



Dear Provider:

Sandata is pleased to announce the release of version 8.1.4 of the Sandata Electronic Visit Verification (EVV) systems.

We are now including all items in the release notes. They may or may not apply to your configuration. In reviewing the release notes, 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 Tuesday, June 19, 2018 at 9:30 PM Eastern Time (ET). The maintenance will take 5 (five) hours, ending at 2:30 AM ET on Wednesday, June 20, 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](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:

- 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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