

Electronic Visit Verification (EVV) SMC (Sandata Mobile Connect) Mobile App

Training for Individual Providers

Shanel Bogan
Manager (EVV)

What We Will Cover

Introduction & Setup

- Introduction
 - First time logging into SMC
-

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 - Reset Password (By Email)
 - Change Password
-

Regular Visits

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 - Completing Visits (Customer confirm by Signature)
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-

Sick Time Visits

- Entering Sick time Visits
-

Introduction



Introduction

- SMC (Sandata Mobile Connect) is a Mobile application used to clock-in and clock-out and to track your time in EVV.
- This application is available to download from Google Play store for Android users and App Store for IOS users.
- IP's who would like to use this application have to opt-in and follow the instructions listed on the DHS Website.
 - <http://www.tinyurl.com/hspportaltraining>

Downloading SMC App



Warnings:

Only users installing Sandata Mobile Connect on a personal device should use the following download instructions



Google Play



App Store

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](#)

iOS Users: [Apple App Store](#)

First time logging into SMC

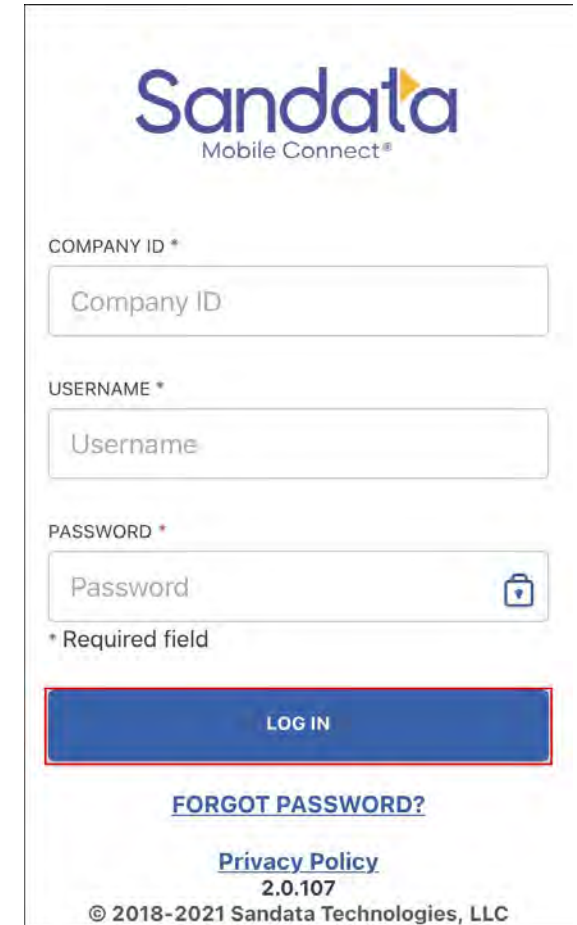
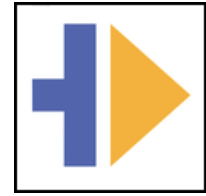


First time Logging into SMC

- Individual providers must use their email address registered during their opt-in and the temporary password sent to their email address.
- The email sent will also include links to download SMC from the Google play store or the Apple App store.
- Please make sure to check all folders including spam and junk when obtaining your email.

First time Logging into SMC (Contd.)

1. Tap the Sandata Mobile Connect icon to launch the application.
2. Enter log-in credentials
 - **COMPANY ID**
For Sandata Electronic Visit Verification users use 2-2070.
 - **USERNAME**
The email address sent in the email
 - **PASSWORD**
The temporary password sent to the email address
3. Click **LOG IN**



Sandata
Mobile Connect®

COMPANY ID *

Company ID

USERNAME *

Username

PASSWORD *

Password

* Required field

LOG IN

[FORGOT PASSWORD?](#)

