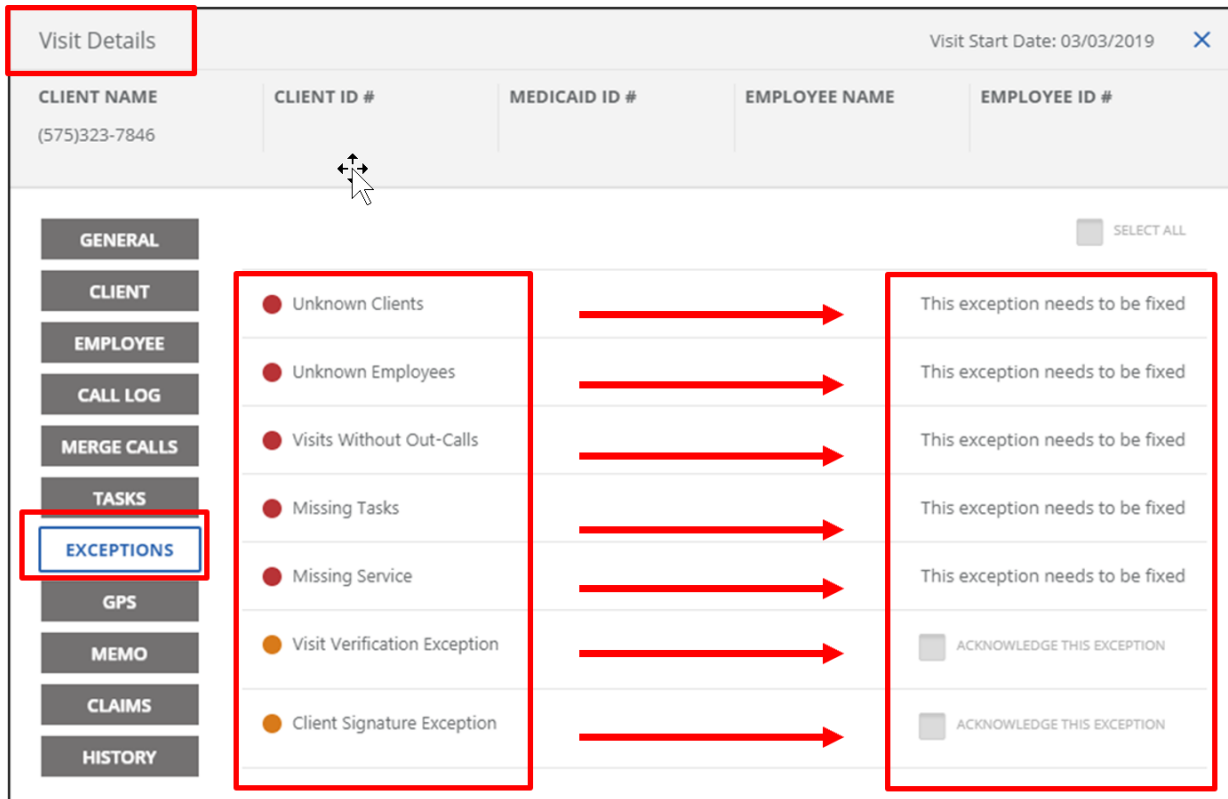
Client Name	Employee Name	Service	Visit Date	Scheduled Time In	Scheduled Time Out	Scheduled Hours	Call In	Call Out	Call Hours	Adjusted In	Adjusted Out	Adjusted Hours	Bill Hours	Visit Status	Do Not Bill
Bailey, Will	Norah, Jones	Physical Therapy	09/17/2019				•	10:15 AM			10:15 AM		[--]	Incomplete	<input type="checkbox"/>
Bailey, Will	Norah, Jones	Personal Care	09/17/2019				•	10:13 AM			10:13 AM		[--]	Exceptions: Location Required	<input type="checkbox"/>
Trainer, Arthur	Trainer, Henry	Home Health - Physical Therapy	09/17/2019	08:00 AM	04:00 PM	08:00	•						[--]	Incomplete	<input type="checkbox"/>

You can use your mouse and hover over the red dot to read more about the exception and what you need to do to correct it.

