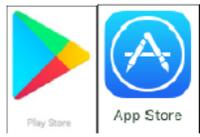


# STARTING A USER ON THE MOBILE DEVICE

## Downloading the app to your device

Your mobile device must have an internet connection (4G, 3G, 2G, EDGE, or Wi-Fi, if available) in order to download the mobile app for Android or Apple. If you do not have a Wi-Fi connection, data charges may apply.

### Download Instructions

<p>Step 1</p> <ul style="list-style-type: none"><li>• Use the links below for Google and Apple's official instructions on how to download and install applications for Android and iOS devices.<ul style="list-style-type: none"><li>■ Android Users: <a href="#">Google Play Store</a></li><li>■ iOS Users: <a href="#">Apple App Store</a>.</li></ul></li></ul>	
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1. Tap the App store on your phone.
2. Tap the Search bar at the top of the screen.
3. Use the keyboard to type 'sandata mobile connect' and tap Search.
4. Tap Sandata Mobile Connect. Do not tap 'Sandata MVV'.
5. The app will install on your device.

## Logging in for the first time:

Check your inbox for an email from [NoReply@sandata.com](mailto:NoReply@sandata.com). This email provides the company ID along with a temporary password. You will need this when you login.

You will need to set up Security Questions. These questions will allow you to reset your own password if needed.

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

Please enter your answer

Answer

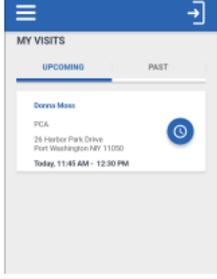
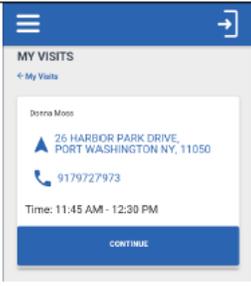
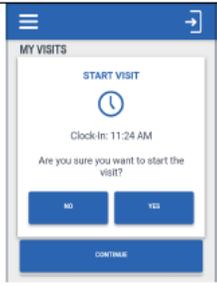
Please select a security question

Select Security Question

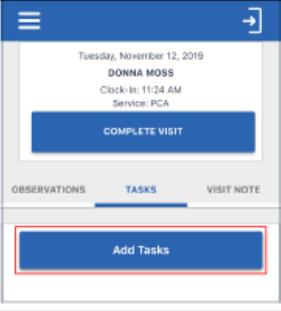
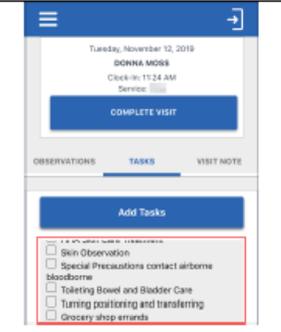
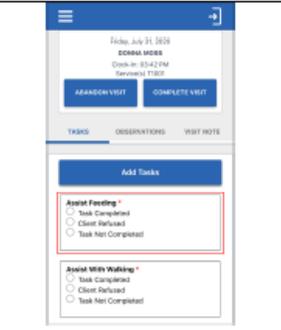
The app will prompt you to change your password. Keep your password secure.

## Logging a visit in the mobile app

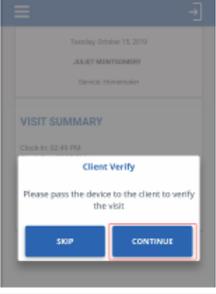
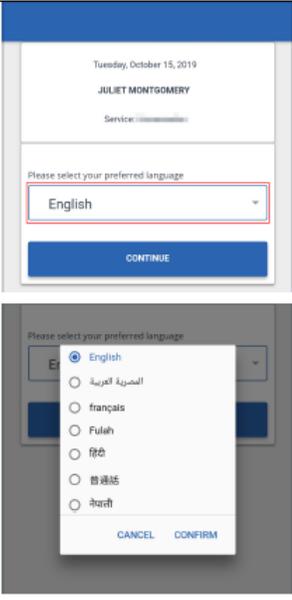
### Starting a Scheduled Visit

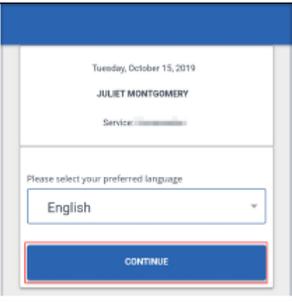
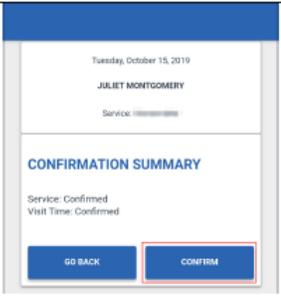
<p>Step 1</p> <ul style="list-style-type: none"><li>• Tap a visit from the list of available visits on the <b>UPCOMING</b> Tab.</li></ul>	 <p>The screenshot shows the 'MY VISITS' screen with two tabs: 'UPCOMING' and 'PAST'. The 'UPCOMING' tab is selected. A single visit card is visible for 'Donna Moss' with the address '26 Harbor Park Drive, Port Washington NY 11050' and the time 'Today, 11:45 AM - 12:30 PM'. A blue circular icon with a clock symbol is on the right side of the card.</p>
<p>Step 2</p> <ul style="list-style-type: none"><li>• Tap <b>CONTINUE</b>.</li></ul>	 <p>The screenshot shows the details for the 'Donna Moss' visit. It includes the address '26 HARBOR PARK DRIVE, PORT WASHINGTON NY, 11050', the phone number '9179727973', and the time 'Time: 11:45 AM - 12:30 PM'. A blue 'CONTINUE' button is at the bottom.</p>
<p>Step 3</p> <ul style="list-style-type: none"><li>• Tap <b>YES</b> to start the visit.</li></ul>	 <p>The screenshot shows the 'START VISIT' screen. It features a clock icon, the text 'Clock In: 11:24 AM', and the question 'Are you sure you want to start the visit?'. There are two buttons: 'NO' and 'YES'. A blue 'CONTINUE' button is at the bottom.</p>

