

CaIEVV Announcements

Welcome Kit – Effective today, May 12, new CaIEVV providers completing self-registration will receive an email from customerexperience@hhaexchange.com with instructions to complete their CaIEVV account setup and links to recommended training. Check spam or junk folders or contact Sandata’s [Customer Support Team](#) for assistance if the email is not received.

Customer Support Portal Login

Submit tickets, track progress, and get real-time status updates with Sandata’s new streamlined process for faster resolutions from the Sandata Technical Customer Care team. [Watch the Demo](#) to learn more!

STEP 1 - Register for a Support Account

Start by creating an account. On the [Customer Portal Login](#) page, click the “Need to submit a ticket? Need Access? Sign up here” button.

STEP 2 - Complete the Account Registration Form

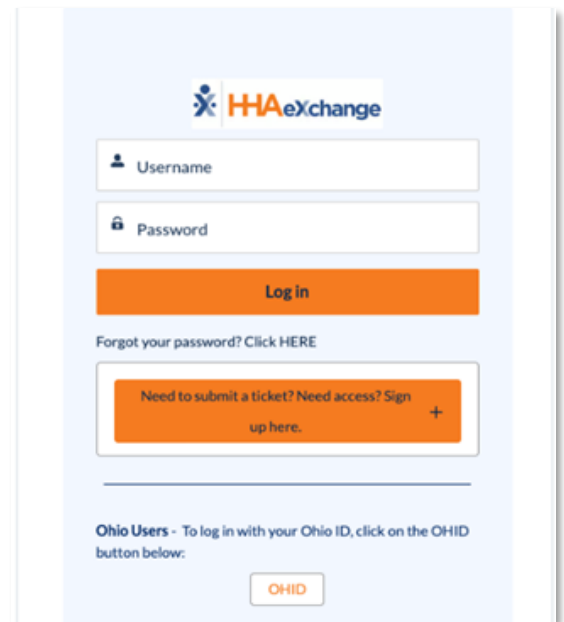
Fill in all required (*) fields: First Name, Last Name, Email, Customer ID/STX ID number, and Company Name. Click “Next”.

Note: Select the check box “Don’t know your Customer ID or STX ID” if unknown. An automated email will be sent with instructions to complete your registration. Check your spam folder if you do not receive the email.

STEP 3 - Account Confirmation

For accounts that are immediately set up, you will receive an email with instructions to set your password. Click “Finish” to exit the screen.

Note: For accounts that require additional assistance, an automated email with a ticket number will be sent to you.



Customer Support Portal Overview

Below are a list of features of the [Customer Support Portal](#):

- **Announcements** – contains important system-wide messages.
- **Support Cases** – allows you to view the status on your support cases.
- **Help Resources** – contains links to the Knowledge Base, FAQs, and the ability to open a new support case.
- The **Search** icon – allows you to search through all elements of the Support Portal.
- The **Bell** icon – allows you to view notifications specific to your support cases.
- The **Profile** icon – allows you to view your **Profile**, adjust your **Settings**, and **Log Out** of the Support Portal.

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Open a Support Ticket

Follow the steps below to create a support ticket through the support portal:

1. Log into the [Customer Support Portal](#).
2. From the top navigation menu, click on the **Help Resources** dropdown. Next, select **Get Support**.
3. On the following page, select your product from the dropdown, and then click **Next**.
4. From the **Category** dropdown, select the applicable issue for your request, and then click **Next**.
5. Enter the details of your request. Fields marked with a red asterisk (*) are mandatory. Click **Upload Files** to attach any relevant files. When finished, click **Submit Case**.
6. The confirmation screen shows your case is submitted and reviewed shortly by the Sandata Customer Support Team. An email is sent to confirm receipt of the ticket.

CalEVV Training Update

CalEVV training is now recommended and available as a self-paced learning tool. Providers are encouraged to complete training to take advantage of available tools and resources that support effective use of the system.

Key benefits include:

- Provides flexibility through self-paced learning.
- Allows focus on the most relevant topics based on specific individual needs.
- Supports on-demand learning without delaying account setup or use.
- Encourages use of training as needed for ongoing support and reference.
- Enables quick access to guidance when questions arise.
- Offers a more streamlined and user-friendly learning experience.

Get Assistance from Caree

[Caree Virtual Assistant](#) provides answers to questions and delivers 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

Weekly DHCS EVV Drop-In Hours – Available every [Friday, 1:30 – 2:30 pm](#) for providers and jurisdictional entities to ask questions and get technical assistance

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](#)