PLEASE DISREGARD THE PREVIOUS EMAIL WITH THE SUBJECT: "SANDATA AGENCY MANAGEMENT SYSTEM MAINTENANCE" PLEASE REFERENCE THIS EMAIL FOR ALL INFORMATION REGARDING THIS MAINTENANCE.
THE PREVIOUS EMAIL INCORRECTLY STATED THAT SANDATA AGENCY MANAGEMENT WOULD BE UNAVAILABLE . PLEASE BE AWARE THAT THE SYSTEM WILL BE AVAILABLE DURING THIS MAINTENANCE.

Dear Provider:

Sandata Agency Management will undergo system maintenance tonight.

Maintenance Information
Sandata will perform this maintenance on Tuesday, November 12, 2019 at 9:00 PM Eastern Time (ET). The maintenance will take 1.5 hours, ending at 10:30 PM ET.

During this time:
- Sandata Agency Management will experience intermittent interruptions.
- 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)/Sandata Mobile Connect (SMC) 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 be sent during maintenance.

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

Browser Support

We support the current and prior major releases of Mozilla Firefox, Microsoft Internet Explorer versions IE9, IE10 and IE11 as well as Google Chrome (Chrome is only compatible with Sandata Electronic Visit Verification). As a new major release of a browser becomes generally available, we test the new version and will support that release once we have fully tested it and determined that our users will be able to utilize the new browser with our software. We reserve the right to discontinue support of major releases of browsers once that browser is no longer supported. This policy to support modern browsers allows us to take advantage of the most recent efficiencies in the browsers to maximize the user experience and also ensure our solutions are running on the most recent security and performance updates.