- You can click the column name to sort by that column.
- To view the details of a visit, either click on the visit line or the Edit icon. 
- The Edit icon is located to the right of the visit line in the column name "ACTIONS".
- You may need to use the scroll bar located at the bottom of the page to move to the right to view the Edit icon.

Click on any red dot exception indicator to enter the **Visit Details** screen. All the exceptions for the visit will be listed, fixed and/or acknowledged here.

Click **EXCEPTIONS** on the left of the page.



CLIENT NAME	CLIENT ID #	MEDICAID ID #	EMPLOYEE NAME	EMPLOYEE ID #
(575)323-7846				

GENERAL	CLIENT	EMPLOYEE	CALL LOG	MERGE CALLS	TASKS	EXCEPTIONS	GPS	MEMO	CLAIMS	HISTORY
						<ul style="list-style-type: none">Unknown ClientsUnknown EmployeesVisits Without Out-CallsMissing TasksMissing ServiceVisit Verification ExceptionClient Signature Exception				

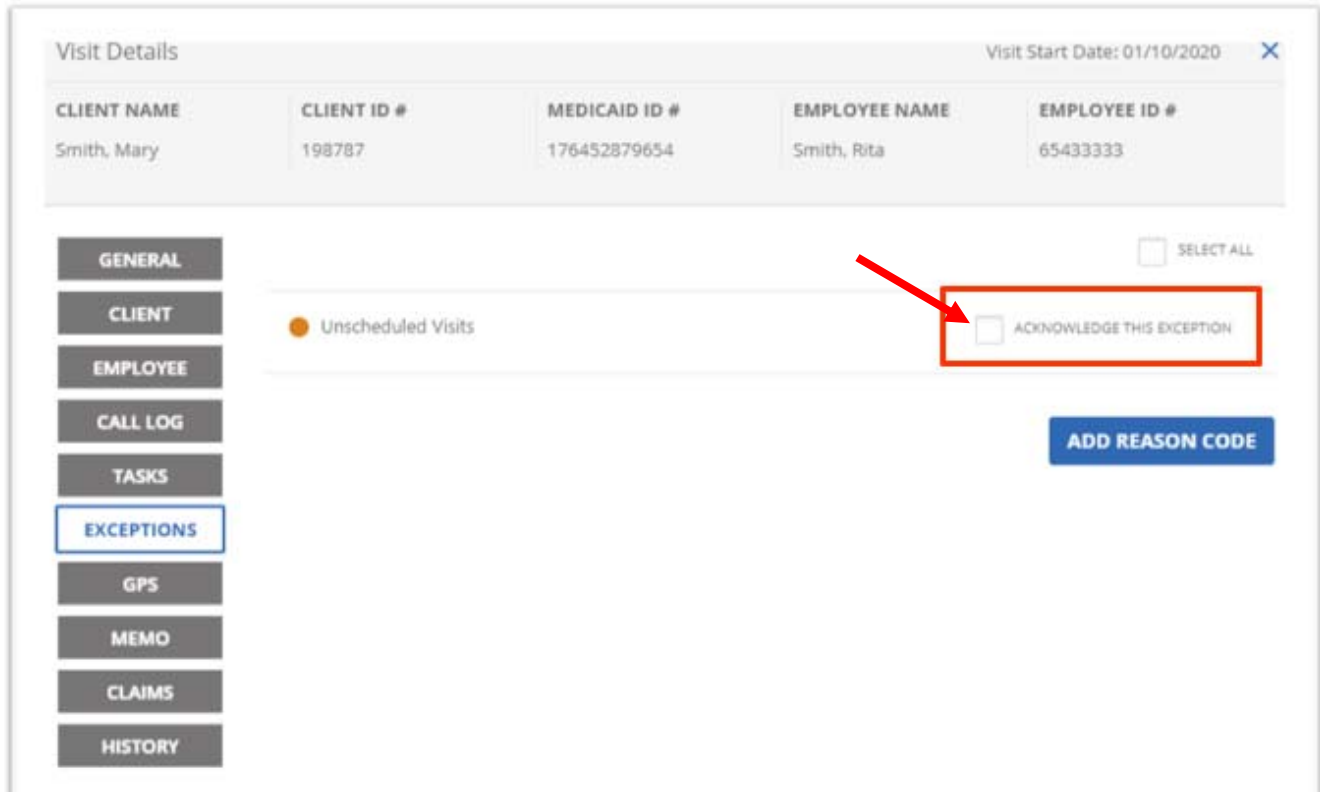
Exception Type	Description	Action
Unknown Clients	This exception needs to be fixed	
Unknown Employees	This exception needs to be fixed	
Visits Without Out-Calls	This exception needs to be fixed	
Missing Tasks	This exception needs to be fixed	
Missing Service	This exception needs to be fixed	
Visit Verification Exception	ACKNOWLEDGE THIS EXCEPTION	
Client Signature Exception	ACKNOWLEDGE THIS EXCEPTION	

