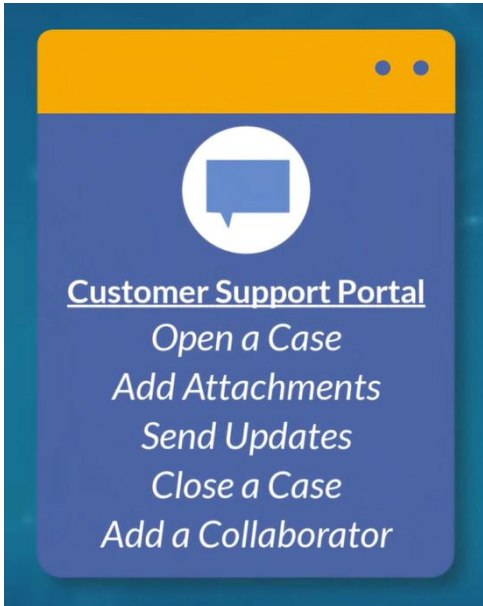


Sandata Zendesk Migration & Support Updates

April 20 – Sandata is rolling out a new support ticketing system to deliver faster, more efficient assistance. In addition, Sandata is introducing Caree, a new virtual assistant designed to provide personalized support and help guide users through their experience. Read on to learn more!



New Support Ticket System

Submit tickets quickly and track progress with Sandata’s new streamlined process for faster resolutions from their Technical Customer Care (TCC) team. [Watch the Demo!](#)

- Real-time status updates
- Add attachments or comments anytime
- Collaborate with your team on a case
- Centralized history of all requests

There will be no new changes to your current process. You will be automatically redirected to the appropriate webpage. Please bookmark the new URLs for quick access.

New Introducing Caree Virtual Assistant

- Caree Virtual Assistant to answer questions and deliver on-demand training support instantly.
- Save time with self-service access to information—right at your fingertips.
- Faster access to the resources you need.
- Personalized support for your learning journey.

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](#)