[Privacy Policy](#)
2.0.107

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Setup



Security Setup

1. Select and answer the security questions.

2. Click **NEXT**

SECURITY SETUP

PLEASE FILL OUT THE FOLLOWING SECURITY QUESTIONS FOR YOUR ACCOUNT

Select Security Question

Please enter your answer

Answer

Select Security Question

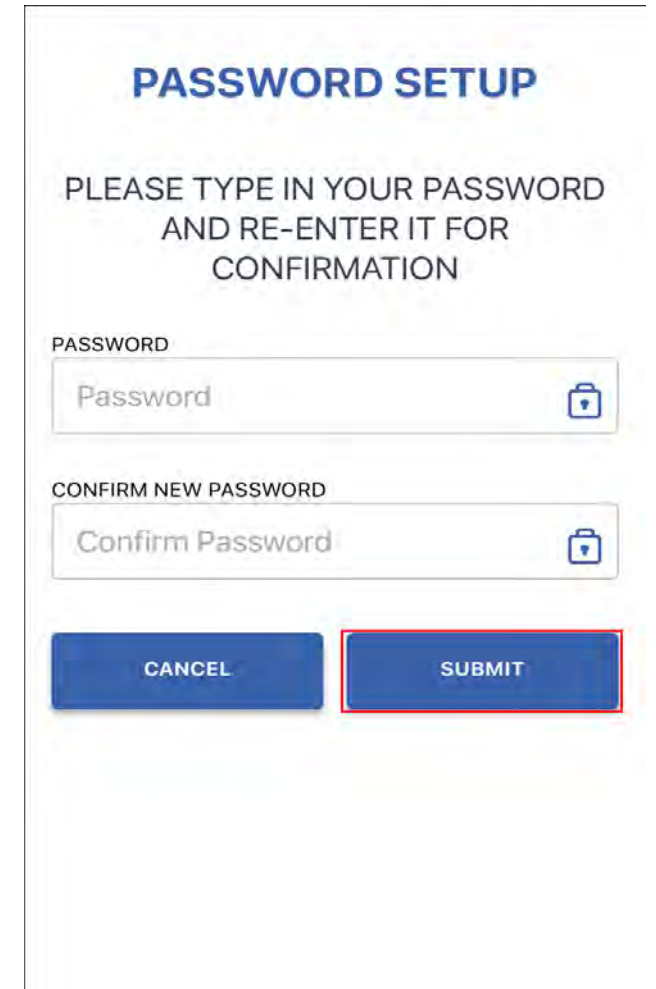
Please enter your answer

Answer

NEXT

Password Setup


1. Enter and re-enter a new password.
2. Tap **SUBMIT** and the application returns to the login page




PASSWORD SETUP

PLEASE TYPE IN YOUR PASSWORD
AND RE-ENTER IT FOR
CONFIRMATION

PASSWORD

Password 

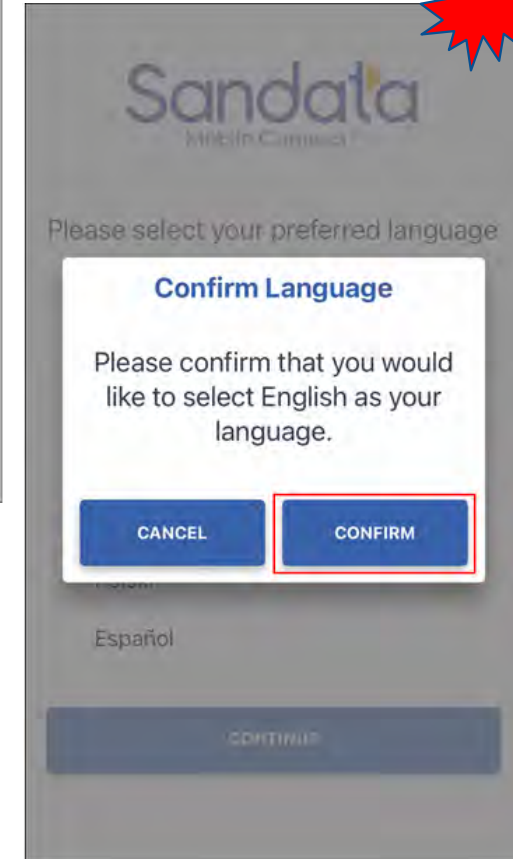
CONFIRM NEW PASSWORD

Confirm Password 

CANCEL **SUBMIT**

Language Selection Setup

1. Select a language.
2. Tap **CONTINUE**.
3. Tap **CONFIRM**.



Security

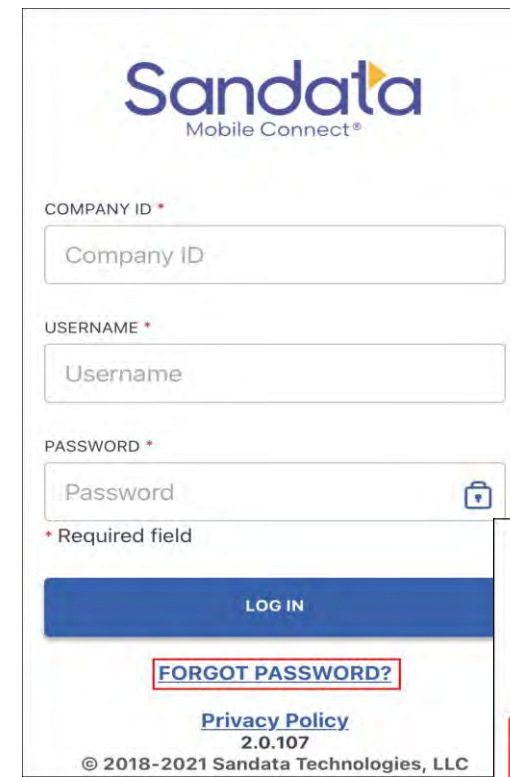


Reset Password
by answering
Security Questions

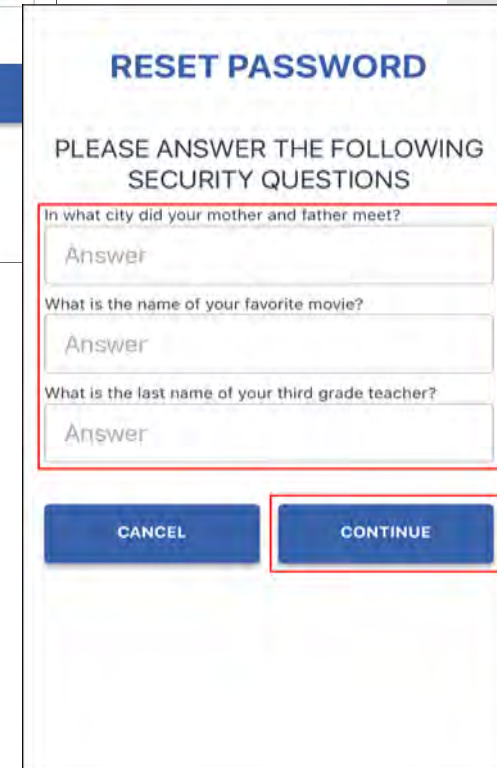


Reset Password by answering Security Questions

1. Enter the **COMPANY ID** and **USERNAME**
2. Click on **FORGOT PASSWORD**
3. Answer the security questions selected during the initial login.
4. Click on **CONTINUE**



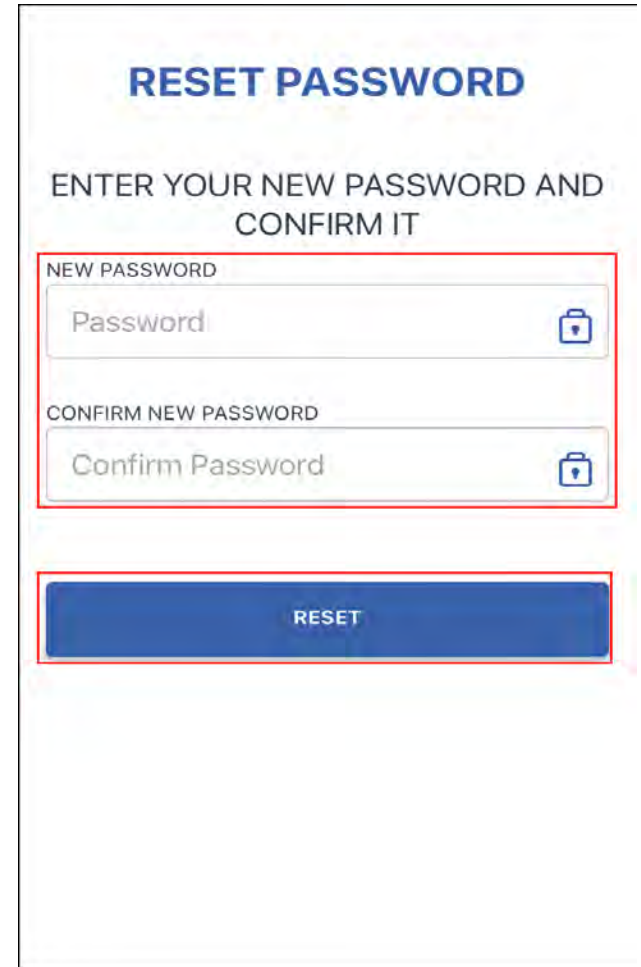
The login form features the Sandata Mobile Connect logo at the top. Below it are three input fields: 'COMPANY ID *' with a dropdown arrow, 'USERNAME *', and 'PASSWORD *' with a lock icon. A red asterisk and the text '* Required field' are positioned below the password field. A blue 'LOG IN' button is centered below the fields. A red-bordered box highlights the 'FORGOT PASSWORD?' link. At the bottom, there is a 'Privacy Policy 2.0.107' link and a copyright notice: '© 2018-2021 Sandata Technologies, LLC'.



