


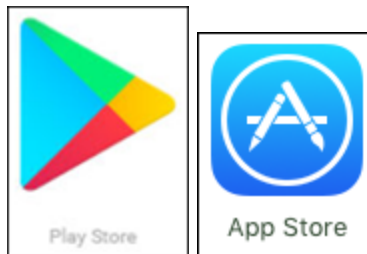
Downloading Sandata Mobile Connect



Warnings:

The instructions below only apply to users downloading SMC to a personal device.

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

Log-In to Sandata Mobile Connect

Log in credentials change based on the Sandata application linked to the 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.

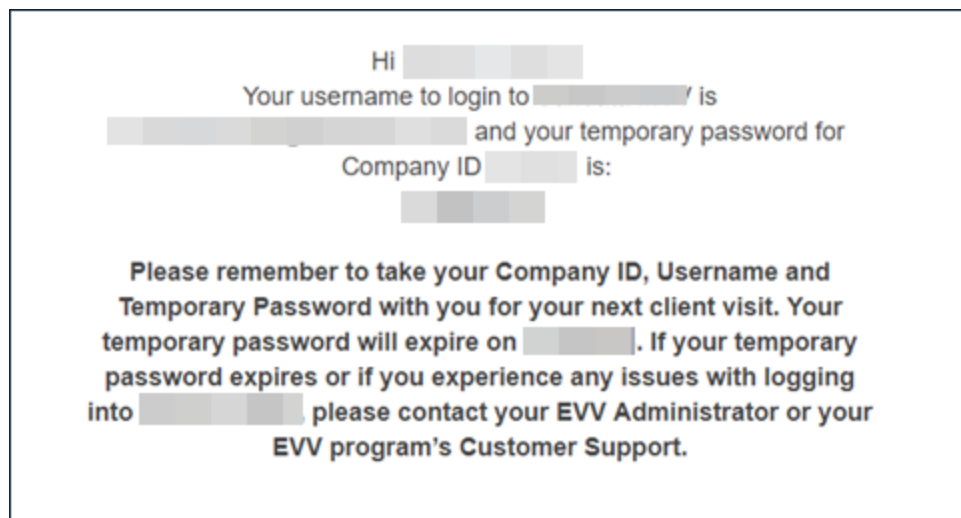
- Sandata Electronic Visit Verification users: Login using the employee's Santrax ID
- Santrax Agency Management users: Login using the employee's username

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.



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)

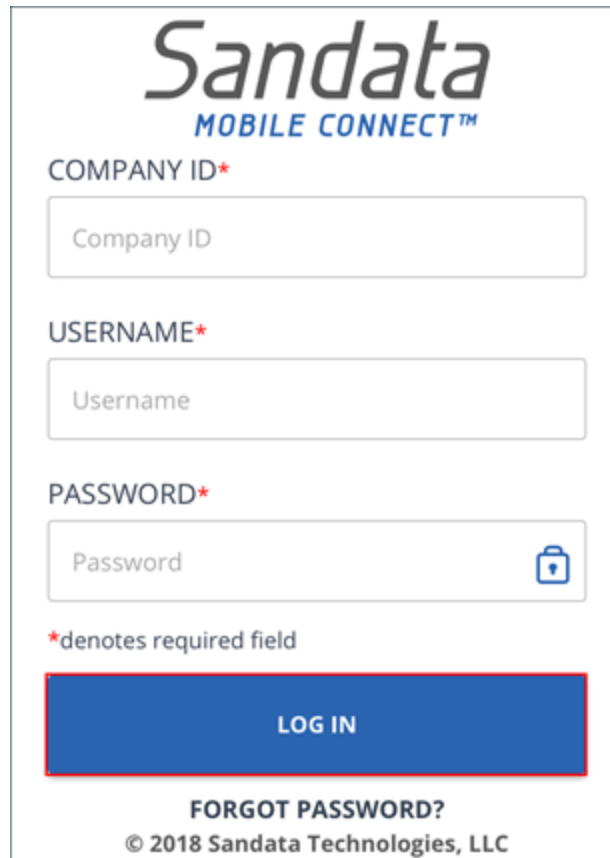
B. **USERNAME** - Username credentials will change based on agency configuration.

- 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 screenshot shows the Sandata Mobile Connect login interface. At the top is the Sandata logo with 'MOBILE CONNECT™' below it. There are three input fields: 'COMPANY ID*' with a red asterisk, 'USERNAME*' with a red asterisk, and 'PASSWORD*' with a red asterisk and a lock icon on the right. Below the fields is a red asterisk followed by the text '*denotes required field'. At the bottom of the form is a blue 'LOG IN' button, a link for 'FORGOT PASSWORD?', and the copyright notice '© 2018 Sandata Technologies, LLC'.



Note:

If the user leaves the application for any reason (for example, taking a phone call), they are automatically logged out of application.

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, 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 ▼

NEXT

3. Enter and re-enter a new password.

Note:

Passwords must:

- A. Be at least eight characters long.
- B. Have at least one upper case letter.
- C. Have at least one lower case letter.
- D. Have at least one numeric character.
- E. Have at least one special character (@#\$\$%^).
- F. Not share three consecutive characters with the username.
- G. Not match one of the previous 24 passwords used.



