

Frequently Asked Questions: Providers

Frequently Asked Questions (FAQ)

How do I ensure that I am using the latest version?

SNFConnect will automatically prompt you to update, ensuring your software is always current.

What devices does SNFConnect work on?

SNFConnect is available on smartphones & iPad. It is compatible with both iOS and Android operating platforms.

Can I use the SNFConnect application in “offline” mode?

No. In accordance with industry security and compliance regulations, the app does not store any information on your device, and the app will not function without an internet connection.

How do I know my data is secure?

SNFConnect adheres to HIPAA/ HITECH security compliance standards. The application support team provides unique login credentials to all new users, allowing only authorized authenticated users to access data within the app. These credentials should never be shared. No data is stored on your device, and the app uses SSL to encrypt data before transmitting it.

Who should I contact for technical support?

You may contact us directly via email at SNFConnectsupport@tech.saisystems.com or contact Technical Support (203) 243-4973.

I forgot my password. How to reset the password?

To reset a forgotten password, please email to SNFConnectsupport@tech.saisystems.com

What are notifications and how do find it in SNFConnect?

Notification bell icon display the count of the requests assigned for the login user. Select Home screen Click on the bell icon for notifications present at the top right corner.

How do see the completed request in SNFConnect?

You can tab on the Archive option in home screen and you will see the Completed request.

I have a question that is not listed here. How do I get clarification?

Feel free to call customer support at (203) 243-4973 or email us at SNFConnectsupport@tech.saisystems.com