Dear Provider:

Sandata is pleased to announce the release of version 8.1.6 of the Sandata Electronic Visit Verification systems.

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, October 18, 2018 at 9:30 PM Eastern Time (ET). The maintenance will take 4 (four) hours, ending at 1:30 AM ET on Friday, October 19, 2018.

During this time:
- Sandata EVV will be unavailable.
- All other Sandata systems will be available.
- 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.
- 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 [support.mozilla.org]
  - Internet Explorer: (versions can be selected using the drop to the right of the title)
    - Only the following checkboxes need to be selected:
      - Temporary Internet files and website data
      - Cookies and website data

http://windows.microsoft.com/en-us/internet-explorer/manage-delete-browsing-history-internet-explorer#ie=ie-11 [windows.microsoft.com]

- Google Chrome (Sandata EVV Only)

https://support.google.com/googleplay/answer/32050?co=GENIE.Platform%3DDesktop&hl=en-GB [mail.sandata.com]

After deleting your browser's history, close then reopen all your browser window 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
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