

Order and Track a Wisconsin FVV Device in Shopify

This article will help you learn how to access Shopify through the Sandata EVV portal, order a Wisconsin Fixed Visit Verification (FVV) device, check an order's status, manage your Shopify profile, and sign out. Shopify portal: <https://hha-wisconsin-devices.myshopify.com>

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Before You Begin

- Use an email address you can access. Shopify sends a one-time six-digit code to that address when you sign in.
- Use the same email address for all orders placed by your agency so the complete order history stays together.
- Have the Sandata Agency STX Number and the Sandata Client ID ready before you start the order.
- The device ships to the client's Main Address on file in the Sandata EVV portal — not the address shown in Shopify.

NOTE

Separate step-by-step guides are available for "[How to Find the Main Address for a Client](#)" and "[How to Find the Sandata Client ID](#)."

Wisconsin EVV Customer Care Support

Phone: 833-931-2035

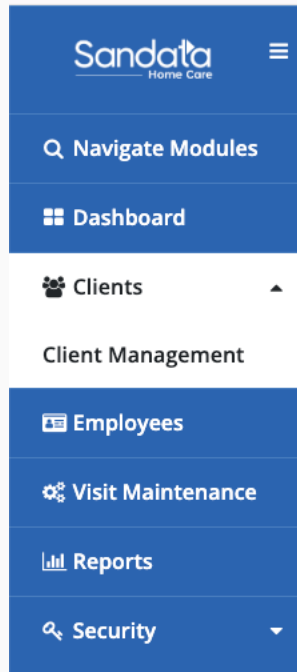
Hours: Monday–Friday, 7:00 a.m.–6:00 p.m. CT

Email: VDXC.ContactEVV@dhs.wisconsin.gov

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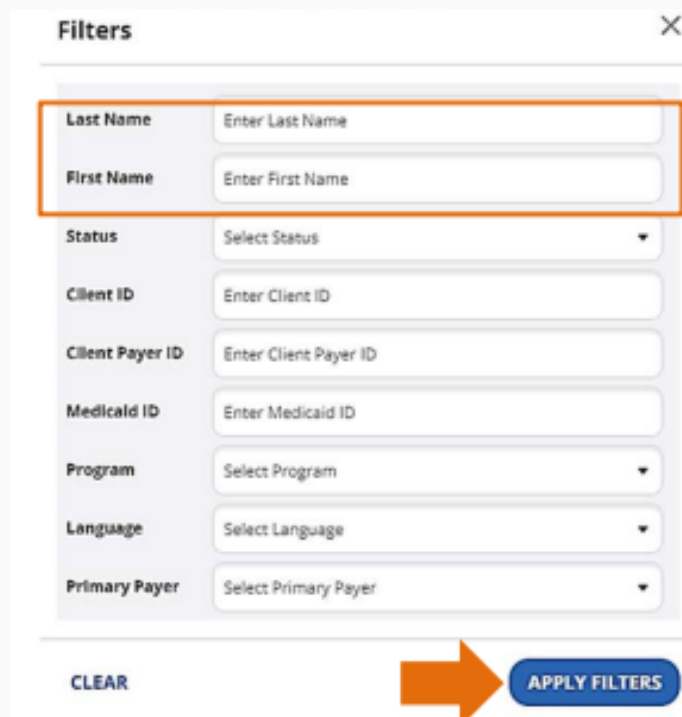
Access Shopify

- Log in to the Sandata EVV portal.
- From the navigation panel, select **Clients**, then select **Client Management**.



Select Client Management from the Sandata EVV navigation panel.

- Enter the client's first and last name in the filter fields, then select **Apply Filters**.



Search for the client and select Apply Filters.

- Select to the right of the client's name to open the client record.

TIP

A client may have more than one row if they have authorizations for different programs. Open and review each applicable row separately.

CREATE CLIENT										
Q, Type here for a quick search										
FILTERS EXPORT DATA										
CLIENT	STATUS	PROGRAM	SUPERVISOR	MEDICAID ID	CLIENT PAYER ID	AS OF	SOC	EOC	SERVICES	
ClientFFS, Test	Active	Fee for Service		12345625543		06/14/2022	06/14/2022		T1019	
Five, Austin	Active	WIIRISFEA		0001111159		06/09/2023	06/09/2023		S5125	
Four, Austin	Active	WIIRISFEA		0001111149		06/09/2023	06/09/2023		S5125	

Open the applicable client record.