The 'RESET PASSWORD' form has a title 'RESET PASSWORD' and a subtitle 'PLEASE ANSWER THE FOLLOWING SECURITY QUESTIONS'. It contains three text input fields, each with a question above it: 'In what city did your mother and father meet?', 'What is the name of your favorite movie?', and 'What is the last name of your third grade teacher?'. Each field has 'Answer' written inside. At the bottom, there are two buttons: 'CANCEL' and 'CONTINUE', with the 'CONTINUE' button highlighted by a red border.

Reset Password by answering Security Questions (Contd.)

5. Enter and re-enter a new password.
6. Click on **RESET**.



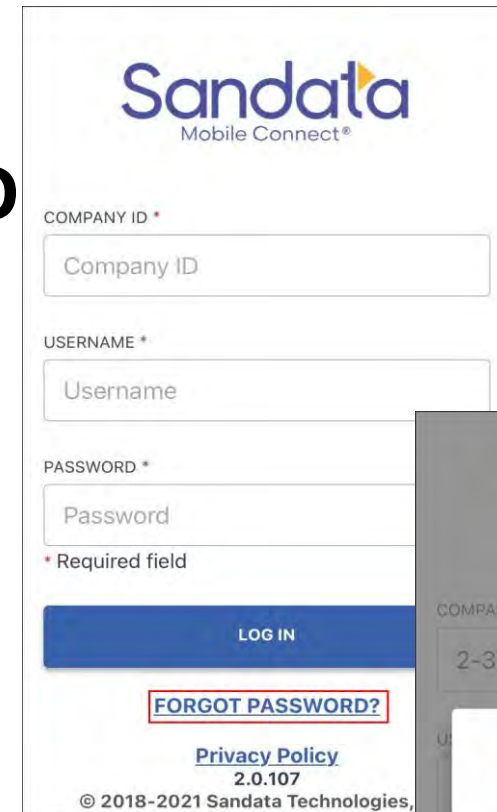
The screenshot shows a web form titled "RESET PASSWORD" in blue text. Below the title, the instruction "ENTER YOUR NEW PASSWORD AND CONFIRM IT" is displayed. The form contains two input fields: "NEW PASSWORD" and "CONFIRM NEW PASSWORD". Each field has a placeholder text "Password" and "Confirm Password" respectively, and a small lock icon on the right side. A blue "RESET" button is located below the input fields. Red boxes highlight the input fields and the "RESET" button.

Reset Password by Mail



Reset Password by Mail (Contd.)

1. Enter the **COMPANY ID** and **USERNAME**
2. Click on **FORGOT PASSWORD**
3. Click on **EMAIL PASSWORD RESET LINK**.



Sandata
Mobile Connect®

COMPANY ID *
Company ID

USERNAME *
Username

PASSWORD *
Password

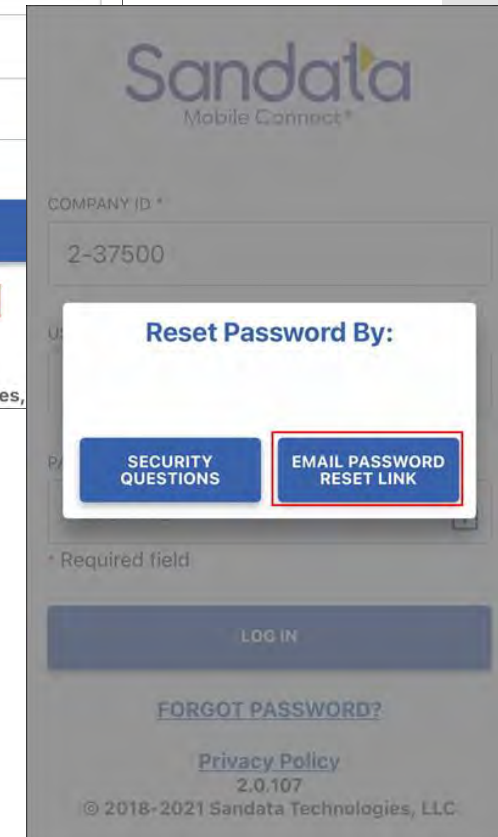
* Required field

LOG IN

[FORGOT PASSWORD?](#)

[Privacy Policy](#)
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Sandata
Mobile Connect®

COMPANY ID *
2-37500

Reset Password By:

[SECURITY QUESTIONS](#) [EMAIL PASSWORD RESET LINK](#)

* Required field

LOG IN

[FORGOT PASSWORD?](#)

[Privacy Policy](#)
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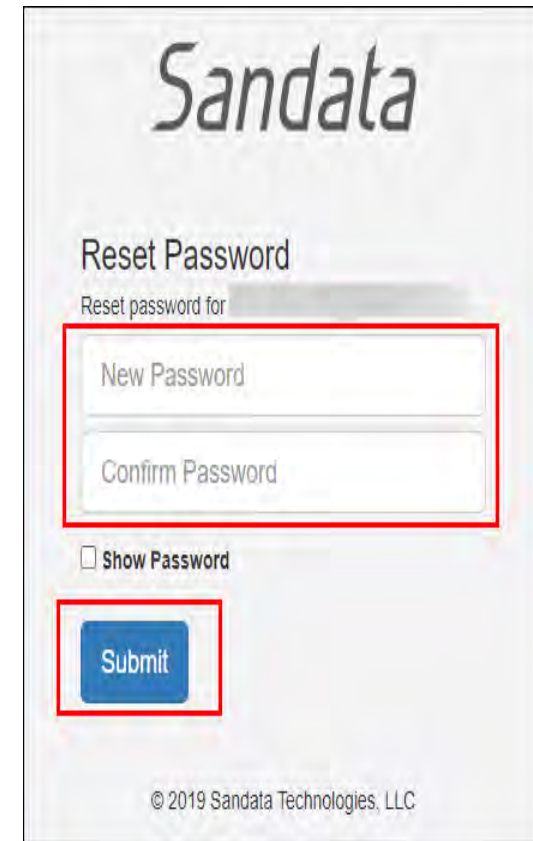
Reset Password by Mail (Contd.)