Both “**fixed**” and “**acknowledged**” exceptions are displayed on the right side of the Visit Details screen.

You can view additional information about the visits on the tabs on the left of the page in this screen (*Visits Details*).

Acknowledging an Exception

- Check the **ACKNOWLEDGE THIS EXCEPTION** checkbox.
- Click the **ADD REASON CODE** button.



Visit Details Visit Start Date: 01/10/2020 X

CLIENT NAME	CLIENT ID #	MEDICAID ID #	EMPLOYEE NAME	EMPLOYEE ID #
Smith, Mary	198787	176452879654	Smith, Rita	65433333

GENERAL
CLIENT
EMPLOYEE
CALL LOG
TASKS
EXCEPTIONS
GPS
MEMO
CLAIMS
HISTORY

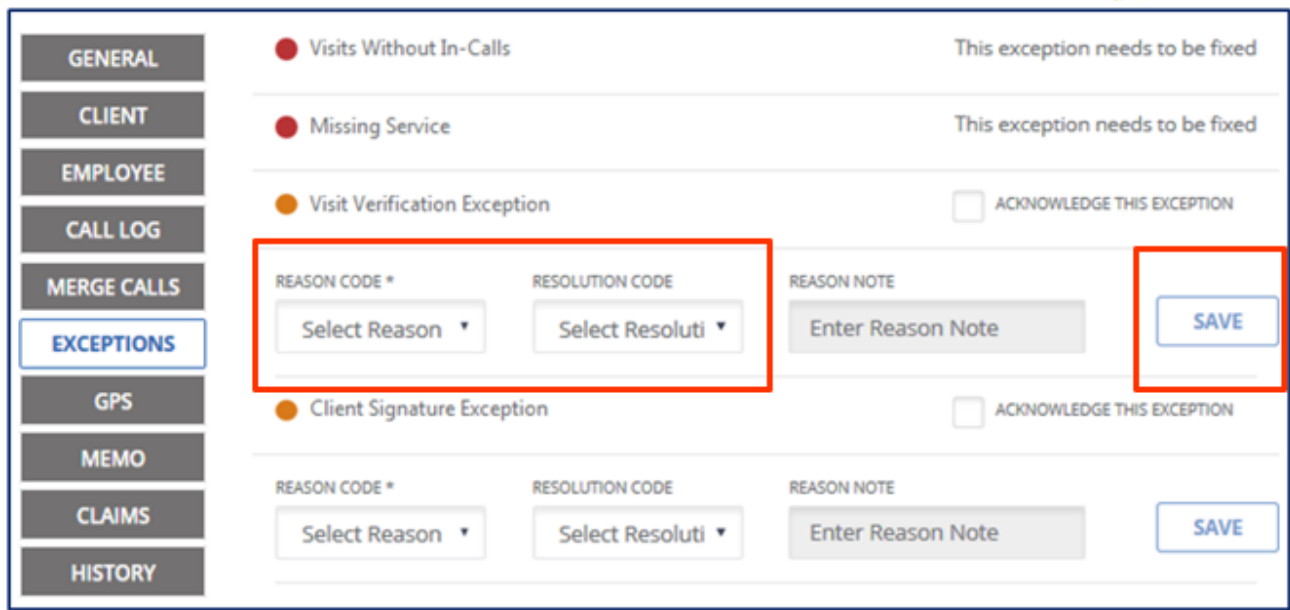
SELECT ALL

● **Unscheduled Visits**

ACKNOWLEDGE THIS EXCEPTION

ADD REASON CODE

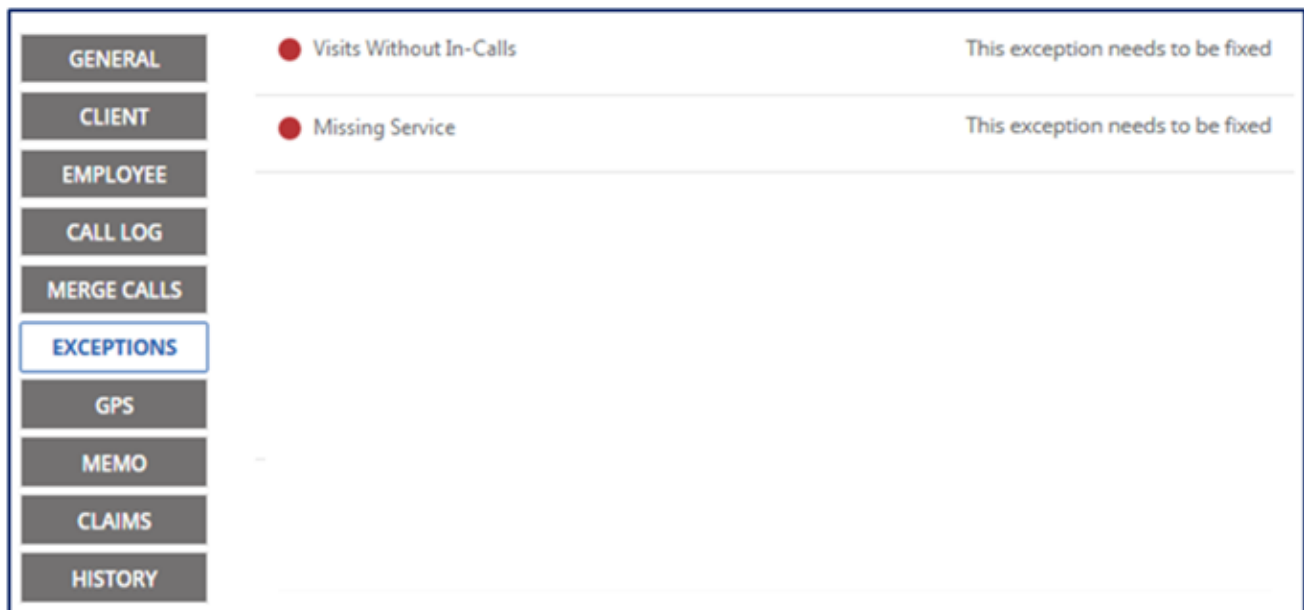
- Select the **REASON CODE** for the exception.
- Select the **RESOLUTION CODE** for the exception (if applicable).



- Click **SAVE**

Fixing an Exception

- Select the Exception to be *fixed*.
- Enter any **Missing Data** or **Modify Incorrect Data**.

