

FVV Devices Now Have a New Home

OVERVIEW

Device ordering, returns, and replacements have moved from the EVV portal and eTrac to Shopify as part of an improved experience.

This guide walks you through placing a new FVV device order, requesting a replacement device, and completing a device return.

On This Page

- ▶ [Ordering a New FVV Device in Shopify](#)
- ▶ [1. Access the Device Ordering Page](#)
- ▶ [2. Sign Up or Sign In to Shopify](#)
- ▶ [3. Explore the Shopify Home Page](#)
- ▶ [4. Add the Device to Your Cart](#)
- ▶ [5. Review Your Cart and Check Out](#)
- ▶ [6. Complete Checkout](#)
- ▶ [7. Order Confirmation](#)
- ▶ [Returning an FVV Device in Shopify](#)
- ▶ [Returns Made On or After 7/22/26](#)
- ▶ [Returns Made Before 7/22/26](#)
- ▶ [Need Support?](#)

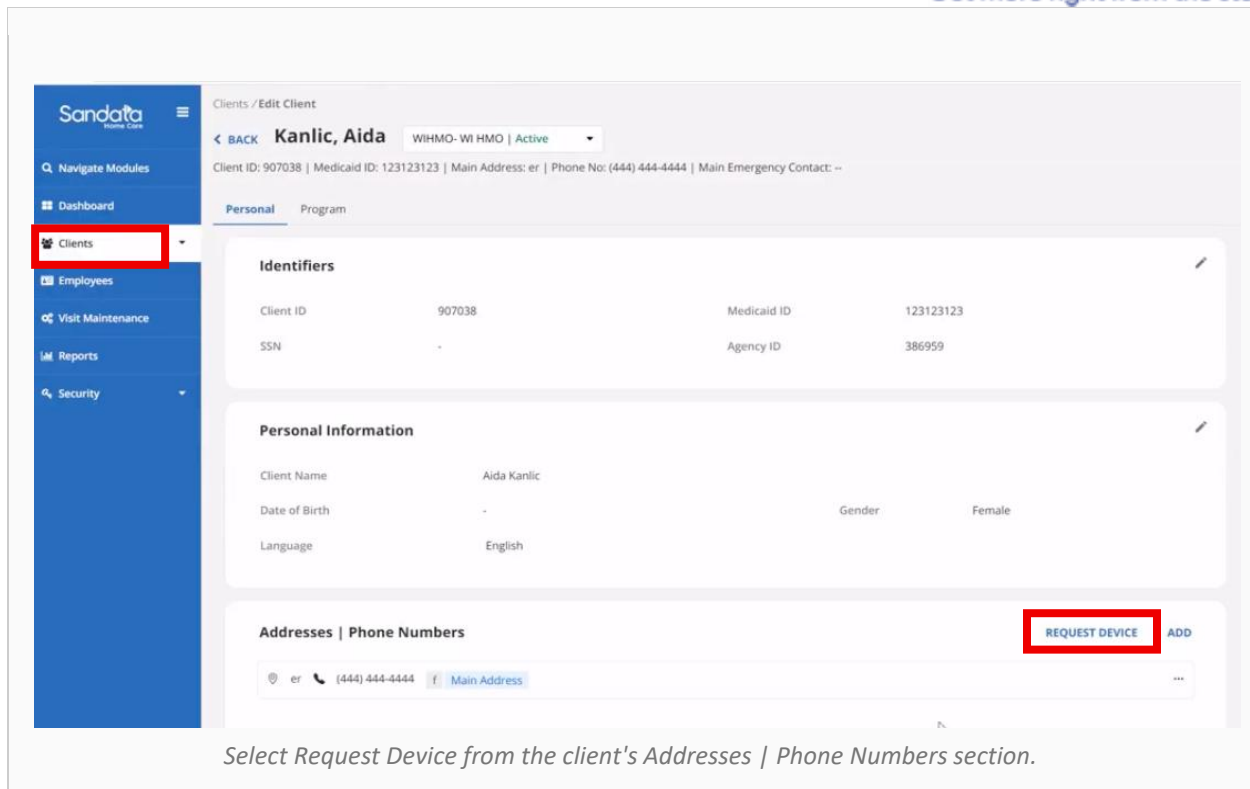
Ordering a New FVV Device in Shopify

Ordering a new FVV device is easy. Use the steps below if this is your first time placing an order.

1 Access the Device Ordering Page

- Sign in to your EVV portal.
- Navigate to Clients, then select Personal.
- Locate the Request Device button in the Addresses | Phone Numbers section.
- Select Request Device.

A new browser window opens, displaying the Hawaii Device Ordering Portal (Shopify). Continue to Step 2.



Select Request Device from the client's Addresses | Phone Numbers section.

