Important Announcement: The next scheduled release date for the system has moved from Thursday, July 5, 2018 to Wednesday, July 11, 2018.

Sandata TECHNOLOGIES

Dear Provider:

Sandata is pleased to announce the release of version 6.9.28 of the Santrax® Agency and Payor Management systems.

We are now including all items in the release notes. They may or may not apply to your configuration.
In reviewing the notes attached, please refer to the "prerequisites" line which indicates the required functionality, product, or audience associated with the item.
If the functionality is not automatically available, please contact your Sales Representative or Customer Care for additional information.

Maintenance Information
Sandata will deploy this update to the system on Thursday, June 21, 2018 at 9:00 PM Eastern Time (ET). The maintenance will take 4 (four) hours, ending at 1:00 AM ET on Friday, June 22, 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.

Release Notes

Please review the attached Release Notes.

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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 [support.mozilla.org]
- **Internet Explorer (IE):**
http://windows.microsoft.com/en-us/internet-explorer/manage-delete-browsing-history-internet-explorer#ie=ie-11 [windows.microsoft.com]
  - Only the following checkboxes need to be selected:
    - Temporary Internet files and website data
    - Cookies and website data

After deleting your browser's history, close then reopen <u>all</u> 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.