Dear Provider:

Sandata is pleased to announce the release of version 6.9.53 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 20, 2019 at 9:00PM Eastern Time (ET). The maintenance will take 4 (four) hours, ending at 1:00 AM ET on Friday, June 21, 2019. Please advise your staff to log out of the system by 9:00 PM (ET) on Thursday, June 20, 2019. Failure to log out of the system may result in the user being automatically timed out.

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.
- Calls will continue to be collected, but they will not be sent to the agency databases until the maintenance is complete.
- There will be alerts sent during the time the system is down.

Release Notes
Please review the attached Release Notes with your staff.

Next Scheduled Release Date
The next scheduled release is Thursday, July 9, 2019.

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
- **Internet Explorer (IE):**
http://windows.microsoft.com/en-us/internet-explorer/manage-delete-browsing-history-internet-explorer#ie=ie-11
  - 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.

Best Regards,

Sandata Customer Care
Sandata Technologies
26 Harbor Park Drive, Port Washington, NY 11050