- On the client's Personal Information page, find the address area and select **Request Device**.

Clients / Edit Client

[BACK](#) ClientFFS, Test FFS- Fee For Service | Active

Client ID: 520726 | Medicaid ID: 12345625543 | Main Address: 789 Test Main Address | Phone No: (608) 999-9999 | V

Personal Program

Identifiers

Client ID 520726 Medicaid ID 12345625543

SSN - Agency ID 12345625543

Personal Information

Client Name Test ClientFFS

Date of Birth - Gender -

Language English

Addresses | Phone Numbers

REQUEST DEVICE ADD

123 Test Address (715) 999-9999

456 Test Additional Address (608) 999-9999 Billing

789 Test Main Address (608) 999-9999 Main Address

Select Request Device from the client's Personal Information page.

IMPORTANT

Confirm the client's Main Address before continuing — this is where the FVV device will be delivered. If the device needs to ship to a different address, contact Wisconsin EVV Customer Care Support before placing the order.

Wisconsin EVV Customer Care Support

Phone: 833-931-2035

Hours: Monday–Friday, 7:00 a.m.–6:00 p.m. CT

Email: VDC.ContactEVV@dhs.wisconsin.gov

- Shopify opens in a new tab.

- On the Wisconsin FVV Device Portal homepage, select **Order a device**.

WISCONSIN DEPARTMENT OF HEALTH SERVICES

Welcome to the Wisconsin FVV Device Portal

Order and check the status of your Fixed Visit Verification (FVV) devices.

- ✓ Devices are provided at no cost
- ✓ Free shipping on all orders
- ✓ Use the same email address for all agency orders to keep your order history together
- ✓ Track your orders

Ready to order? Select Order a device below.

Order a device

Select Order a device from the Wisconsin FVV Device Portal homepage.

2 Add the FVV Device to Your Cart

- On the FVV Device product page, leave the quantity set to 1 and select **Add to cart**.



Wisconsin

FVV Device

\$0.00

Quantity

- 1 +

Add to cart

Select Add to cart on the FVV Device product page.

IMPORTANT

Only one device order is permitted at a time for a given client.

- Ensure cart contains one FVV device, confirm the estimated amount, then select **Check out**.

Estimated total \$0.00 USD

Taxes, discounts and shipping calculated at checkout.

Check out

Confirm the estimated total and select Check out.

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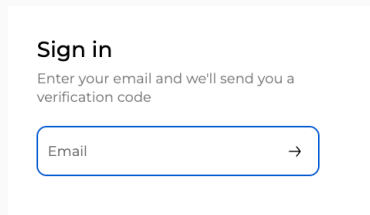
Sign In to Shopify

Sign-in is required the first time you use the portal, after you sign out, or after clearing your browser cache or cookies. Shopify sends a one-time six-digit sign-in code to the email address you enter.

- Enter your email address. No password is required.

TIP

Use the same email address every time your agency places an order. This keeps your agency's order history together.

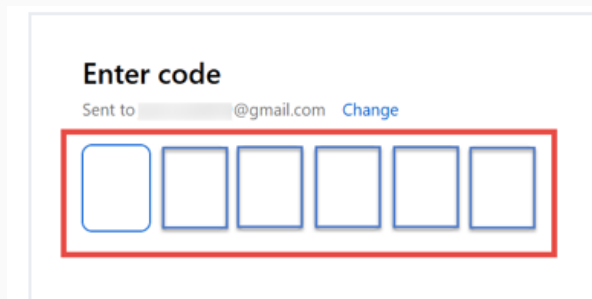
A sign-in form with the title "Sign in" and the instruction "Enter your email and we'll send you a verification code". Below the instruction is a text input field labeled "Email" with a right-pointing arrow button.

Enter the email address used for your agency's Shopify orders.

- Check your email for the one-time six-digit code and enter it in Shopify.

