



## Accessing CalEVV Training Videos for Staff at Provider Agencies

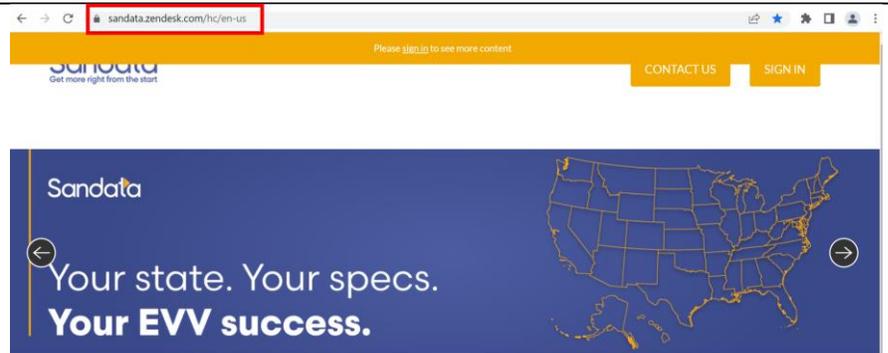
This **Quick Reference Guide (QRG)** is for direct support professionals (DSPs)/caregivers/staff who work for a provider agency. The provider agency has to have completed self-registration before you can access the available training.

Before starting with Step 1, call Customer Support to let them know you are requesting access.

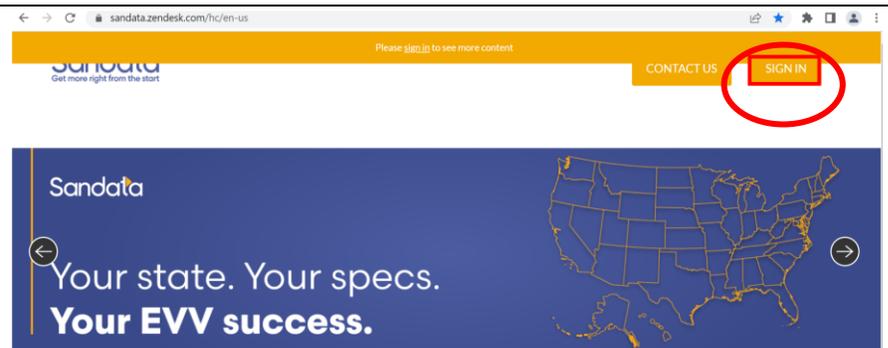
- Get the CalEVV ID Number or the STX number from the provider agency you work for.
  - CalEVV ID Number: A 6-digit number assigned after completing self-registration.
  - STX Number: A 6-digit number, also called a Santrax number, assigned in the Welcome Kit.
- Call **California Customer Care: (855) 943-6070**
- Tell them you are requesting access to the CalEVV trainings posted to their website.
- Provide the name of the provider agency you work for and the CalEVV ID or STX number
- Provide the email you want to use to register

Once you hang up, follow the steps below to access the CalEVV training videos via Sandata's website.

1. Go to **Sandata Technologies:**  
<https://sandata.zendesk.com>



2. Click **Sign In**, this will open the login window

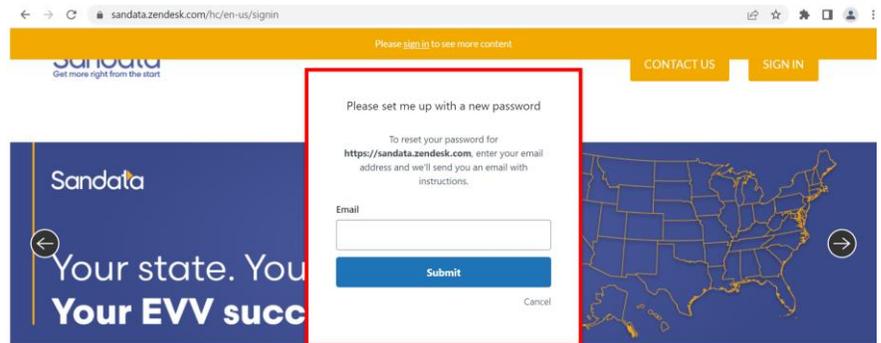




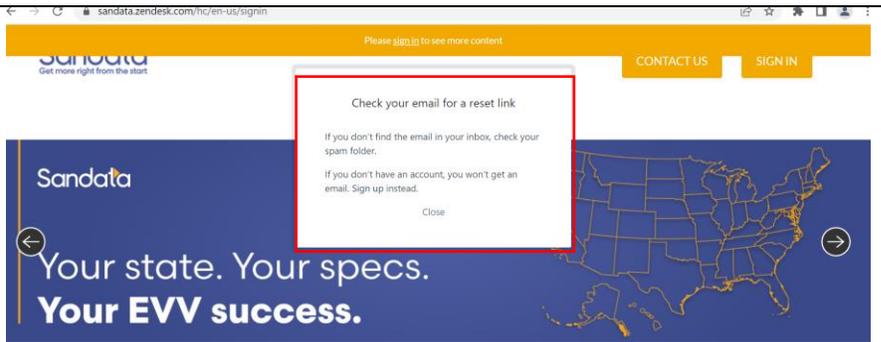
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3. You need to set up an account.