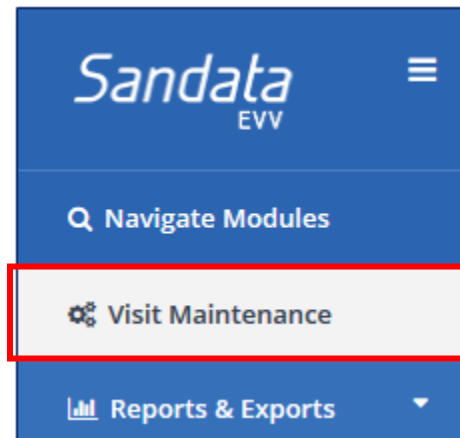


Fixing Call Exceptions

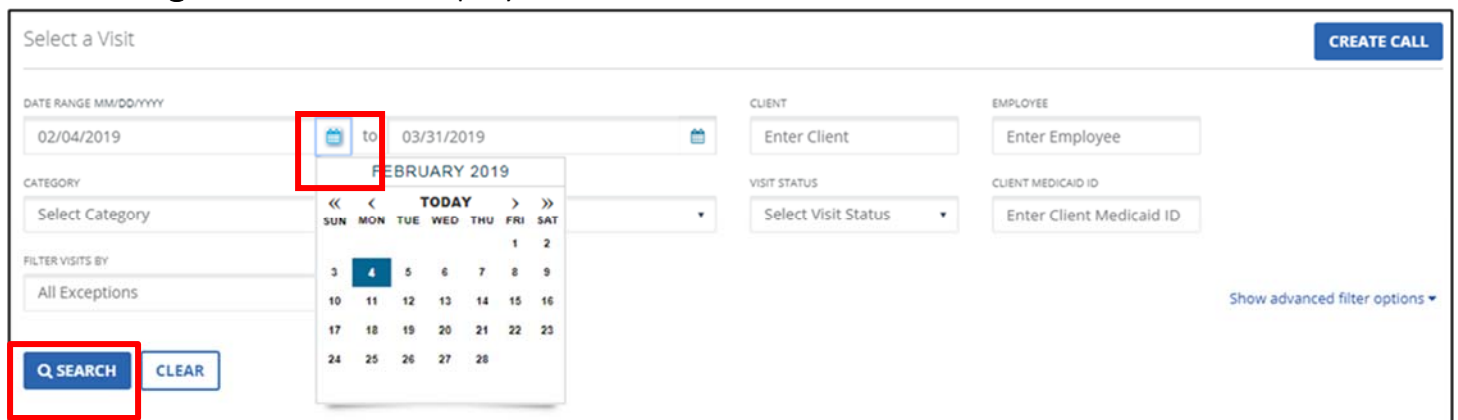
If a Call-in or Call-out times are missing, the exception **MUST** be fixed.

How to Add a Call-In or Call-Out

From the EVV website menu, click **Visit Maintenance**.






The **Manage Visits** screen displays




The image shows the 'Manage Visits' screen. At the top right is a 'CREATE CALL' button. The main area contains several input fields: 'DATE RANGE MM/DD/YYYY' with '02/04/2019' and '03/31/2019' entered, a calendar icon, and a 'to' label; 'CLIENT' with 'Enter Client'; 'EMPLOYEE' with 'Enter Employee'; 'CATEGORY' with 'Select Category'; 'VISIT STATUS' with 'Select Visit Status'; and 'CLIENT MEDICAID ID' with 'Enter Client Medicaid ID'. A calendar for 'FEBRUARY 2019' is open, showing the date '4' selected. Below the calendar is a 'FILTER VISITS BY' dropdown set to 'All Exceptions'. At the bottom left, the 'Q SEARCH' button is highlighted with a red box, and a 'CLEAR' button is next to it. A 'Show advanced filter options' link is at the bottom right.

Select the date or date range to search and find the visit that needs to be adjusted.

Click either the visit or the Edit icon  all the way to the right to view the details of the visit.

Employee	Service	Visit Date	Call In	Call Out	Call Hours	Adjusted In	Adjusted Out	Adjusted Hours	Pay Hours	Bill Hours	Visit Status	Do Not Bill	Approved	Actions
Pam	PCA OVER-CFC/CHC	02/11/2019	●	10:08 AM					[...]	[...]	Incomplete	<input type="checkbox"/>	<input type="checkbox"/>	
Pam	NURSE TRAINING-CFC	02/05/2019		10:46 AM	03:53 PM	05:07			05:00	05:07	Incomplete	<input type="checkbox"/>	<input type="checkbox"/>	
Pam	NURSE TRAINING-CFC	02/05/2019	●	08:56 AM					[...]	[...]	Incomplete	<input type="checkbox"/>	<input type="checkbox"/>	

You might need to use the scroll bar at the bottom of the page to move to the right to see the Edit icon .

The Visit Details screen displays details, such as CLIENT NAME, CLIENT ID, MEDICAID ID, EMPLOYEE NAME, and EMPLOYEE ID for the visit.

Type in the adjusted dates for either the in or out calls along with the time.