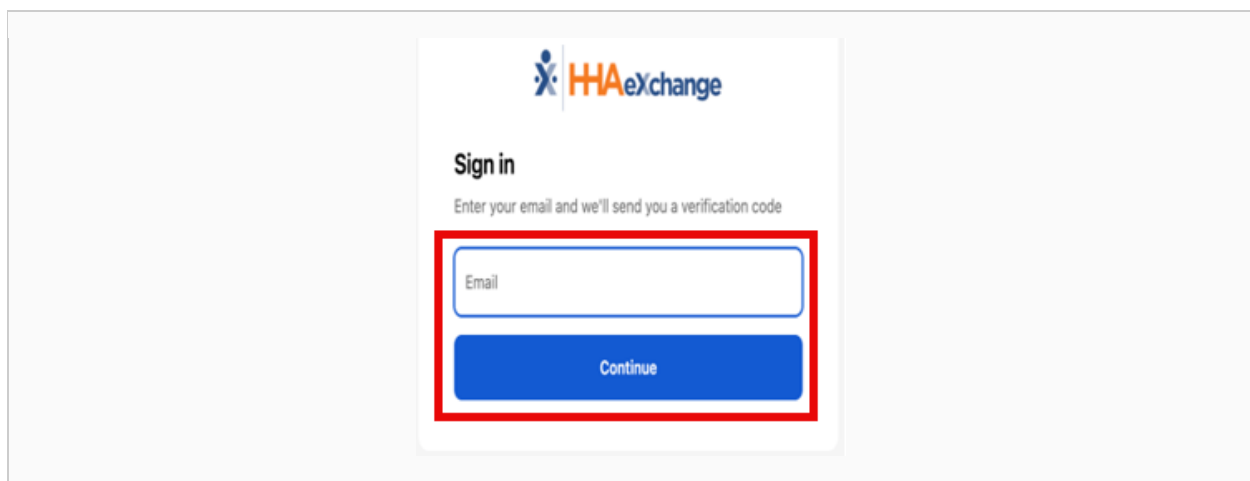
2 Sign Up or Sign In to Shopify

- Enter your agency's email address and select Continue to sign up for a Shopify account.

NOTE

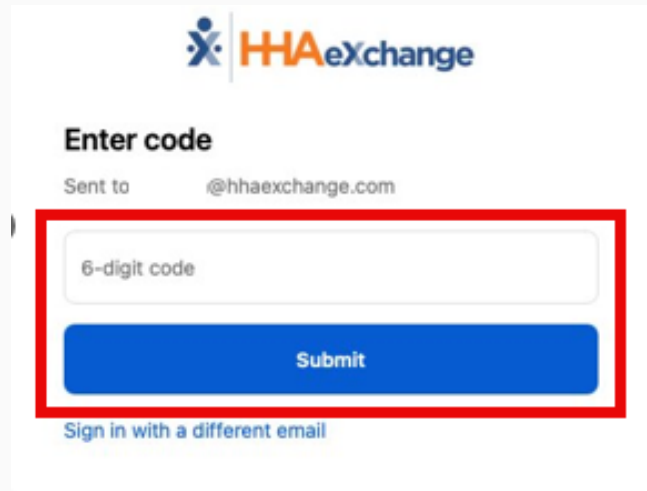
All device orders are associated with the email address used to sign in. To let your agency easily view and manage all orders from a single account, use the same email address for every order.

A six-digit verification code is sent to this email address to confirm your email.



Enter your agency's email address and select Continue.

- Return to the Shopify website and enter the verification code you received by email to log in. No password is required.



HHAexchange

Enter code

Sent to @hhaexchange.com

6-digit code

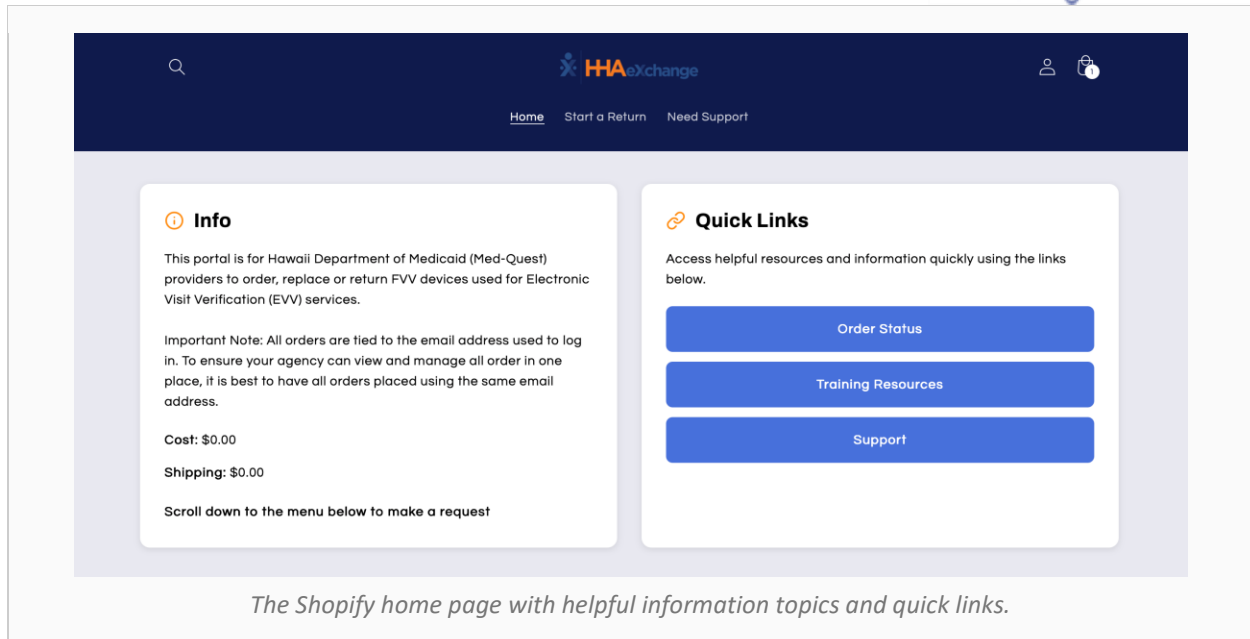
Submit

[Sign in with a different email](#)

