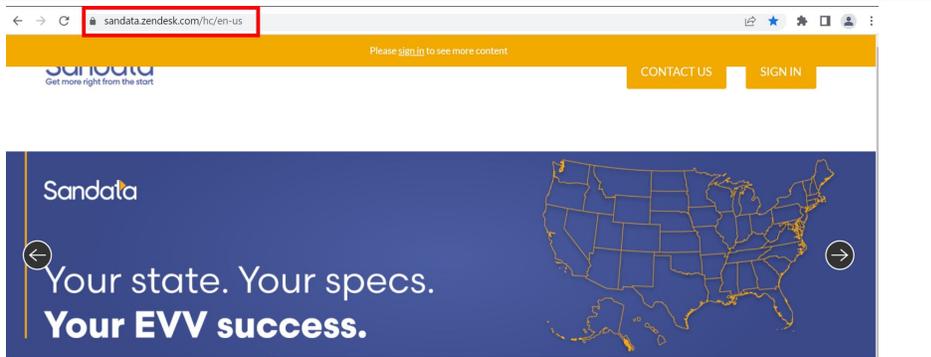
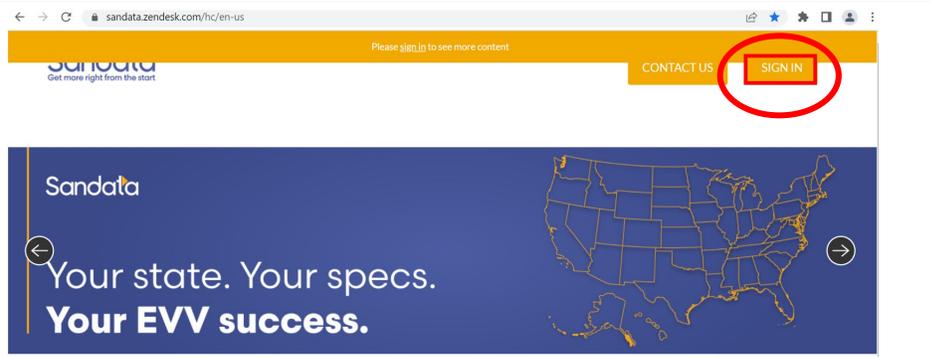




Accessing CalEVV Training Videos for Provider Agency Administrators

This **Quick Reference Guide (QRG)** is for provider agency staff who are administrators in the CalEVV system. Administrators are the people who entered their email address during self-registration or have been added as administrative users in the CalEVV system. If your provider agency has not completed self-registration, please do so before accessing these videos. Information about self-registration can be found on the Department of Developmental Services' website on this QRG: [CalEVV Guide for Self-Registration](#)

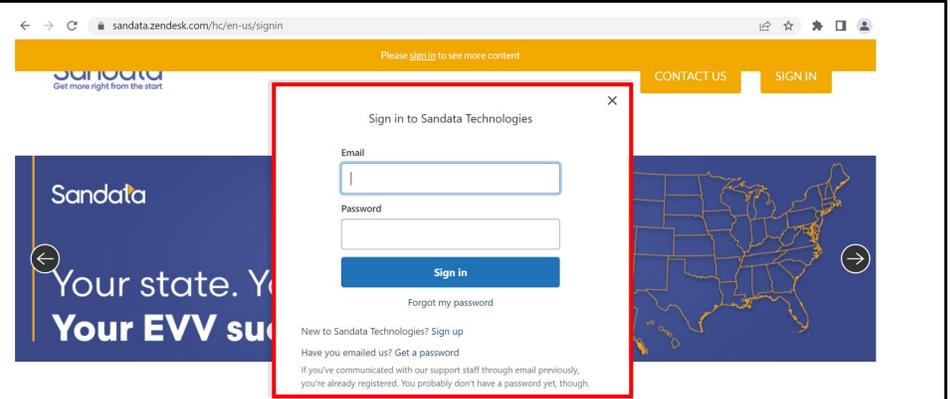
Below are the steps to access the CalEVV training videos via Sandata's website.

<p>1. Go to Sandata Technologies: https://sandata.zendesk.com</p>	
<p>2. Click Sign In, this will open the login window</p>	

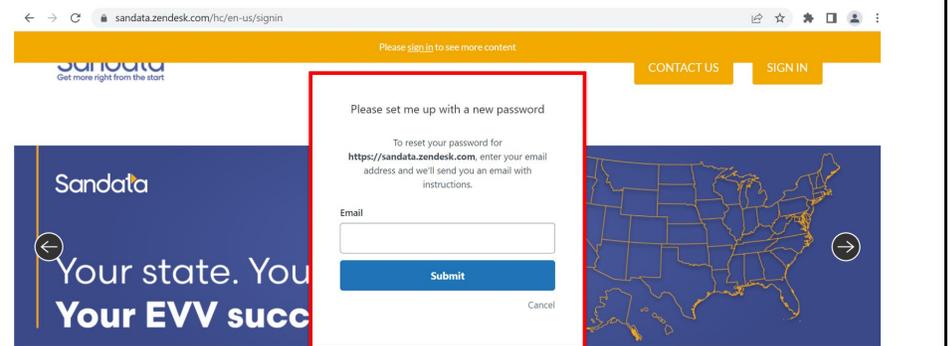
Accessing CalEVV Training Videos for Provider Agency Administrators