TIP

If the code doesn't arrive, check your junk or spam folder and confirm the email address was entered correctly.

A form titled "Enter code" with a "Sent to" field showing "@gmail.com" and a "Change" link. Below this is a row of six empty square input boxes for a six-digit code, which are highlighted by a red rectangular border.

Enter the one-time six-digit code sent to your email address.

- After you sign in, Shopify opens the checkout page.

Review the Shipping Information

The FVV device ships to the client's Main Address on file in the Sandata EVV portal. The provider agency address shown in Shopify is not used as the shipping address. If the device needs to go to a different mailing address, contact Wisconsin EVV Customer Care Support before placing the order.

Important shipping information

The device will ship to the Main Address listed for the client in the Sandata EVV portal.

To ship to a different address, please contact Wisconsin EVV Customer Care at 833-931-2035 or vdxc.contactevv@dhs.wisconsin.gov.

[How to find the Main Address for a client](#)

Review the important shipping information displayed during checkout.

Accept the FVV Device Attestation

- Read the FVV device attestation notice in full.
- Confirm that the client meets all listed criteria.
- Select **Accept**.

IMPORTANT

The attestation is required. You cannot continue the order until you select Accept.

FVV device attestation notice

Fixed Visit Verification (FVV) devices are the data collection method of last resort. An FVV device should only be requested by the provider agency or FEA if services are anticipated to be authorized for more than 60 days and all of the following criteria are met:

The member/participant does not have a landline home phone.

The worker does not have a smart phone or tablet device that would support Sandata Mobile Connect (SMC) for Mobile Visit Verification (MVV) data collection.

The member/participant does not have a smart phone or tablet device that would support SMC for MVV data collection.

The member/participant has a smart phone or tablet, but it is not available for EVV purposes.

☐ Accept

Review the FVV device attestation notice and select Accept.

Enter the Required Information

- Enter the Sandata Agency STX Number.
- Enter the Sandata Client ID assigned to the client by the EVV portal.

Required information

Please do not enter any PHI in the fields below.

Sandata Agency STX Number

Sandata Client ID

This is the Client ID assigned to the client by the EVV portal.

Enter the Sandata Agency STX Number and Sandata Client ID.

- If you need help finding the Sandata Client ID or the Client's Main Address, select the **How to find the Sandata Client ID** or **How to find the Main Address for a client** button.

How to find the Sandata Client ID

Provider agency name and address

Please Note: Provider address and any contact information shown are not used as the shipping address for device delivery. Please refer to the "How to find the Main Address for a Client" section above or below for details on how the shipping address is determined.

Please enter information where requested. This allows us to reach your agency with any questions about the order.

Do not enter any Protected Health Information (PHI) during this checkout, including a client's name, address, Medicaid ID, date of birth, or any other client-specific information.

How to find the Main Address for a client

Complete the Provider Information

You will be asked to complete provider information the first time you sign in. For future orders, Shopify remembers this information for the email address you used at initial sign-in.

- Complete all required provider fields. Review Shipping Method and confirm shipping is \$0.00.

Provider information

Country/Region
United States

First nameLast name

Company

Address

Apartment, suite, etc. (optional)

CityState
New YorkZIP code

Phone

Shipping method

Shipping is \$0.00

Complete the provider information and review the shipping method.

Submit the Order

- Confirm that Payment due shows \$0.00.
- Select **Complete order**.

Shipping method

Shipping is \$0.00

Payment due
No Payment Required

\$0.00

 **Total**
1 item

USD **\$0.00** ▾

Complete order

Confirm the total and select Complete order.

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Confirm the Order Was Submitted

After you submit the order, Shopify displays a confirmation page with the order number. A confirmation email is also sent to the email address used for the order.

- Save the order number for your records.
- Select **View account** to review your orders.
- Select **Continue shopping** only if you need to place a separate order for another client.

 Confirmation #X5GUFDWGH
Thank you, [redacted]

Your order is confirmed
You'll receive a confirmation email soon

Order details [View account](#)

Contact Information [redacted]	Provider Agency Information Test Test Testing 123 Test Rd New York NY 10036 United States 1631999999
Provider Agency Information Test Test Testing 123 Test Rd United States 1631999999	
Shipping Method No Delivery Fee	

Need help? Call Wisconsin EVV Customer Care at 833-931-2035 or email vdxc.contactevv@dhs.wisconsin.gov.