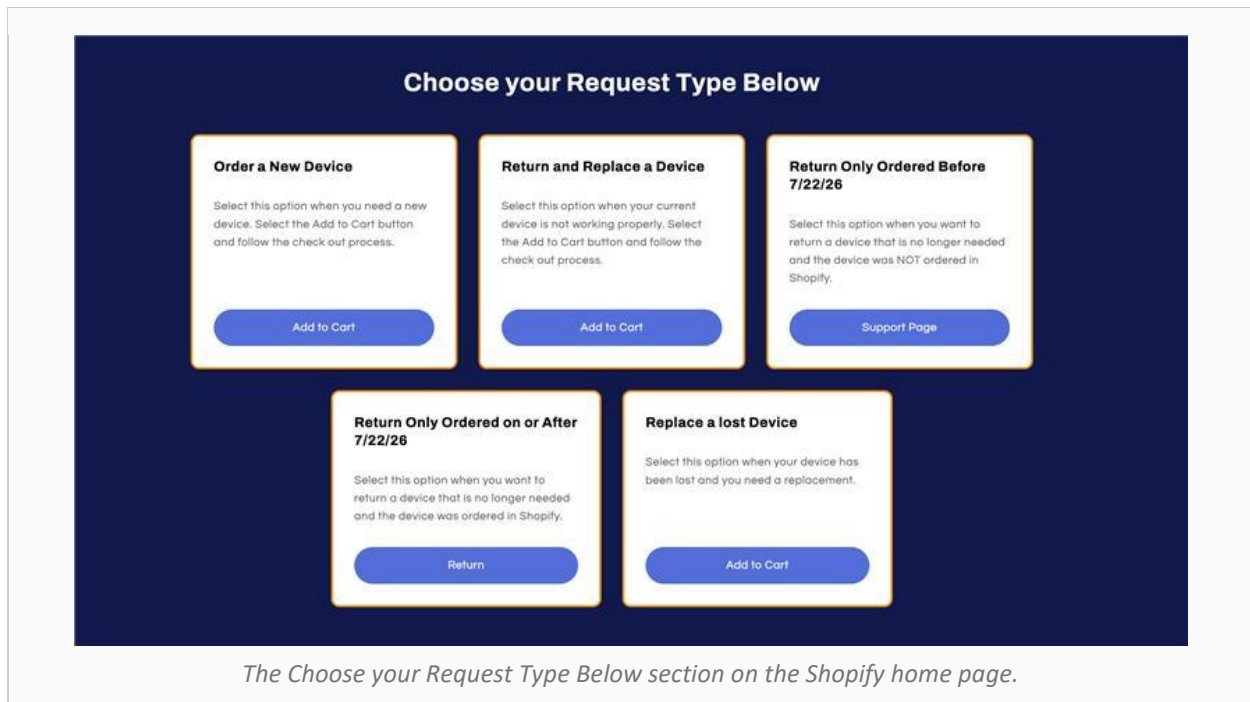
Enter the verification code sent to your email to log in.

3 Explore the Shopify Home Page

The Shopify home page includes helpful information topics and quick links you can use as resources for support and guidance.