4. Open the **EMAIL** sent by Sandata.
5. Click on **RESET PASSWORD** Link in the email.
6. Click on **EMAIL PASSWORD RESET LINK.**



Reset Password by Mail (Contd.)

- Enter and Re-enter a new password.
- Click on **SUBMIT**.
- A notification message confirms successful password reset.



The image shows a web form for resetting a password. At the top is the Sandata logo. Below it is the heading "Reset Password". Underneath is a label "Reset password for" followed by a greyed-out input field. Below that are two input fields: "New Password" and "Confirm Password", both highlighted with a red border. Below the input fields is a checkbox labeled "Show Password". At the bottom of the form is a blue "Submit" button, also highlighted with a red border. At the very bottom of the form is the copyright notice "© 2019 Sandata Technologies, LLC".

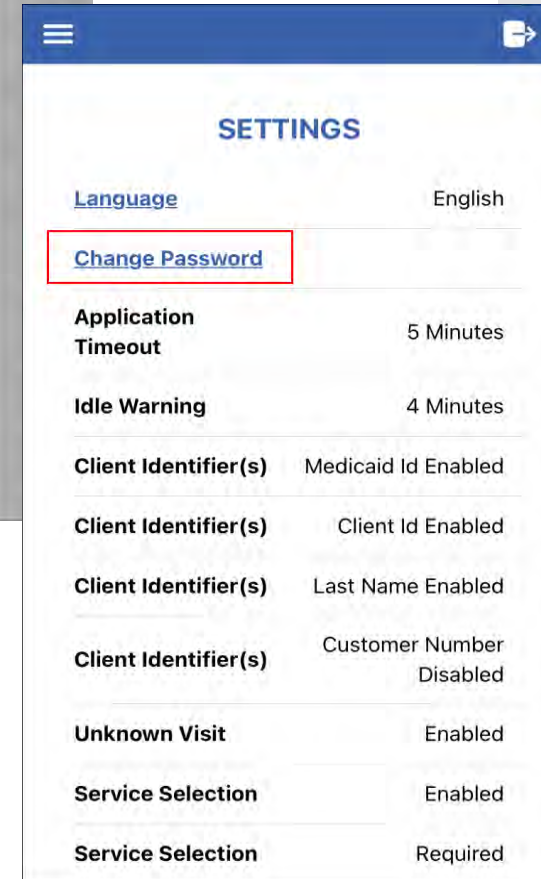
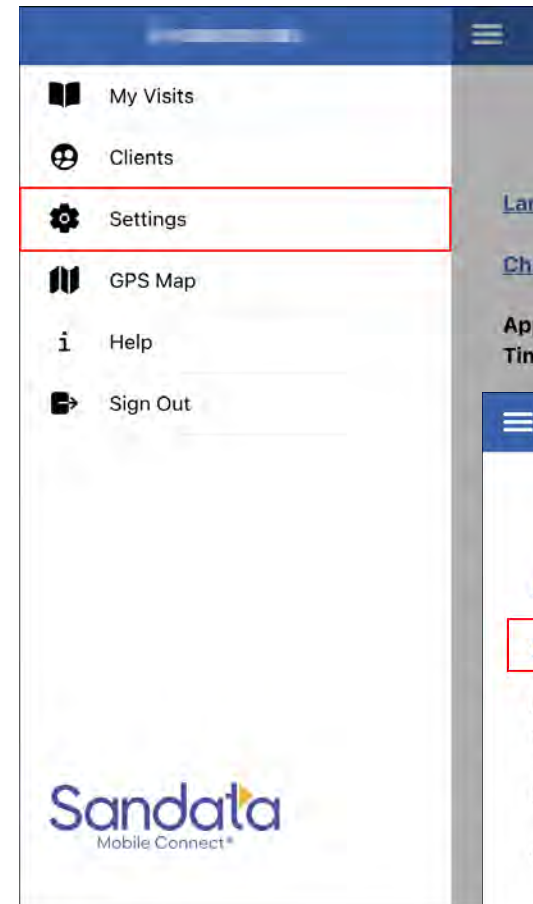


Change Password



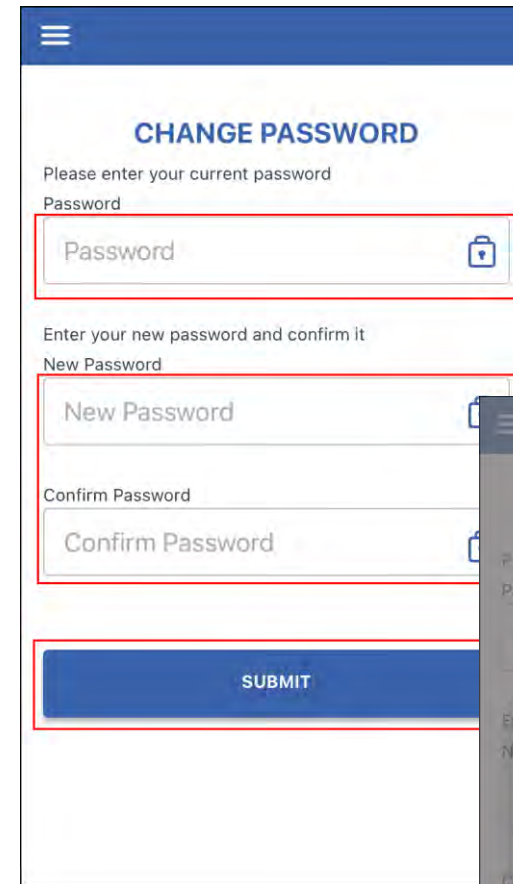
Change Password

- Click **Settings** on Navigation menu.
- Click on **Change Password**



Change Password (Contd.)