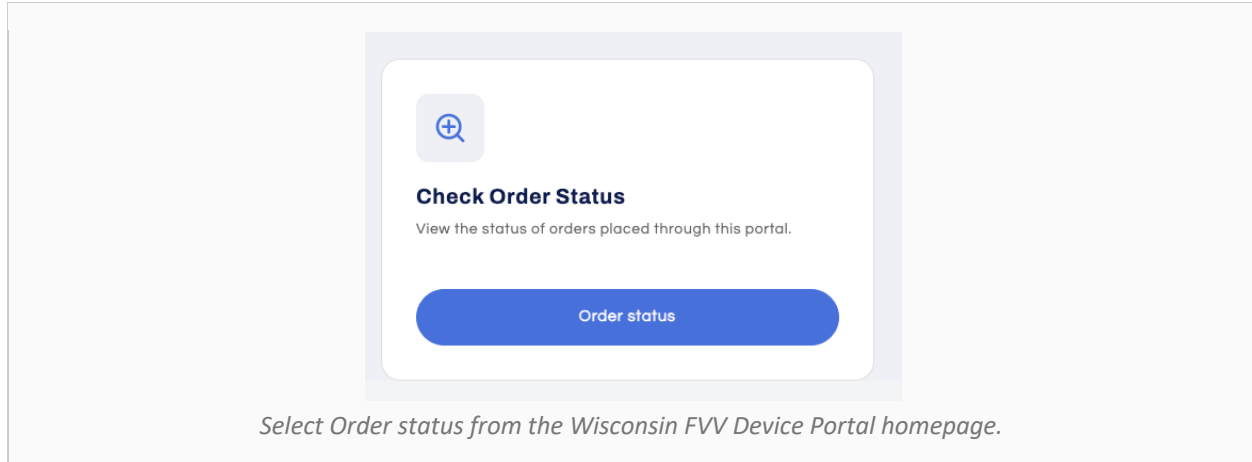
Continue shopping

Order-confirmation page showing the order number and account options.

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Check the Status of an Order

- Sign in using the email address associated with the order.
- From the Wisconsin FVV Device Portal homepage, select **Order status**.



- From the Orders page, select the applicable order to view its details and shipping progress.

TIP

You can also use the link in an order confirmation or shipping update email to open the order status page.

Order Status Definitions

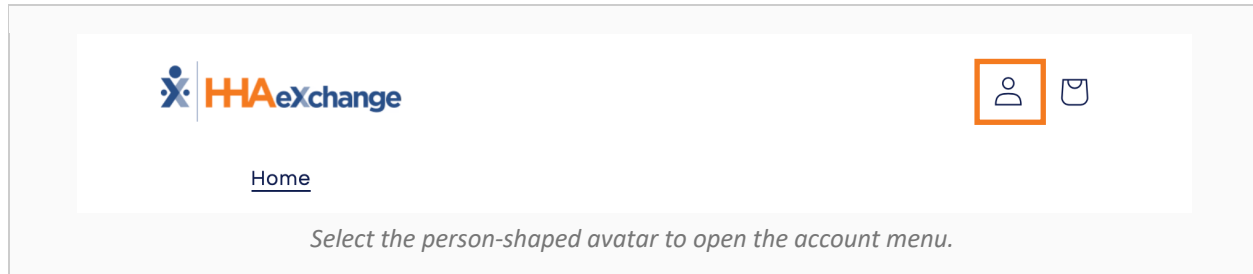
Status	What It Means
Confirmed	The order was created and received, and has not yet shipped.
Preparing for shipping	The order is being prepared for shipment.
On its way	The order has shipped and is in transit.
Out for delivery	The shipment has reached the local delivery area and is expected soon.
Delivered	The carrier reports that the shipment was delivered.