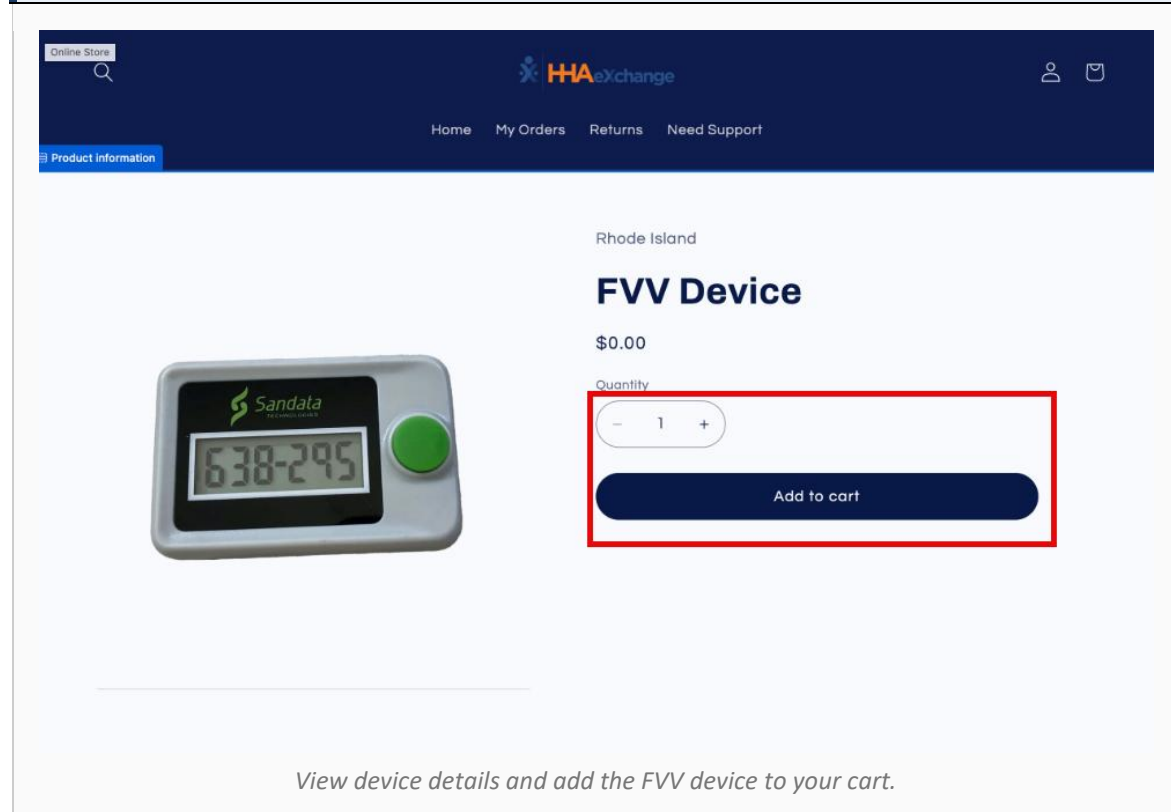
The Choose your Request Type Below section lets you quickly select the type of request you need — ordering a new device, replacing a lost or damaged device, or completing a return. Each option guides you to the correct next step.



After signing in, you land on the Shopify page for the FVV Device. From this page, you can view the device details, select a quantity, and add the device to your cart.

NOTE

You can add only one device per order to your cart.



5 Review Your Cart and Check Out

Once the device is added, the Your Cart panel shows the FVV device, quantity selector, and estimated total. Confirm your selections, then select Check out to proceed with your order.

NOTE

The \$0.00 total is expected. FVV devices are provided at no cost and do not require payment during checkout.



Review the cart contents and select Check out.

6 Complete Checkout

On the checkout page, complete all required fields.

- To find the Client ID, log in to your EVV portal and navigate to Clients, then Client Management.
- On the Personal tab, in the Identifiers section, locate the EVV-assigned Client ID and enter it in the designated field.

IMPORTANT

Do not enter the client's Medicaid ID in this field. Use the EVV-assigned Client ID only.

Provider Information

Agency Name

STX Account Number

Phone Number

Special Delivery Instructions if Needed (optional)

Client Registration Information

Client ID

PLEASE DO NOT USE PHI: This number is the Client ID assigned by EVV.

Indicate the type of request you are making: NEW or REPLACEMENT

Request Type

☐ **New**
Choose this option for new requests

☐ **Replacement, Lost**
Choose this option, for lost or stolen devices that require a replacement

☐ **Return & Replacement**
Choose this option to return and replace your device

☐ **Lost, No Replacement Required**
Choose this option to report a lost device that does not require a replacement

Device IMEI Number

If returning a device: Enter the IMEI Number found on the back of the device. If no devices are being returned: Enter N/A.

FVV Device

FREE

Subtotal

\$0.00

Shipping

FREE

Total

USD **\$0.00**

Complete the required checkout fields.

Sandata Home Care

Navigation Modules

Dashboard

Clients

Client Management

Employees

Scheduling

Visit Maintenance

Billing (Archive)

Billing

Lab Results

Clients / Edit Client

Account: -

LOG OUT

BACK

Active

HISTORY

NOTES

Client ID: | Medicaid ID: | Main Address: | Phone No: | Main Emergency Contact: -

Personal Program Schedules Invoices

Identifiers

Client ID

Medicaid ID

SSN

Agency ID

Personal Information

Contacts

ADD CONTACT

No contact(s) added. Click button to add contact(s).

ADD CONTACT

Enter the EVV-assigned Client ID.

When completing the checkout form, a Request Type selection is required. Select one of the following options:

- **New** — for new device requests.
- **Replacement, Lost** — for lost or stolen devices that need replacement.
- **Return & Replacement** — to return a device and receive a replacement.

- Lost, No Replacement Required — to report a lost device that does not need a replacement.

If you select Return & Replacement or Replacement, Lost, the Device Serial Number field must also be completed:

- Enter the serial number(s) of the device being returned or replaced.
- If no device is being returned, enter N/A.

IMPORTANT

If the Request Type or Device Serial Number field is left blank, the system displays an error message and you cannot continue until it is completed.

Request Type

Indicate whether this is a NEW device request or a REPLACEMENT Request

Request Type

☐ New
Choose this option for new requests

☐ Return & Replacement
Choose this option, to return and replace your device

☐ Replacement, Lost
Choose this option, for lost or stolen devices that require a replacement

Request Type is required

Device Serial Number

Device Serial Number is required

If returning a device: Enter the Serial Number(s) of the device being returned.
If no devices are being returned: Enter N/A.