Visit Details
Visit Start Date: 02/05/2019 ✕

CLIENT NAME	CLIENT ID #	MEDICAID ID #	EMPLOYEE NAME	EMPLOYEE ID #
Grayson, Pete	32546	900123987453	Garner, Pam	89776

GENERAL



CLIENT

EMPLOYEE

CALL LOG

MERGE CALLS

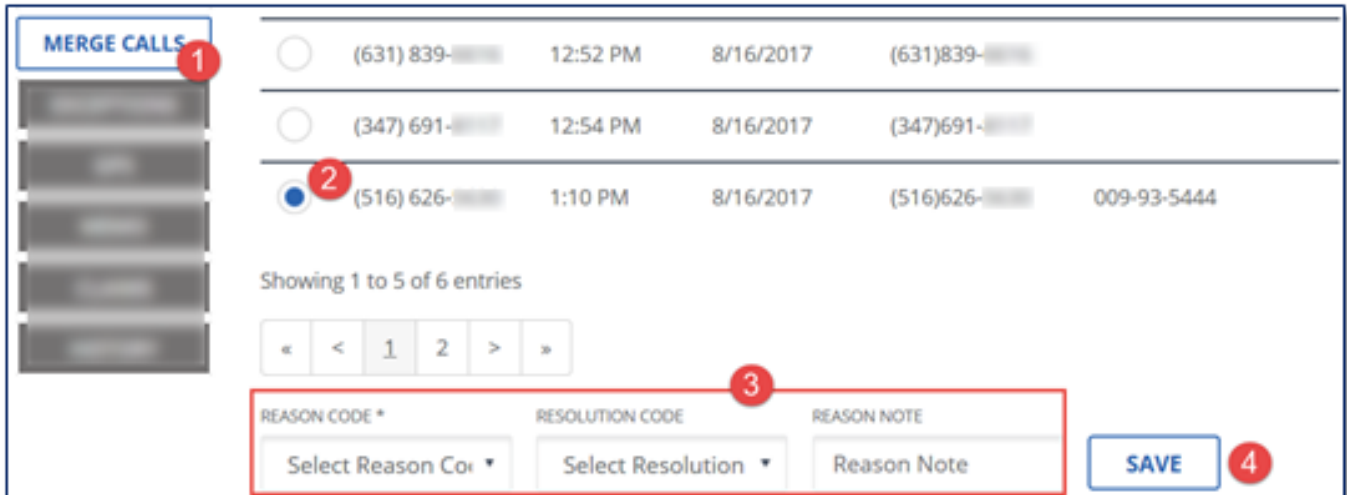
TASKS

VISIT START DATE	None	VISIT END DATE	02/05/2019	VISIT TIME ZONE	America/New_York	VISIT STATUS	Incomplete
CALL IN	None	CALL OUT	08:56 AM	CALL HOURS	None		
ADJUSTED IN DATE	MM/DD/YYYY 	ADJUSTED IN HH:MM AM/PM		ADJUSTED OUT DATE	02/05/2019 	ADJUSTED OUT HH:MM AM/PM	08:56 AM

Merging Calls

Displays a list of calls that may be merged with a visit if the visit is missing a call time. Calls can be merged if start/end times are close and they are not associated with another visit.

1. Click the **MERGE CALLS** link to see if there are any available calls that can be merged to the visit.
2. Click the radio button next to the line to select the call, if there is a call to merge.
3. Select the **REASON CODE**, **RESOLUTION CODE** and **REASON NOTE**, if needed.
4. Click **SAVE**.



Phone Number	Time	Date	Other Info
(631) 839-XXXX	12:52 PM	8/16/2017	(631)839-XXXX
(347) 691-XXXX	12:54 PM	8/16/2017	(347)691-XXXX
(516) 626-XXXX	1:10 PM	8/16/2017	(516)626-XXXX 009-93-5444

Showing 1 to 5 of 6 entries

Navigation: < 1 2 >

Form fields:

REASON CODE * (Select Reason Code)

RESOLUTION CODE (Select Resolution)

REASON NOTE (Reason Note)

SAVE

When you click the exception indicator under the call time column, the *Visit Details* screen automatically opens to the *Call Log* screen.