3. Enter your email and password and skip to step 7.

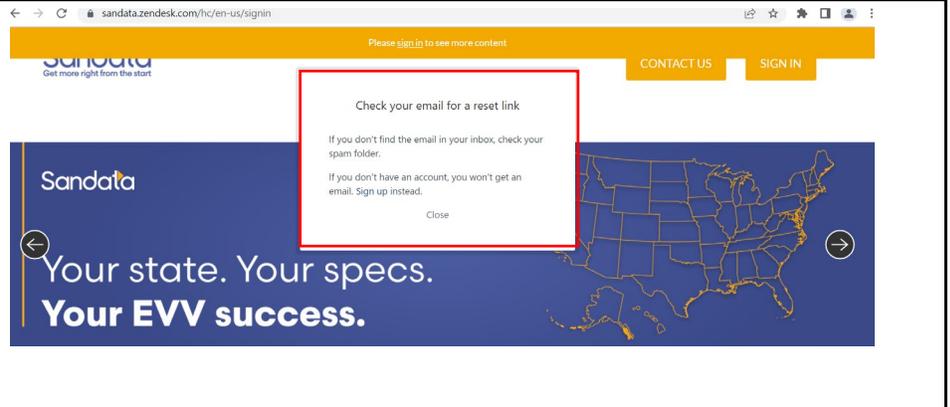
If you are a first-time user or if you need to reset your password, go to **step 4**.



4. Select **Forgot Password**, a new window will pop up, enter your email, and click on **Submit**.



5. A new window will pop up that says, "**check your email for a reset link**"





Accessing CalEVV Training Videos for Provider Agency Administrators

6. Go to your email to locate the email from Sandata Technologies. Check your Spam folder if you don't see it in your inbox.

Click on the link in the email and follow the instructions to set up an account. Enter your email, create a password, and sign in.

Welcome to Sandata Technologies



Sandata Technologies <support@sandata.zendesk.com>
To

You don't often get email from support@sandata.zendesk.com. [Learn why this is important](#)

Sandata

Welcome to Sandata Technologies. Please click the link below to create a password and sign-in.

<https://sandata.zendesk.com/verification/email/R27iFbF4F0a7KEJ3iIexTPAbUqJzHluH>

This email is a service from Sandata Technologies.

7. Click on the **Training Information** Box once you have entered your email and password.

← → ↻ sandata.zendesk.com/hc/en-us 🔍 🌟 ⚙️ 📄

🔍 How Can We Help? Start by typing key words such as "Export Invoice" or "Merge Client"

<p>Training Information</p> <p>Full Product Video Library - LMS Info and Training Guides</p>	<p>EVV Vendor Solutions</p> <p>Documentation per state program used for the EVV Vendor Solution Interface.</p>
<p>Getting Started</p> <p>Self-Help and Ticket Center</p>	<p>Product User Guides</p> <p>User manuals for Sandata's various products</p>
<p>Quick Reference Guide (QRG)</p>	<p>Release Notes</p>

Accessing CalEVV Training Videos for Provider Agency Administrators

8. Click on **California (CalEVV)** button to view a list of all the available resources for CalEVV.

The screenshot shows the Sandata Technologies website. At the top, there is a navigation bar with the Sandata logo, a search bar containing "How Can We Help?", and buttons for "NEW TICKET", "MY EXISTING TICKETS", and "Sign out". Below the navigation bar, the breadcrumb trail reads "Sandata Technologies > Training Information". The main content area is titled "Training Information" and contains a grid of buttons: "California (CalEVV)", "Indiana (IN FSSA)", "Full Product Video Library", "Learning Management System Links", "NYS DOH EVV Training", and "Webinar Registration". The "California (CalEVV)" button is highlighted with a red rectangular box.

9. Click on **CalEVV Recorded Training Webinars**. You can also select any information from this list of California CalEVV resources to view or download.

The screenshot shows the Sandata Technologies website with the breadcrumb trail "Sandata Technologies > Training Information > California (CalEVV)". The main content area is titled "California (CalEVV)" and contains a list of resources. The "CalEVV Recorded Training Webinars" link is highlighted with a red oval. The list of resources includes: "CalEVV Sandata Aggregator Manual", "CalEVV SMC (Sandata Mobile Connect) User Manual", "CalEVV Electronic Visit Verification Manual", "CalEVV Reporting Guide", "CalEVV Electronic Visit Verification (EVV) Supplemental Training Guide", "Registering in the CalEVV Provider (Vendor) Self-Registration Portal", "California BI and Aggregator (for JE's) Video Library", "California BI and Aggregator (State User) Video Library", "California (CalEVV) Learning Management System (LMS) Training", "California (CalEVV) Provider Training Registration", "Preparing a Bulk Upload File", and "Performing a Bulk Upload".



Accessing CalEVV Training Videos for Provider Agency Administrators

10. The language options for the videos are **English ASL, English or Spanish.**

Click on the link to the videos you want to watch.

The screenshot shows the Sandata website interface. At the top left is the Sandata logo with the tagline "Get more right from the start". To the right are two orange buttons: "NEW TICKET" and "MY EXISTING TICKETS". Below the logo is a breadcrumb trail: "Sandata Technologies > Training Information > California (CalEVV) > CalEVV Recorded Training Webinars". A search bar on the right contains the text "How Can We Help?". The main content area is titled "CalEVV Recorded Training Webinars" and contains three links: "English ASL Videos", "English Videos", and "Spanish Webinars". The "English ASL Videos" link is highlighted with a red rectangular box.