Select a Request Type and, if applicable, enter the Device Serial Number.

Choose the Shipping Address

This selection determines where your device will be shipped. You must select one of the two options below.

Option 1 — Client Main Address: Select this option to ship the device directly to your client, using the Main Address on file in their EVV record. No address entry is needed. To confirm the Main Address, log in to your EVV portal and navigate to Clients, then Client Management — the Main Address appears at the top of the screen.

Option 1 — ship to the client's Main Address on file in the EVV portal.

Option 2 — Agency/Other: Select this option to ship the device to your agency or another address. Complete all required address fields.

IMPORTANT

Do not enter any Protected Health Information (PHI) in the address fields. Use only agency or non-client addresses in this section.

Select where you would like this device shipped

If you select Client: The device will be shipped to the address listed as "Main Address" in the client's Electronic Visit Verification (EVV) record.

If you select Agency/Other: You must enter a complete shipping address in the fields below.

PLEASE DO NOT ENTER PHI IN THE FIELDS BELOW

Ship to

☒ Client Main Address

Device will be shipped to the clients Main Address on file in EVV

☐ Agency/Other

Device will be shipped to the address you provide below. All fields are required.

Option 2 — enter an agency or other non-client shipping address.

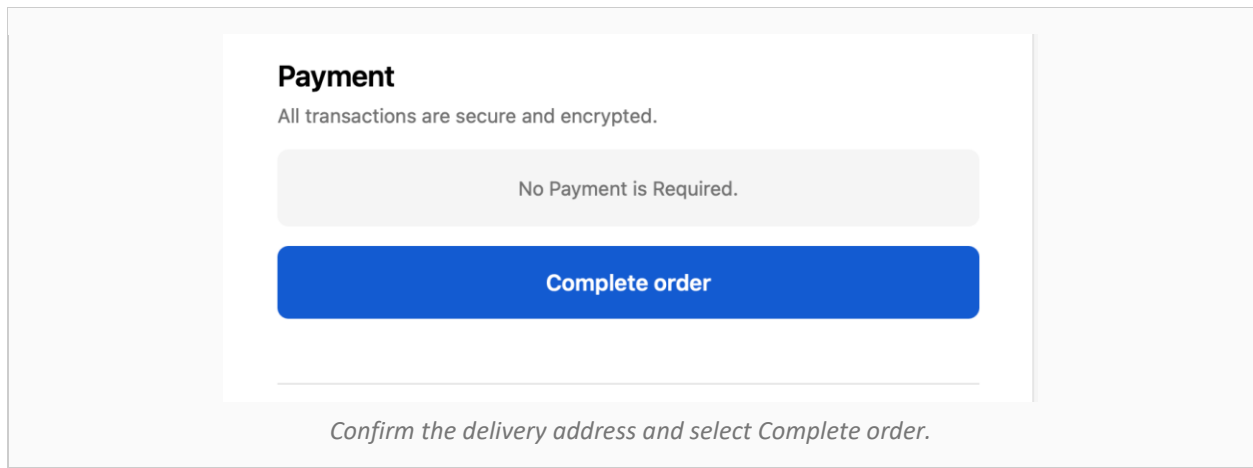
Payment and Delivery Confirmation

In the Payment section, no action is required — FVV devices are provided at no cost, so no payment information is needed.

Next, confirm the provider's delivery address:

- Select Yes, use the delivery address provided to ship to the address already on file, or
- Select No, I need to enter a different address to provide a new delivery address.

If entering a new address, complete all required address fields before continuing. Review the order summary on the right side of the screen to confirm the device, shipping method, and total. Once everything looks correct, select Complete order to submit your request.