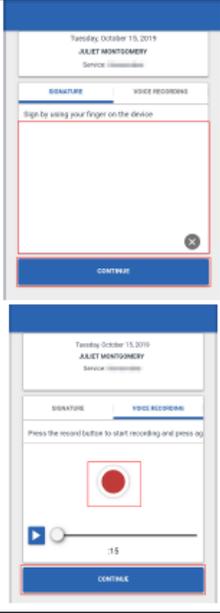
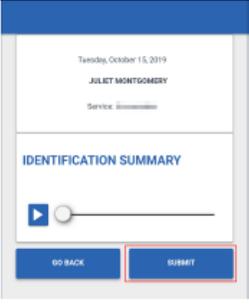
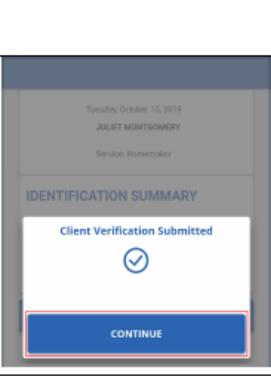
# Tasks

<p>Step 1</p> <ul style="list-style-type: none"><li>• Tap <b>ADD TASKS</b> to open the task list.</li></ul>	 <p>The screenshot shows the mobile application interface for a visit. At the top, it displays the date 'Tuesday, November 12, 2019', the client name 'DONNA MOSS', and the clock-in time '11:24 AM'. Below this is a 'COMPLETE VISIT' button. The 'TASKS' tab is selected, and the 'Add Tasks' button is highlighted with a red box.</p>
<p>Step 2</p> <ul style="list-style-type: none"><li>• Tap the applicable task(s) from the task list.</li><li>• Tap <b>ADD TASKS</b> to close the task list.</li></ul>	 <p>The screenshot shows the mobile application interface with the 'TASKS' tab selected. The 'Add Tasks' button is highlighted with a red box. Below it, a list of tasks is displayed, each with a checkbox: 'Skin Observation', 'Special Precautions contact airborne bloodborne', 'Toileting Bowel and Bladder Care', 'Turning, positioning and transferring', and 'Grocery shop errands'. The entire task list area is highlighted with a red box.</p>
<p>Step 3</p> <ul style="list-style-type: none"><li>• Tap <b>Task Complete, Task Not Completed or Client Refused.</b></li></ul>	 <p>The screenshot shows the mobile application interface with the 'TASKS' tab selected. The 'Add Tasks' button is highlighted with a red box. Below it, two task completion options are displayed: 'Assist Feeding' and 'Assist With Walking'. Each option has three radio buttons: 'Task Completed', 'Client Refused', and 'Task Not Completed'. The entire task completion options area is highlighted with a red box.</p>

## Completing a Visit - Client Confirmation

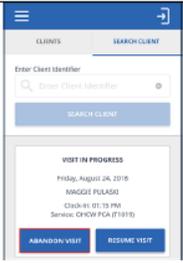
<p>Step 1</p> <ul style="list-style-type: none"><li>• Pass the device to the client to verify the visit, if required by the agency/payer configuration.</li><li>• Tap <b>CONTINUE</b>.</li></ul>	
<p>Step 2</p> <ul style="list-style-type: none"><li>• Tap the <b>Please select your preferred language</b> field.</li><li>• Select a language.</li><li>• Tap <b>CONFIRM</b>.</li></ul>	

<p>Step 3</p> <ul style="list-style-type: none"> <li>• Tap <b>CONTINUE</b>.</li> </ul>	
<p>Step 4</p> <ul style="list-style-type: none"> <li>• Tap <b>CONFIRM</b> or <b>DENY</b> to approve or reject the <b>Service</b> and <b>Visit Time</b>.</li> <li>• Tap <b>CONTINUE</b>.</li> </ul>	
<p>Step 5</p> <ul style="list-style-type: none"> <li>• Tap <b>CONFIRM</b>.</li> </ul>	

<p>Step 6</p> <ul style="list-style-type: none"> <li>• Signature: <ul style="list-style-type: none"> <li>■ Tap <b>SIGNATURE</b>.</li> <li>■ Sign the device using a finger.</li> <li>■ Tap <b>CONTINUE</b>.</li> </ul> </li> </ul> <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> <li>• Voice Recording: <ul style="list-style-type: none"> <li>■ Tap <b>Record</b>.</li> <li>■ Tap the record button to start the recording, then tap again to stop the recording.</li> <li>■ Tap <b>CONTINUE</b>.</li> </ul> </li> </ul>	
<p>Step 7</p> <ul style="list-style-type: none"> <li>• Tap <b>SUBMIT</b>.</li> </ul>	
<p>Step 8</p> <ul style="list-style-type: none"> <li>• Tap <b>CONTINUE</b>.</li> </ul>	

If you need to end an existing visit without completing the visit you can select to Abandon Visit. The Call In will still be visible to the agency and they are able to make any corrections to close out the call.

# Abandon Visit

<p>Step 1</p> <ul style="list-style-type: none"><li>• Tap <b>ABANDON VISIT</b>.</li></ul>	
<p>Step 2</p> <ul style="list-style-type: none"><li>• Tap <b>YES</b>.</li></ul>	