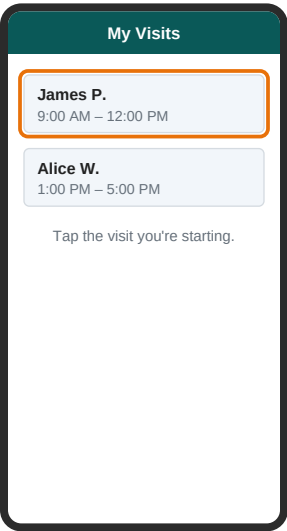
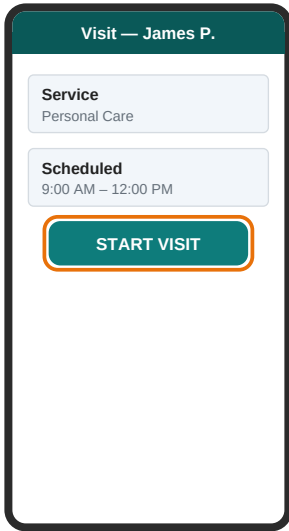


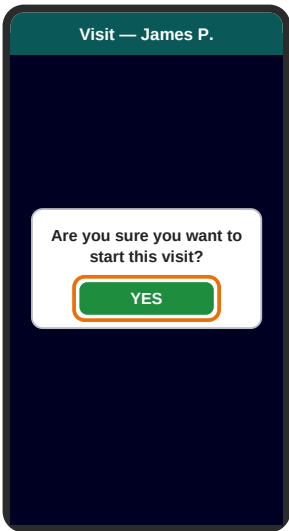
1 Log in. Best practice: log in about an hour before your first visit so any app updates can load.



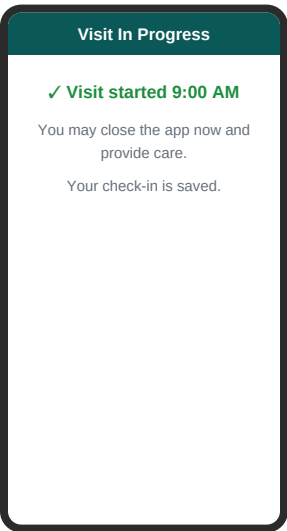
2 You land on My Visits — today's visits are listed.



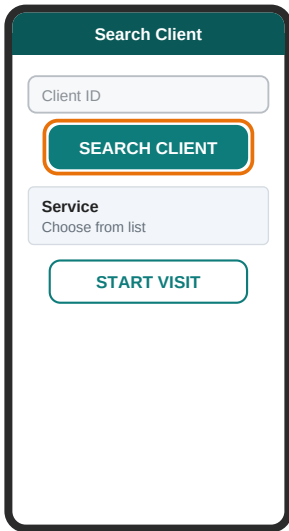
3 Tap Start Visit.



4 Tap Yes to confirm. You're checked in!



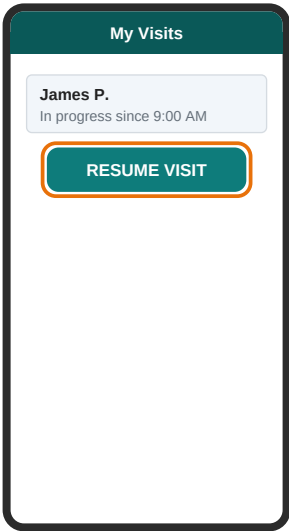
5 Provide care. You can close the app during the visit — it also logs out by itself after a while. That's normal.



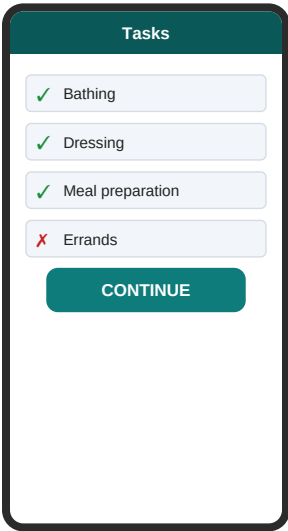
6 No visit on your list? Use Search Client: enter the Client ID, pick the service, then Start Visit.