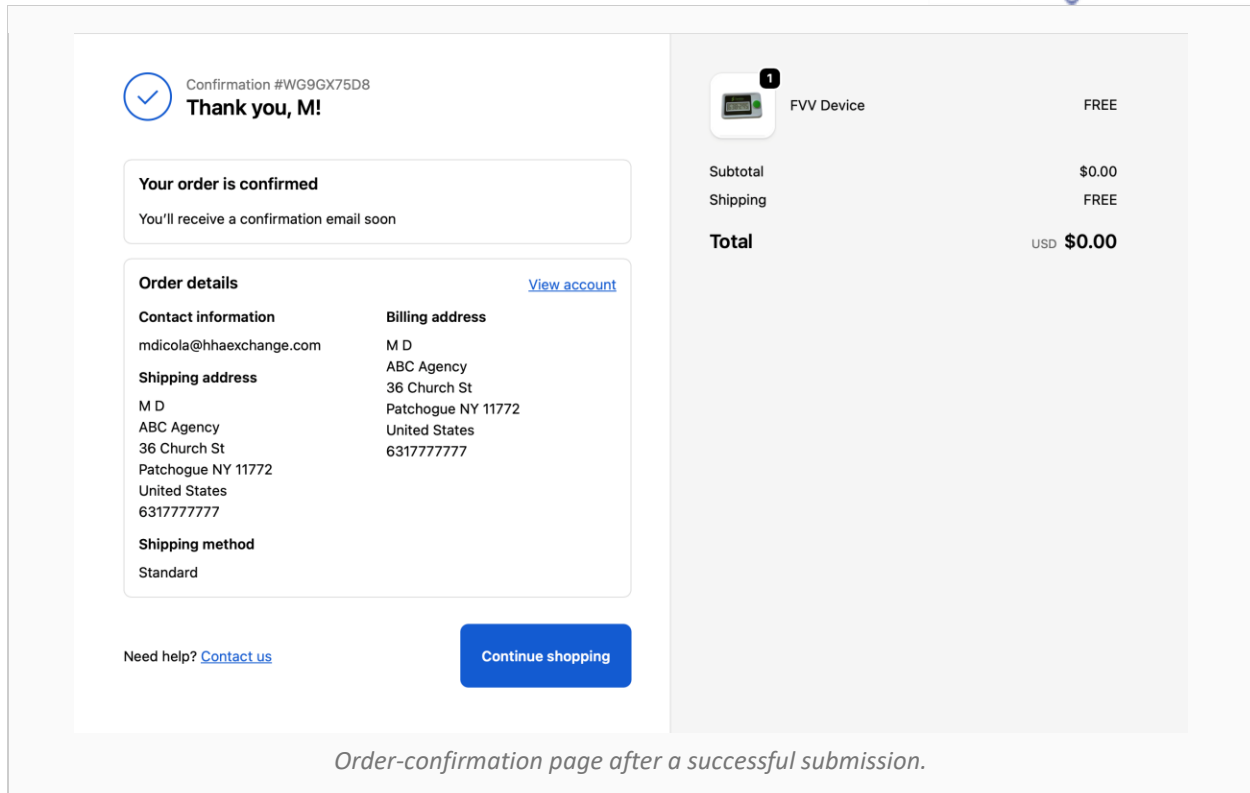


The image shows a screenshot of a web interface for a payment confirmation step. The main heading is "Payment" in bold. Below it, a smaller line of text states "All transactions are secure and encrypted." There is a light gray rectangular box containing the text "No Payment is Required." Below this box is a prominent blue button with the text "Complete order" in white. At the bottom of the screen, there is a line of italicized text that reads "Confirm the delivery address and select Complete order."

7

Order Confirmation

- After you submit your request, a confirmation page displays, letting you know your order was placed successfully.
- A confirmation email is sent to the email address associated with your Shopify account.
- To exit the process, select Continue shopping or close the browser window.



Returning an FVV Device in Shopify

Go to ha-hawaii-devices.myshopify.com to access Shopify.

Select Start a Return from the home page to return a device when a replacement is not needed. If a replacement is required, choose the appropriate replacement option from the Shopify home page instead.

NOTE

There are two return paths, based on when the order was placed: on or after 7/22/26, or before 7/22/26. Select the option below that matches your order date.

For Returns Made On or After 7/22/26

1 Select the Correct Return Type

- Under Choose your Request Type Below, select Return Only Ordered on or After 7/22/26.

Choose your Request Type Below

Order a New Device

Select this option when you need a new device. Select the Add to Cart button and follow the check out process.

Add to Cart

Return and Replace a Device

Select this option when your current device is not working properly. Select the Add to Cart button and follow the check out process.

Add to Cart

Return Only Ordered Before 7/22/26

Select this option when you want to return a device that is no longer needed and the device was NOT ordered in Shopify.

Support Page

Return Only Ordered on or After 7/22/26

Select this option when you want to return a device that is no longer needed and the device was ordered in Shopify.

Return

Replace a lost Device

Select this option when your device has been lost and you need a replacement.

Add to Cart

Select "Return Only Ordered on or After 7/22/26."

2 Start the Return

- Carefully review all instructions on the page.
- Select [Click here](#) to start a return at the bottom of the page to begin the return process.

🔍
 HHAexchange
👤 📧

[Home](#)
[Start a Return](#)
[Need Support](#)

Start a Return

✔ TO RETURN A DEVICE (no replacement needed) please, read all the directions below before proceeding.

1. **Find your order number** — located on the back of the device, labeled *Order #*, once you are on the order page find the matching order number and click request return.
2. If you cannot find a matching reason for your return, select other.

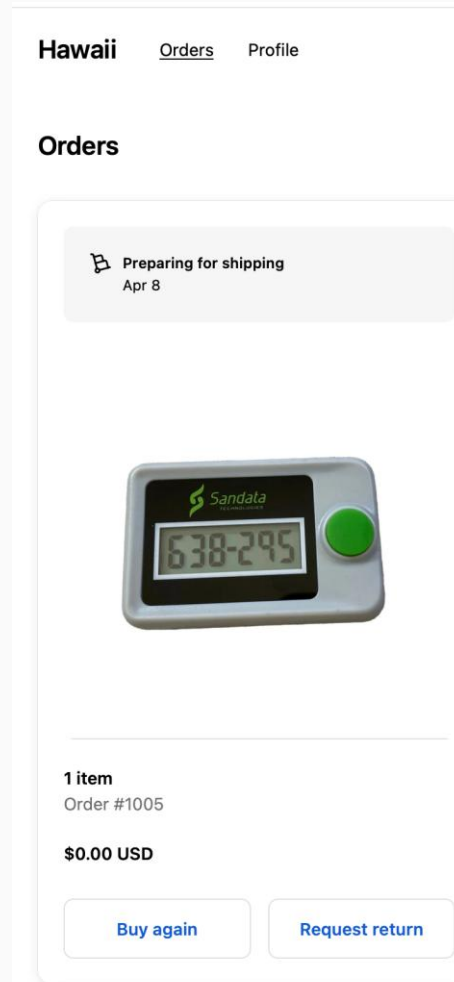
[Click here to start a return](#)

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Review the instructions, then select "Click here to start a return."