- Enter your current password.
- Enter and re-enter a new password.
- Click **SUBMIT**
- A pop-up displays confirming the password was successfully changed



CHANGE PASSWORD

Please enter your current password

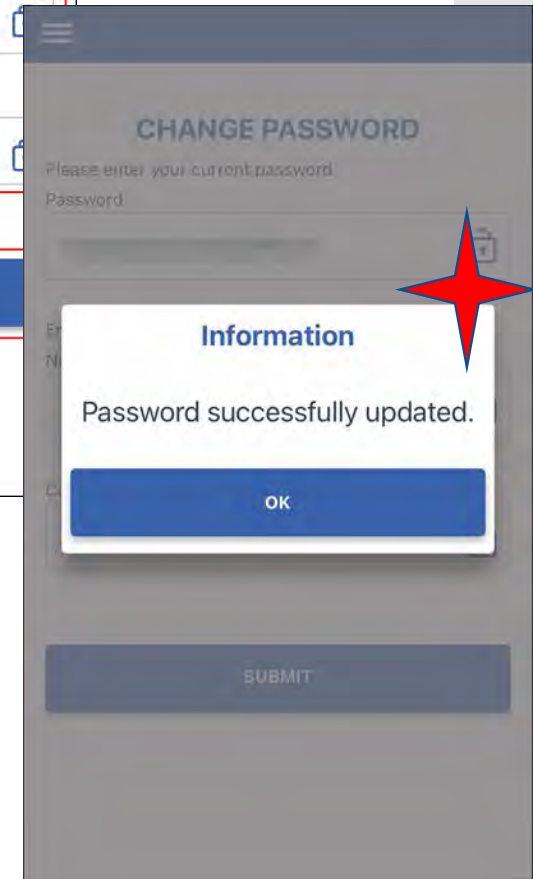
Password

Enter your new password and confirm it

New Password

Confirm Password

SUBMIT

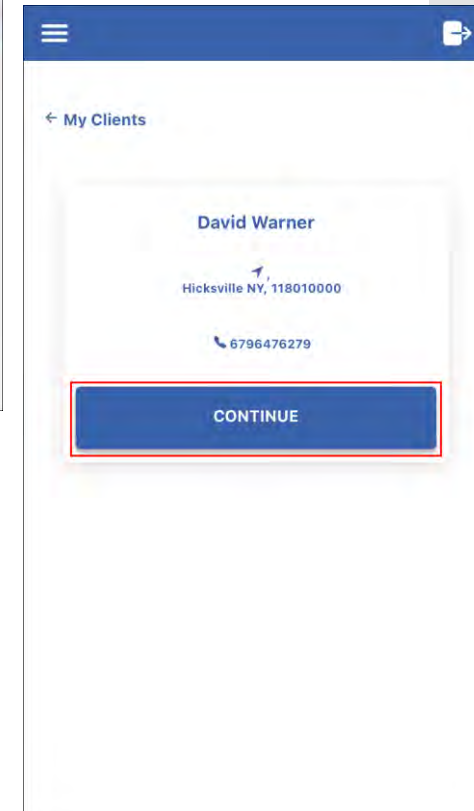
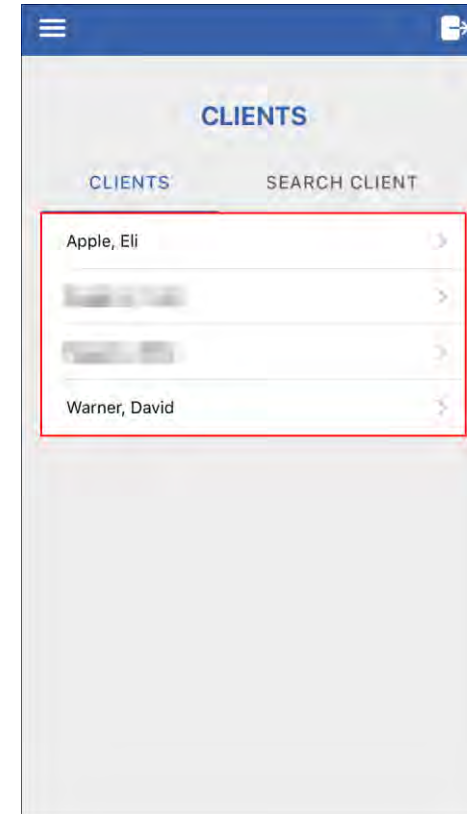


Creating Visits



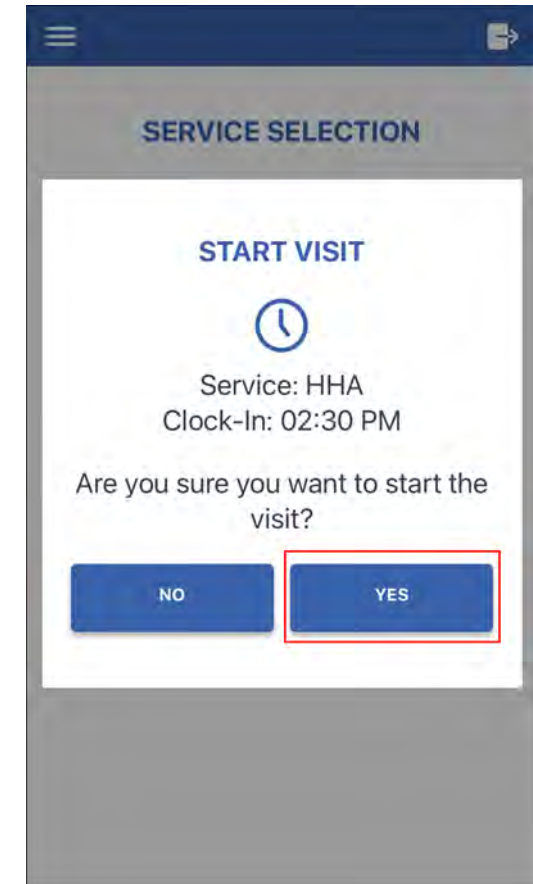
Creating a New Visit

- After you login **CLIENTS** list will be shown.
- Choose a client from the list.
- Click **CONTINUE**



Creating a New Visit (Contd.)

