

CalEVV System Overview and Navigation

New Announcement

Sandata is rolling out new enhancements to its support and learning system(s), including a new support ticket system and an upgraded learning experience. Look for email communications from Sandata with details starting early March.

CalEVV System Login

From a supported browser (Google Chrome, Microsoft Edge, or Mozilla Firefox), follow the steps below to log into the CalEVV system.

Note: The agency (STX) number is a unique account number assigned to each agency during self-registration. The username is your email address.

1. Login to the [CalEVV Portal](#).
2. Enter the **STX** number, **USERNAME**, and **PASSWORD**.

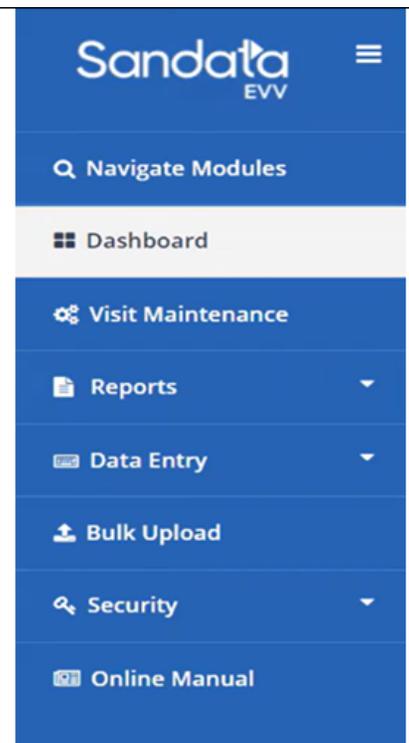
The STX number is located in your “Welcome Kit.” This was sent to you by Sandata from do-not-reply@etraconline.net. Be sure to check your spam/junk folder.

If you are unable to locate your “Welcome Kit” and STX number, please contact Sandata for assistance at 1-855-943-6070, email CACustomerCare@sandata.com, or [submit a request](#) through the Sandata online support form.

Basic System Overview

Use the menu on the left to navigate system modules or use the **Navigate Modules** search feature to quickly locate items.

- **Dashboard:** Displays summary counts for unscheduled visits, unknown clients, and unknown employees. Select a tile to view detailed records.
- **Visit Maintenance:** View visit details, correct visit exceptions, filter records, and manually create visits using the “Create Call” button.
- **Reports:** For viewing or scheduling reports (i.e., billing data, daily, and date-range reports for selected timeframes).
- **Data Entry:** View, create, and edit *Client* and *Employee* records.
- **Bulk Upload:** Upload client and/or employee data via an Excel spreadsheet file—ideal for large volumes.
- **Security:** Create, view, and manage user access to the CalEVV system.
- **Online Manual:** Full CalEVV user guide information on how to use the system.



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The CalEVV team has transitioned Office Hours to a new weekly drop-in model. [Every Friday at 1:30 – 2:30 PM](#) (no registration required).

Program policy questions, email EVV@dhcs.ca.gov.

For CalEVV customer support, call 1-855-943-6070 or email CACustomerCare@sandata.com.

For EVV assistance with alternate systems, call 1-855-943-6069 or email CAAltEVV@sandata.com.

To update administrator access to CalEVV, submit a request ticket through [Sandata On-Demand](#)