4. Tap **SUBMIT** and the application will return to the login page.

PASSWORD SETUP

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

PASSWORD

CONFIRM PASSWORD

CANCEL **SUBMIT**



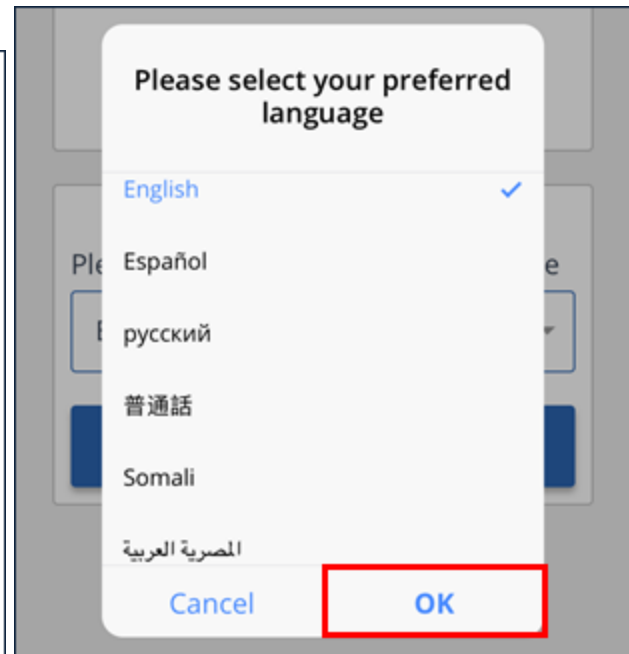
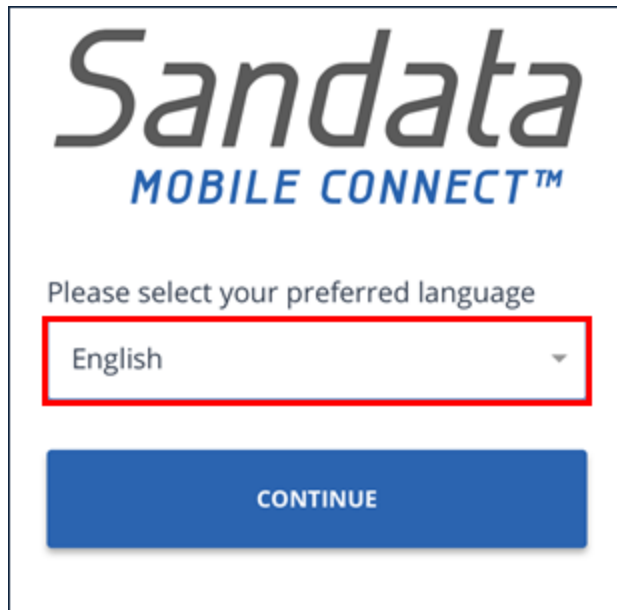
Note:

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.

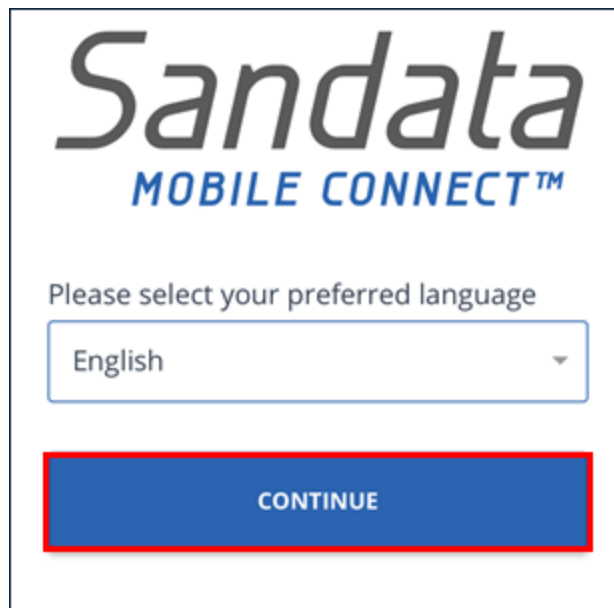
Language Select (Initial Log-in)

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

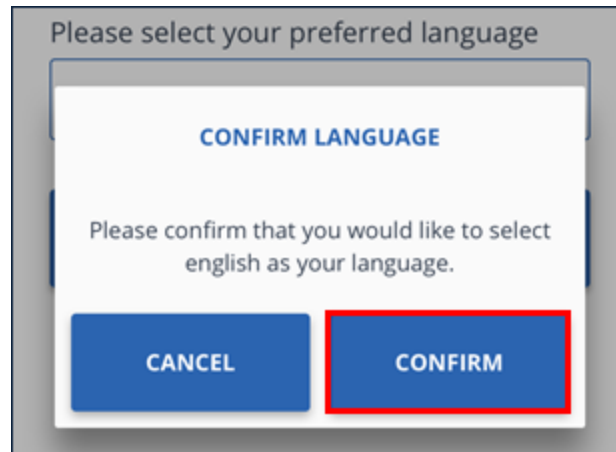
Language Select (Initial Log-in)



4. Tap **CONTINUE**.



5. Tap **CONFIRM**.



Note:

Language selection is saved by the application. Users can change the preferred language in the settings menu.