- Click **YES** on **START VISIT** Screen

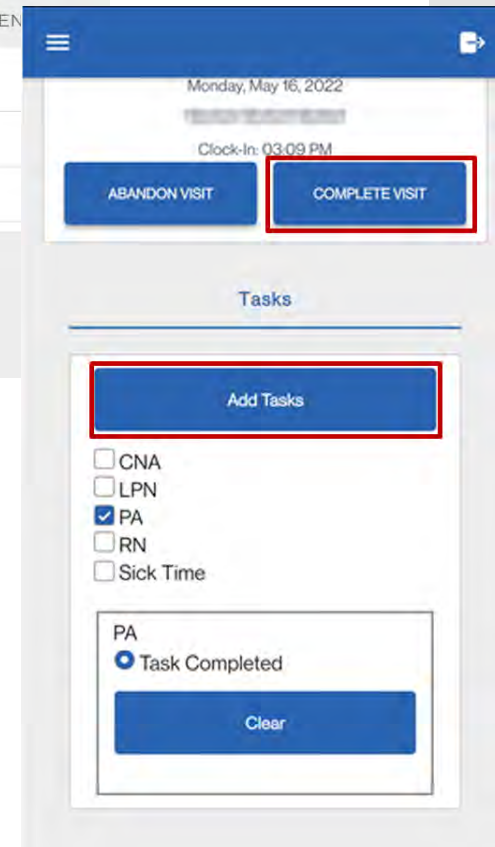
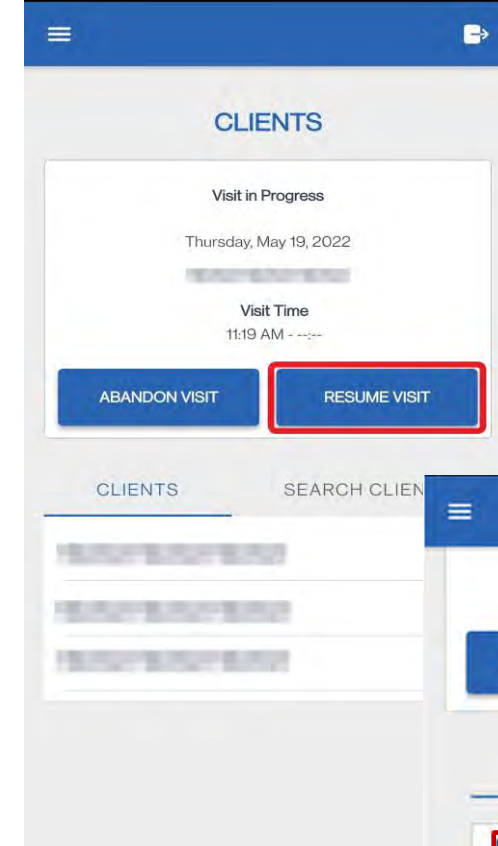


Completing a Visit



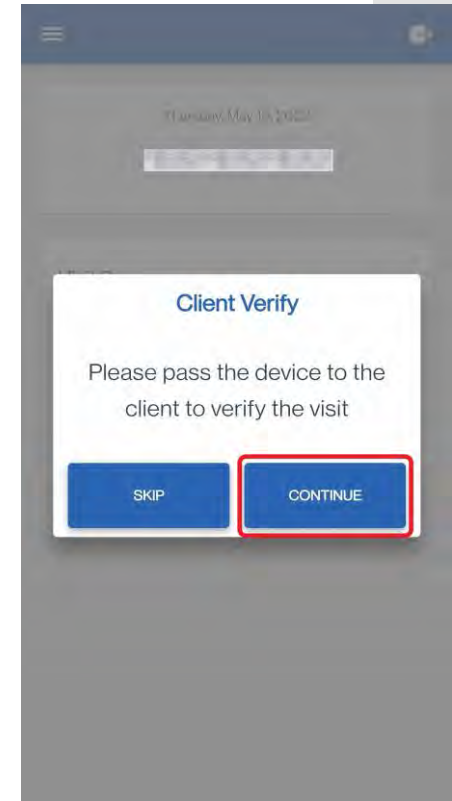
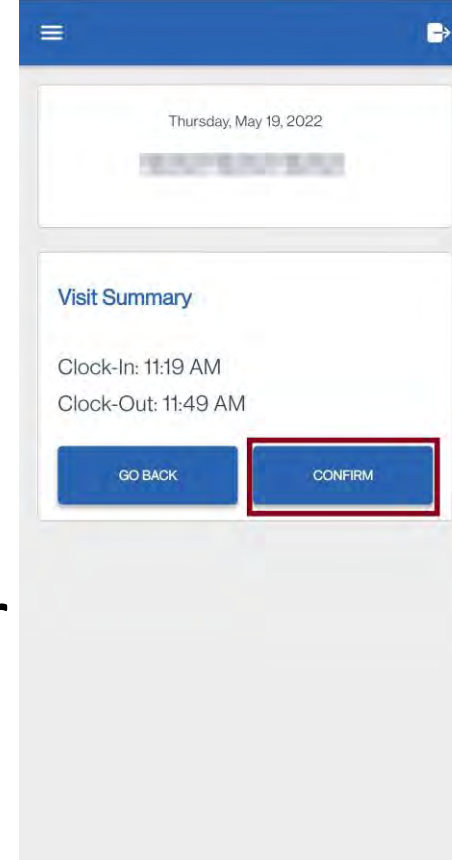
Completing a visit

- At the end of your visit, when you login back into SMC.
- Click on **RESUME VISIT**
- Click on **ADD TASKS**
- Choose Tasks PA or LPN or RN or CNA
- Click on **COMPLETE VISIT**



Completing a visit (Contd.)

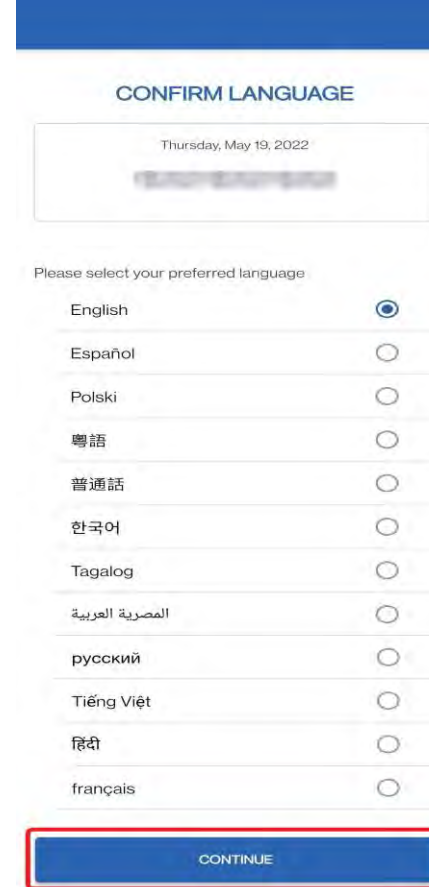
- Click on **CONFIRM** after verifying your clock-in and clock-out times are correct.
- Click on **CONTINUE** for Client Verification
- At this stage you pass on the device to the customer to **VERIFY & CONFIRM** your visit.



Completing a visit (Contd.)