Client Name	Employee Name	Service	Visit Date	Call In	Call Out
Moss, Donna	Young, Charlie	OHCW PCA (T1019)	04/04/2019	06:00 AM	
Moss,	Young, Charlie		04/02/2019		11:23

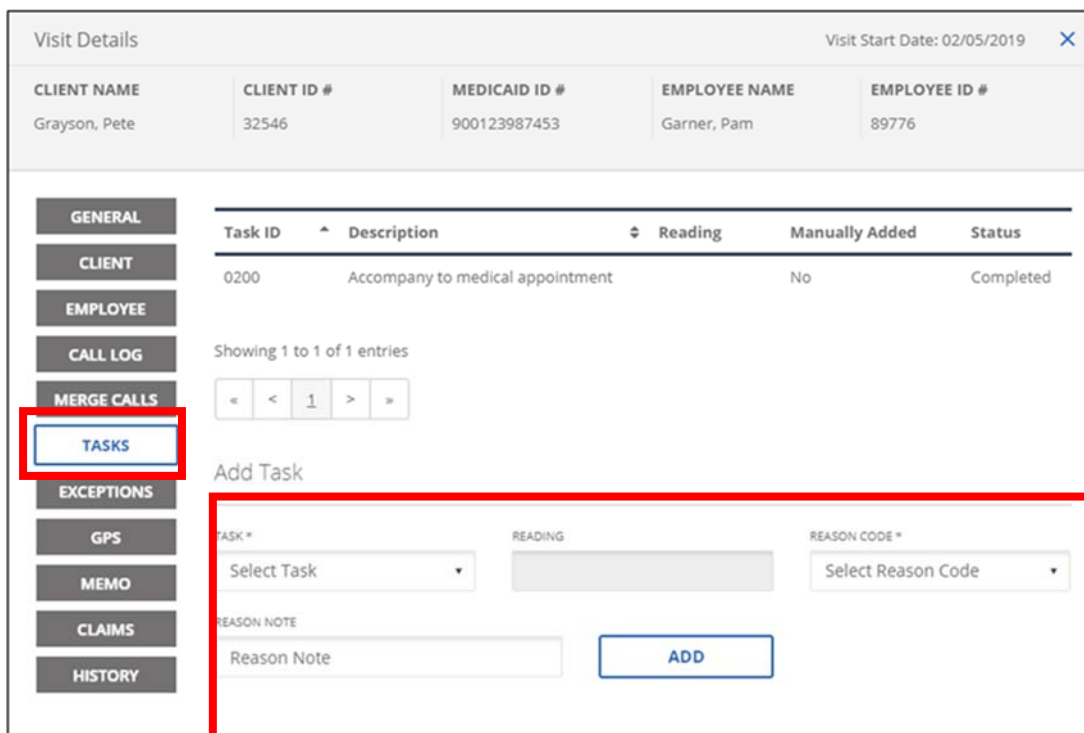
Exception indicator tooltip: Exceptions: Visits Without In-Calls

TASKS

Tasks are services performed by the employee during the visit. They are entered into the system by the employee after the visit. A person with the appropriate permissions can add additional tasks to the visit or delete existing tasks.

Adding a TASK

- In the **Visit Detail** screen, click **TASKS** on the left of the page.
- In the Add Task section, select which **TASK** you would like to add from the drop-down box.



Visit Details Visit Start Date: 02/05/2019 X

CLIENT NAME	CLIENT ID #	MEDICAID ID #	EMPLOYEE NAME	EMPLOYEE ID #
Grayson, Pete	32546	900123987453	Garner, Pam	89776

GENERAL

CLIENT

EMPLOYEE

CALL LOG

MERGE CALLS

TASKS

EXCEPTIONS

GPS

MEMO

CLAIMS

HISTORY

Task ID	Description	Reading	Manually Added	Status
0200	Accompany to medical appointment		No	Completed

Showing 1 to 1 of 1 entries

« < 1 > »