3 Locate Your Order and Request a Return

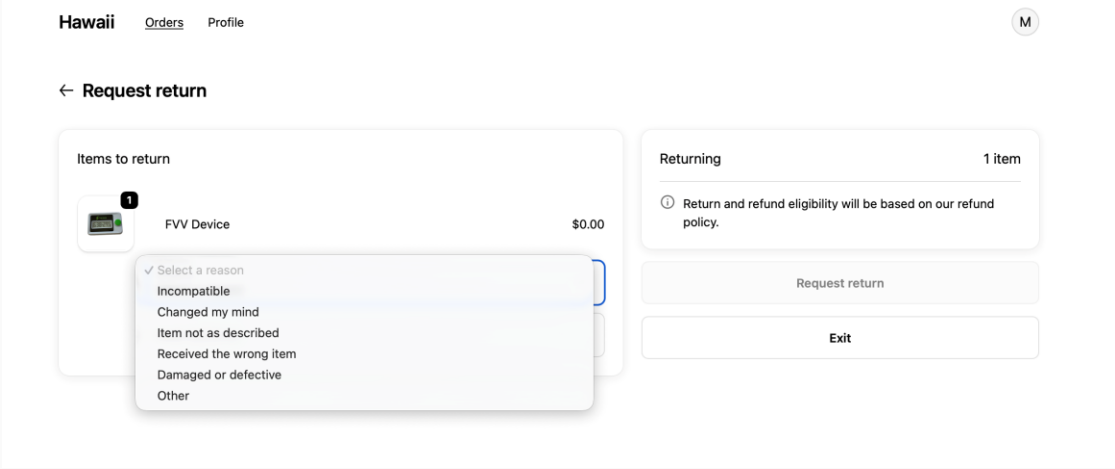
- You'll be taken to the Orders page. Locate the order associated with the device you want to return.
- Select Request return beneath the order to continue.



Select Request return beneath the applicable order.

4 Select a Return Reason

- On the Request return page, select a reason for the return from the Select a reason drop-down menu.
- Review the Returning summary on the right side of the screen to confirm the device being returned.



Hawaii Orders Profile

← Request return

Items to return



FVV Device \$0.00

✓ Select a reason

Incompatible

Changed my mind

Item not as described

Received the wrong item

Damaged or defective

Other

Returning 1 item

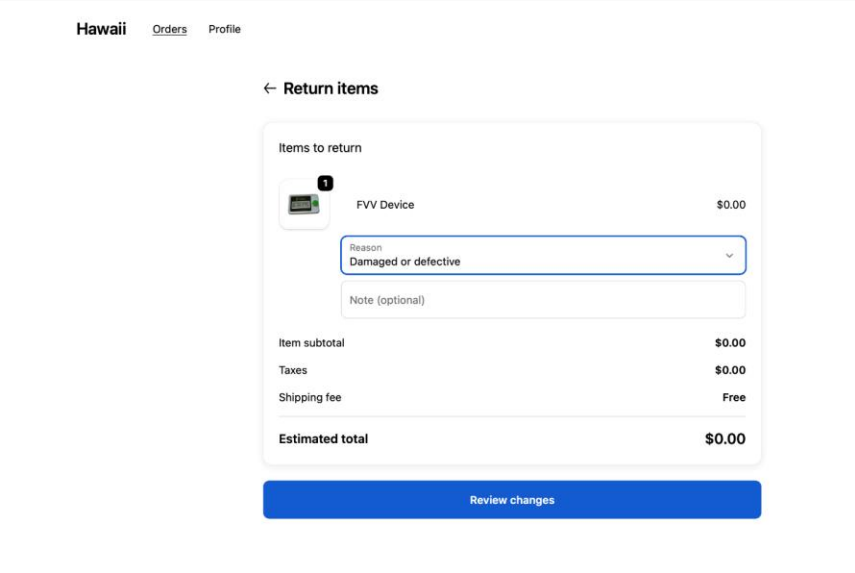
ⓘ Return and refund eligibility will be based on our refund policy.

Request return

Exit

Select a reason and review the Returning summary.

- In the Note (optional) field, enter the Device Serial Number. This helps ensure the correct device is processed.
- Select Review changes, then select Send Request to submit the return.
- To exit without submitting, select Back.



Hawaii Orders Profile

← Return items

Items to return



FVV Device \$0.00

Reason

Damaged or defective

Note (optional)

Item subtotal \$0.00

Taxes \$0.00

Shipping fee Free

Estimated total \$0.00

Review changes

Enter the Device Serial Number in the Note field.

Review changes

1 item to return

**1**
FVV Device

Send request

Back

Select Review changes, then Send Request.

5 Return Request Submitted

After you submit the return request, the Order Details page shows the status of your return. You will receive an email notification once the review is complete and next steps are available.