Customer Actions

- Customer chooses the Language.
- Clicks on **CONTINUE**
- Choose **DENY** or **CONFIRM**
- Clicks on **CONTINUE**



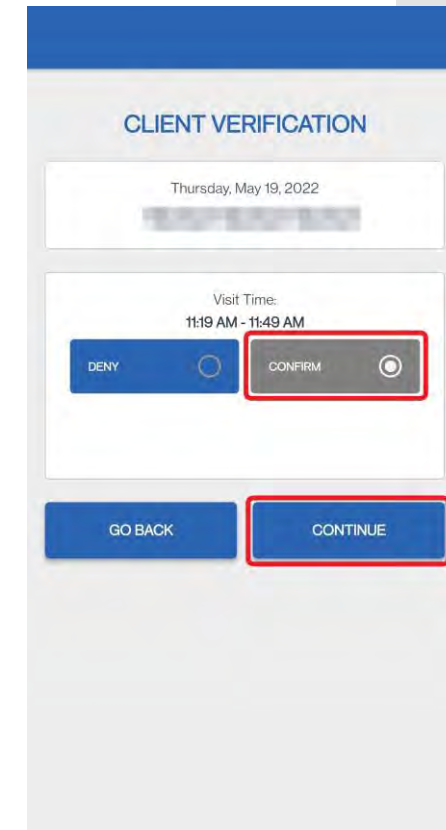
CONFIRM LANGUAGE

Thursday, May 19, 2022

Please select your preferred language

English	<input checked="" type="radio"/>
Español	<input type="radio"/>
Polski	<input type="radio"/>
粵語	<input type="radio"/>
普通話	<input type="radio"/>
한국어	<input type="radio"/>
Tagalog	<input type="radio"/>
العربية المصرية	<input type="radio"/>
русский	<input type="radio"/>
Tiếng Việt	<input type="radio"/>
हिंदी	<input type="radio"/>
français	<input type="radio"/>

CONTINUE



CLIENT VERIFICATION

Thursday, May 19, 2022

Visit Time:
11:19 AM - 11:49 AM

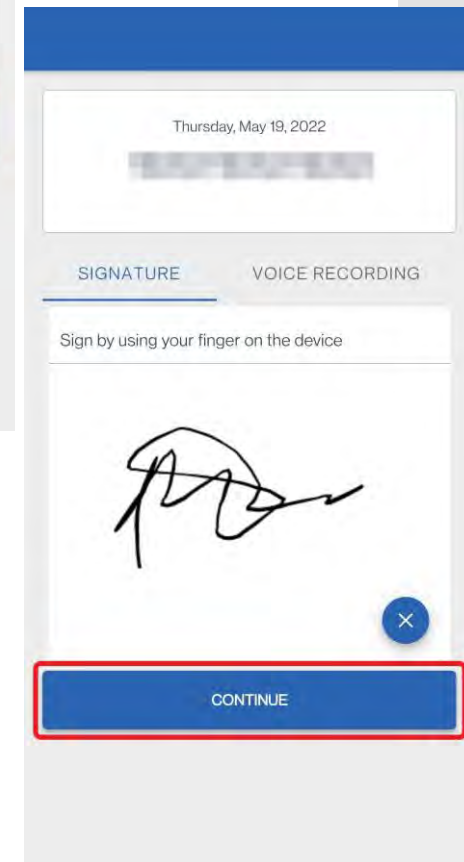
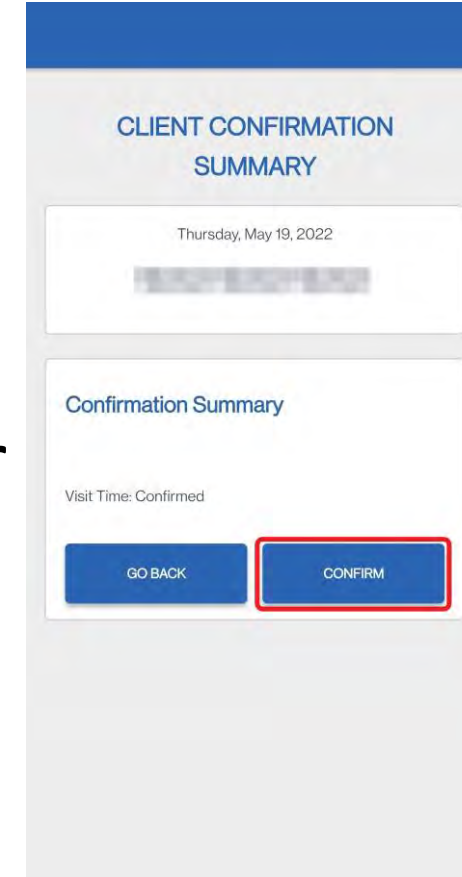
DENY CONFIRM

GO BACK CONTINUE

Completing a visit (Contd.)

Customer Actions

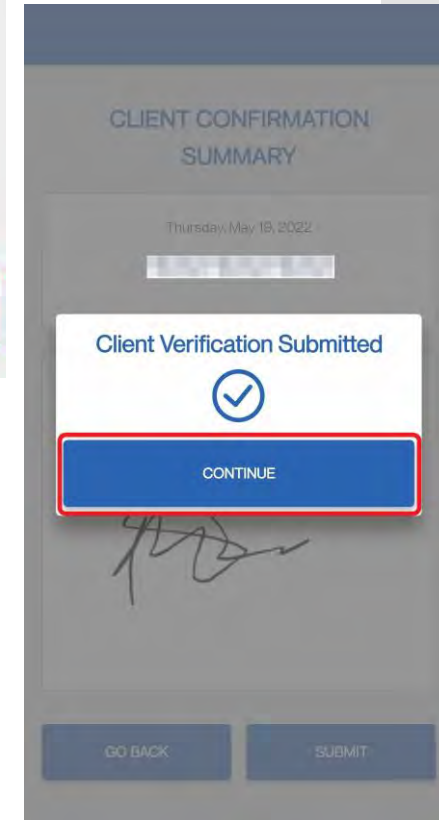
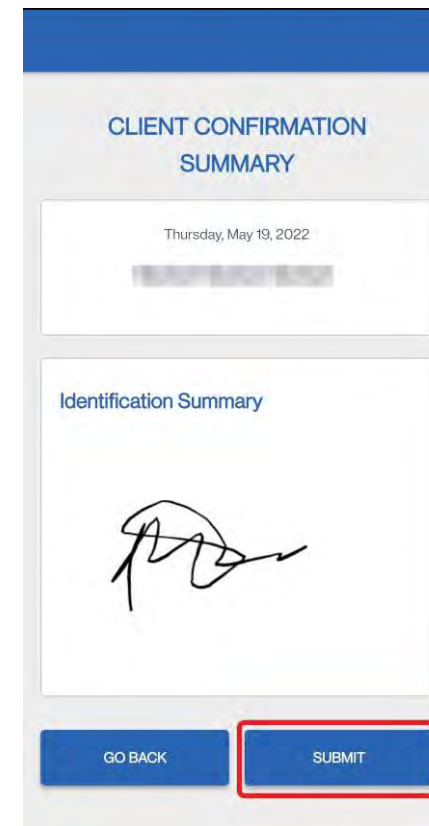
- Clicks on **CONFIRM** in Client Confirmation Summary page.
- At this stage customer can choose to Sign or Record his voice to approve the visit.
- **SIGNATURE Option**
 - Customer signs his signature using his finger
 - Clicks on **CONTINUE**



Completing a visit (Contd.)