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



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

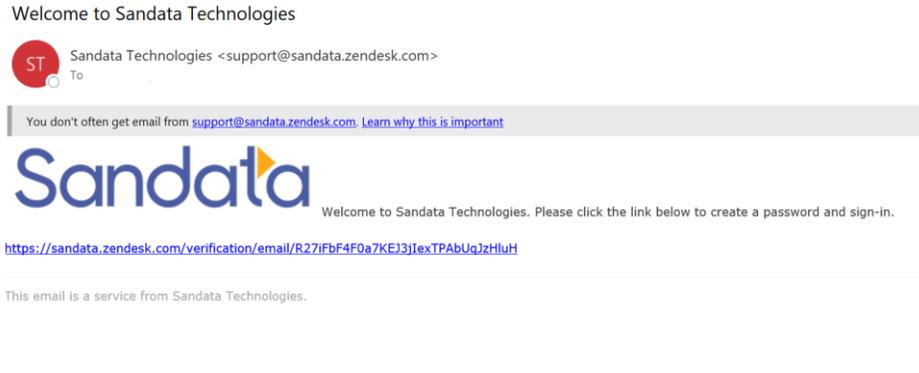




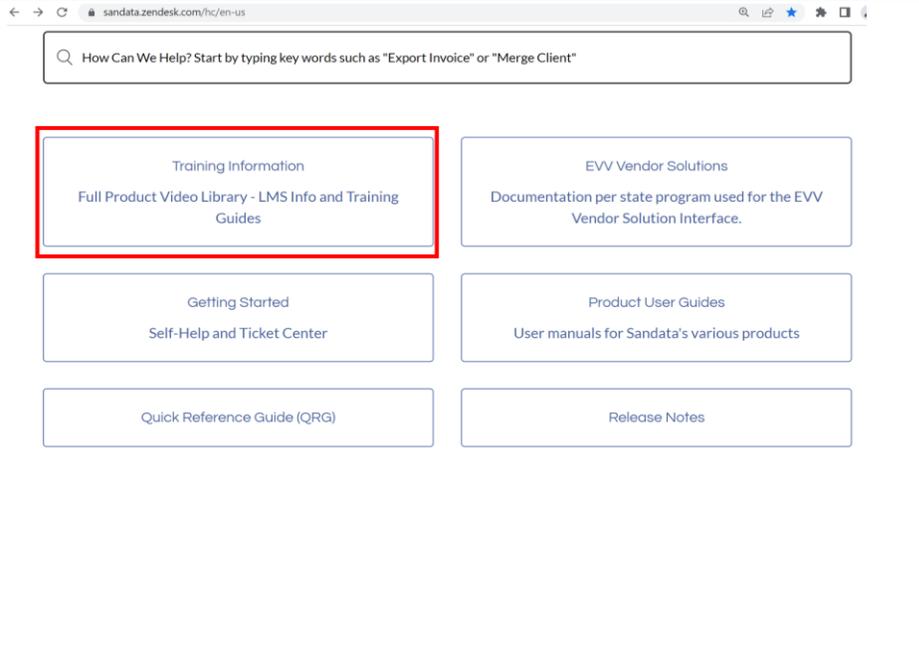
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5. Go to your email to locate the email from Sandata Technologies. Check your **Spam folder** if you don't see it in your inbox.

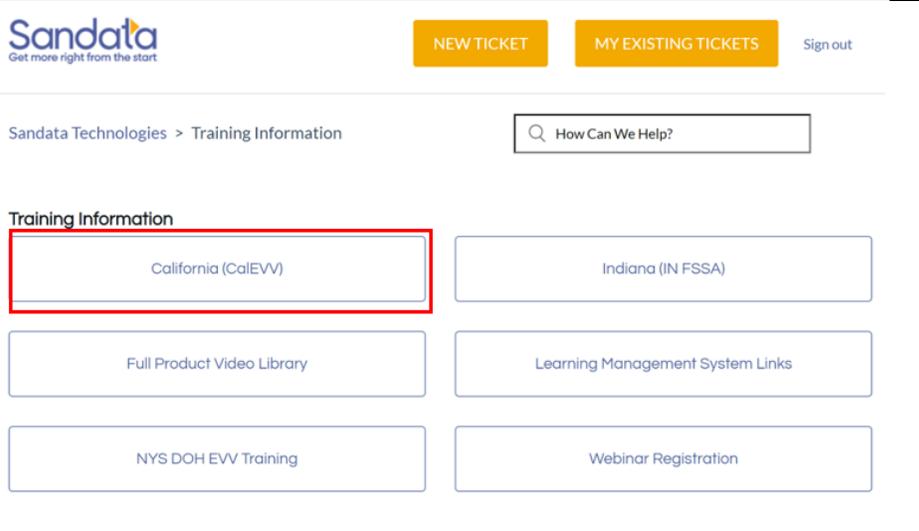
**Click on the link in the email and follow the instructions** to set up an account. Enter your email, create a password, and sign in.



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



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





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### 8. 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 website interface. At the top, there are navigation buttons for 'NEW TICKET', 'MY EXISTING TICKETS', and 'Sign out'. Below the header, the breadcrumb trail reads 'Sandata Technologies > Training Information > California (CalEVV)'. A search bar contains the text 'How Can We Help?'. The main content area is titled 'California (CalEVV)' and contains a list of resources. The first item, 'CalEVV Recorded Training Webinars', is highlighted with a red circle. Other items in the list include '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'.

### 9. 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, there are navigation buttons for 'NEW TICKET' and 'MY EXISTING TICKETS'. Below the header, the breadcrumb trail reads 'Sandata Technologies > Training Information > California (CalEVV) > CalEVV Recorded Training Webinars'. A search bar contains the text 'How Can We Help?'. The main content area is titled 'CalEVV Recorded Training Webinars' and contains a list of language options. The first three items, 'English ASL Videos', 'English Videos', and 'Spanish Webinars', are highlighted with a red box.