NOTE

No additional action is required right now unless further instructions are provided. Your return request is reviewed before it is completed — watch your email for updates.

Hawaii [Orders](#) [Profile](#)

← Order #1005

Confirmed Jun 10



Return requested

Your return request was sent and is being reviewed. We'll email you once it's been completed.

Jun 10

Order Details page showing the return status.

For Returns Made Before 7/22/26

Go to ha-hawaii-devices.myshopify.com to access Shopify.

1 Select the Correct Return Type

- Under Choose your Request Type Below, select Return Only Ordered Before 7/22/26.

Choose your Request Type Below

Order a New Device

Select this option when you need a new device. Select the Add to Cart button and follow the check out process.

Add to Cart

Return and Replace a Device

Select this option when your current device is not working properly. Select the Add to Cart button and follow the check out process.

Add to Cart

Return Only Ordered Before 7/22/26

Select this option when you want to return a device that is no longer needed and the device was NOT ordered in Shopify.

Support Page

Return Only Ordered on or After 7/22/26

Select this option when you want to return a device that is no longer needed and the device was ordered in Shopify.

Return

Replace a lost Device

Select this option when your device has been lost and you need a replacement.

Add to Cart

Select "Return Only Ordered Before 7/22/26."

2 Fill Out the Form

Complete the form by selecting the reason for your inquiry and entering the required contact information. Include optional details, such as your order number or STX number, to help our support team assist you more efficiently.

How can we help?

☐ I am returning a device that was NOT ordered in Shopify

☐ I need help placing an order

☐ What is the status of my order

☐ Something else

Full name *

John Smith

Email address *

john@example.com

Phone number (optional)

(555) 123-4567

Order number (optional)

#1234

STX number (optional)

STX-12345

Select a reason and enter your contact information.

3 Submit Your Request

- Once finished, select Submit request to create your support request.

Device serial number (optional)

SN123456789

Message *

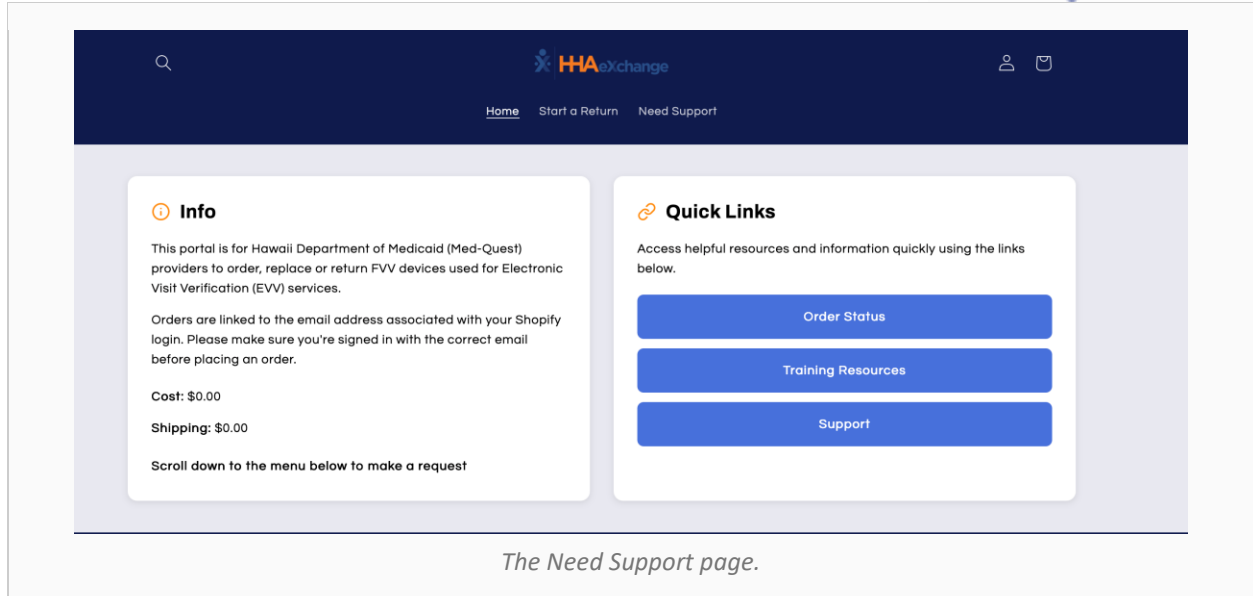
Describe your issue or question...

Submit request

Select Submit request.

Need Support?

Use the Need Support page to contact support for help with device returns, placing an order, or checking the status of an existing order.



Once all required fields are completed, select Submit to send your request to support.

NOTE

Providing accurate order numbers and device serial numbers helps the support team resolve your request more quickly.

Before submitting your request, please ensure you have:

- Your STX Number ready
- Device Serial Number (if applicable)
- Order Number (if applicable)

Our support team will respond to your request within 24 hours.

HOW CAN WE HELP YOU? (CHOOSE ONE) *

- ☐ I am Returning a Device
- ☐ I Need Help Placing an Order
- ☐ What is the Status of my Order
- ☐ Something Else

NAME *

Complete the required fields and select Submit.