Customer Actions

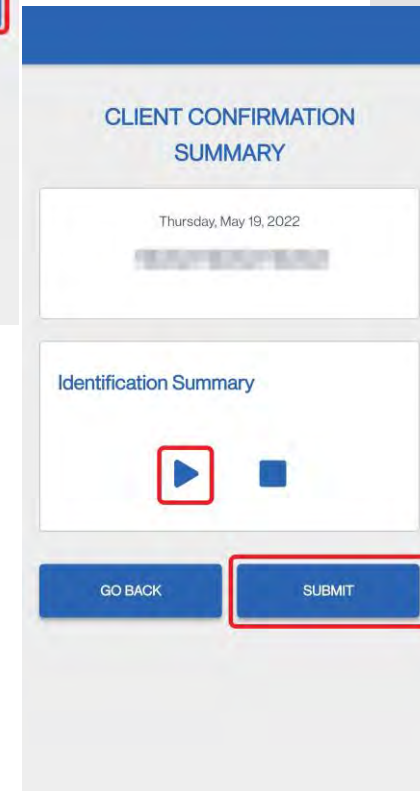
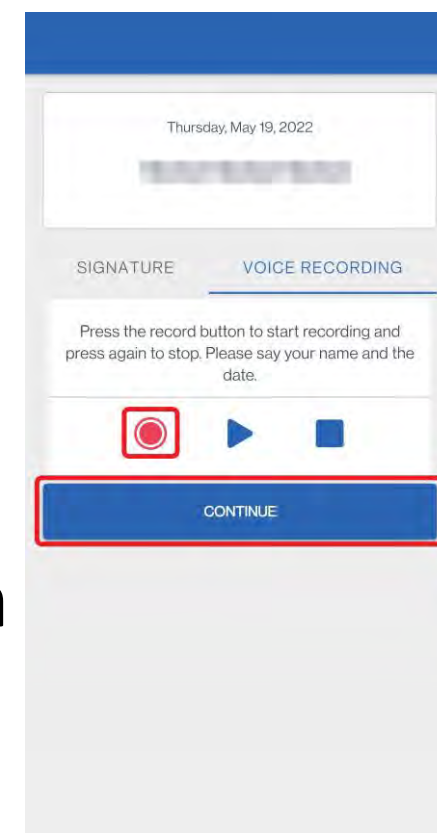
- Click on **SUBMIT**
- Make sure a popup appears confirming the client verification.
- Click on **CONTINUE**



Completing a visit (Contd.)

Customer Actions

- **VOICE RECORDING Option**
 - Click on **RED CIRCLE** and start recording your voice to confirm the visit.
 - Click on **CONTINUE**
 - Click on **PLAY** to hear to recording.
 - If you are OK, Click on **SUBMIT**.

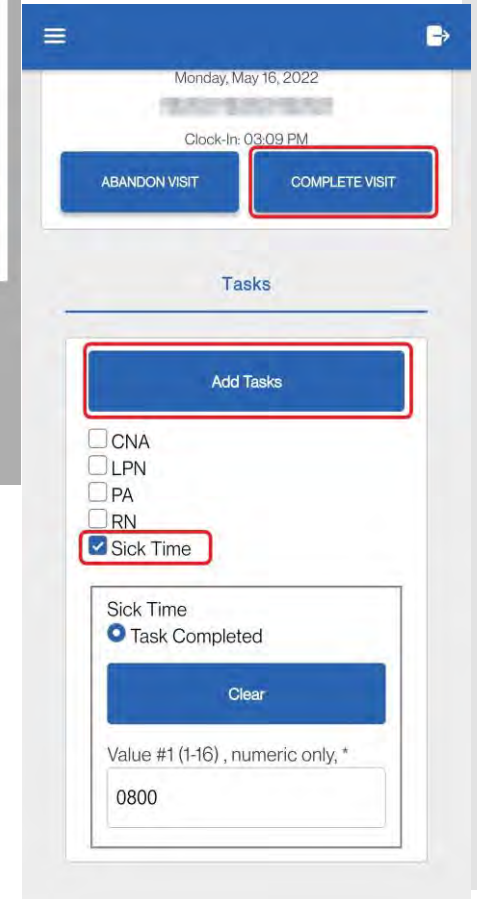
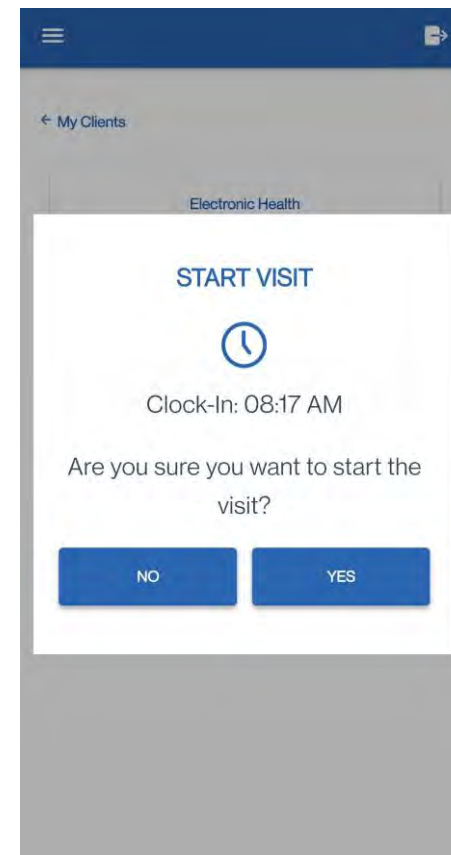


Entering Sick Time



Entering Sick Time

- Log in to SMC
- Choose a Client
- Start a Visit
- Click on **ADD TASKS**
- Choose tasks **Sick Time**
- Click on **COMPLETE VISIT**
- For e.g., Enter 0800 to claim 8 hours of Sick Time.



Need More
Help?

Contact Information:

If you need more help, please **Contact your local field office**
or

Email	DHS.EVV@Illinois.gov
Telephone	888-713-5139 or 888-575-0531(TTY)

Questions...



Thank You for your time.