Add Task

TASK* READING REASON CODE*

Select Task Select Reason Code

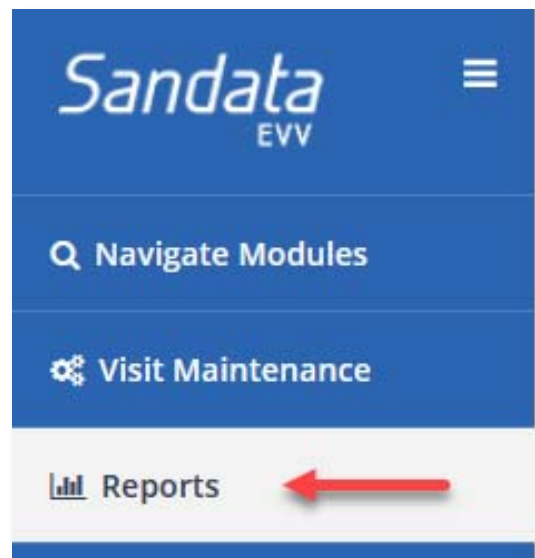
REASON NOTE

Reason Note

- Select a **REASON CODE**.
- You may enter a **REASON NOTE** if you would like, however, it is not a required field.
- Click **ADD**.

Running Reports

- You can run reports to help you manage your visits.
- The reports you run depend on your program.
- You can print reports or save reports to your computer to view at any time.
- Click **Reports**.



- The **Time Sheet** report is the only available report.

Select Report

REPORT TYPE

Date Range Reports ▼


REPORT NAME

Time Sheet ▼


- Select the **Timeframe** options.

Select Timeframe


FROM DATE MM/DD/YYYY

12/04/2020 


TO DATE MM/DD/YYYY

12/18/2020 

FROM TIME HH:MM AM/PM

12:00 AM 

TO TIME HH:MM AM/PM


11:59 PM 

Note: The range for this report cannot exceed 31 days

- Select **Parameters** (optional).

Select Parameters

PAYER

All selected (1) 


CLIENT

Enter Client

CLIENT AR#

Enter Client AR#

SUPERVISOR

All 

EMPLOYEE

Enter Employee

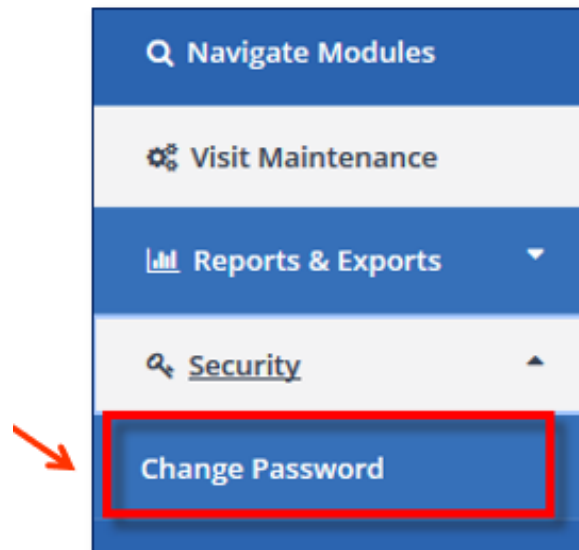
- Click **RUN REPORT**.

Security/Changing Your Password

You can change your password at any time.

- Click **Security** on the left of the page then, select **Change Password**.



Your EVV password **MUST** have at least:

- 1 Uppercase letter
- 1 Lowercase letter
- 1 Number
- 1 Special character (! @#\$%^&*)
- Be at least 12 characters long

Enter your **Old Password**

Enter a **New Password**

Enter the **New Password** (*again*)

Click **SAVE**



The image shows a 'Sandata Change Password' form. It features three input fields: 'OLD PASSWORD *' with the placeholder 'Enter Old Password', 'NEW PASSWORD *' with the placeholder 'Enter New Password', and 'CONFIRM NEW PASSWORD *' with the placeholder 'Confirm New Password'. Each field has a small eye icon to the right. Below the fields is a note: 'Note: Password is case sensitive'. At the bottom is a blue 'SAVE' button. Four red arrows point from the text on the left to the respective fields and button: the first arrow points to the 'OLD PASSWORD' field, the second to the 'NEW PASSWORD' field, the third to the 'CONFIRM NEW PASSWORD' field, and the fourth to the 'SAVE' button.

Contact Information:

Questions regarding the Sandata EVV system? Contact: (833) 656-1021