TIP: NO SIGNAL? NO PROBLEM.

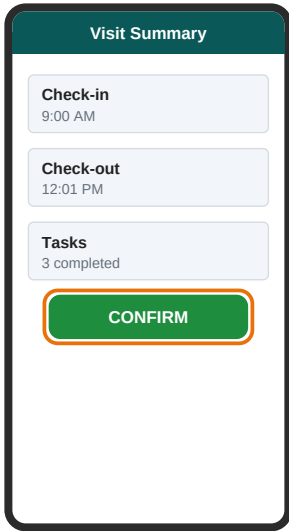
Sandata Mobile Connect does not need cell coverage or Wi-Fi to capture a visit. Check in and out at the real times — the visit saves on your phone and syncs to your agency automatically when signal returns.



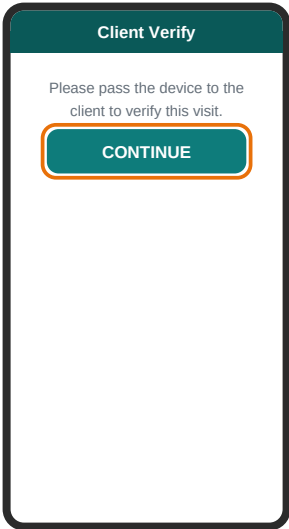
1 When care is done, log back in and tap Resume Visit.



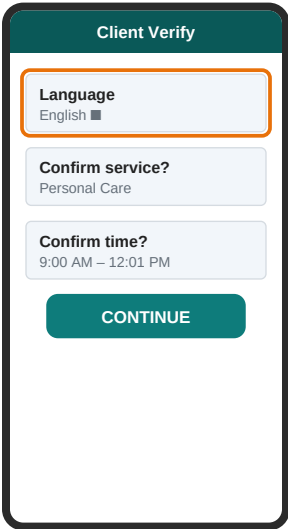
2 Mark the tasks you performed. Notes are optional.



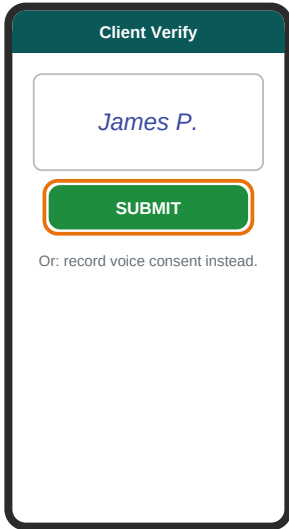
3 Tap Complete Visit, review the summary, then tap Confirm.



4 On the Client Verify screen, tap Continue and hand the phone to your client.



5 Your client picks their language, then confirms the service and visit time.



6 The client signs or records voice consent. Done — the visit sends to your agency automatically.

TIP: THE CLIENT VERIFY STEP IS PART OF YOUR JOB

Client confirmation (signature or voice) is how the state verifies care really happened. Build the hand-off into your routine — finishing tasks a few minutes early makes it feel natural, not rushed.

No signal or Wi-Fi at the client's home

- Use the app exactly as normal — it works fully offline.
- Check in and out at the real times.
- The visit syncs automatically when your phone reconnects.

Why it matters: Offline capture is built in. There is never a reason to skip a check-in over signal.

Forgot your password

- On the login screen, tap Forgot Password.
- Answer your 3 security questions (you set these up at first login).
- Create a new password — no need to wait for the office or Sandata support.

Why it matters: Password problems are the #1 reason caregivers skip punches. This fix takes 2 minutes.

Forgot to check in or out

- Tell your office as soon as you notice — same day if possible.
- Give them the real start and end times.
- Office staff correct the visit in the Sandata portal before it's billed.

Why it matters: Corrections need documentation and a reason code. The sooner you report, the easier the fix.

Client can't or won't sign

- Use voice consent instead of a signature if the client is able.
- If the client refuses or can't verify, complete the visit anyway and note it.
- Tell your office so they can document the exception properly.

Why it matters: Never sign for a client or skip the check-out. An honest exception is always safer than a shortcut.