IMPORTANT

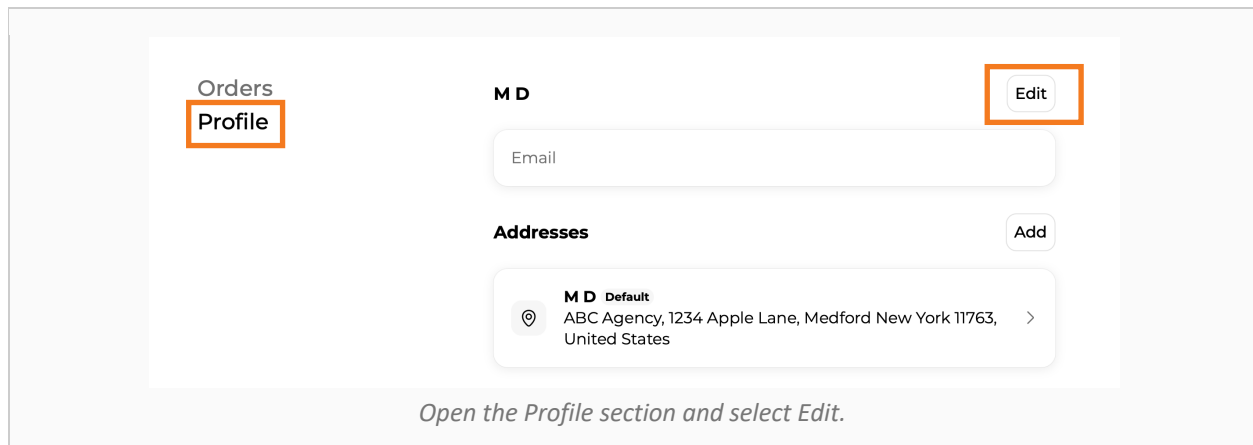
For an order placed on or before July 29, 2026, contact Wisconsin EVV Customer Care Support for status assistance. The Shopify portal only displays orders placed through Shopify.

View and Edit Profile

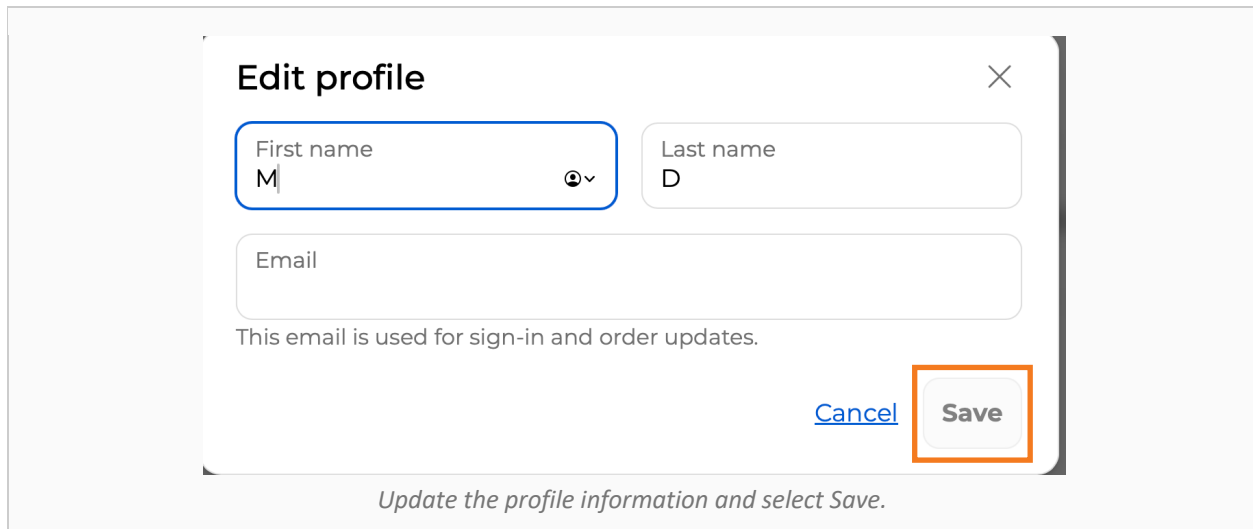
- Open the account menu by selecting the person-shaped avatar in the storefront header.



- Select Profile, then select **Edit**.



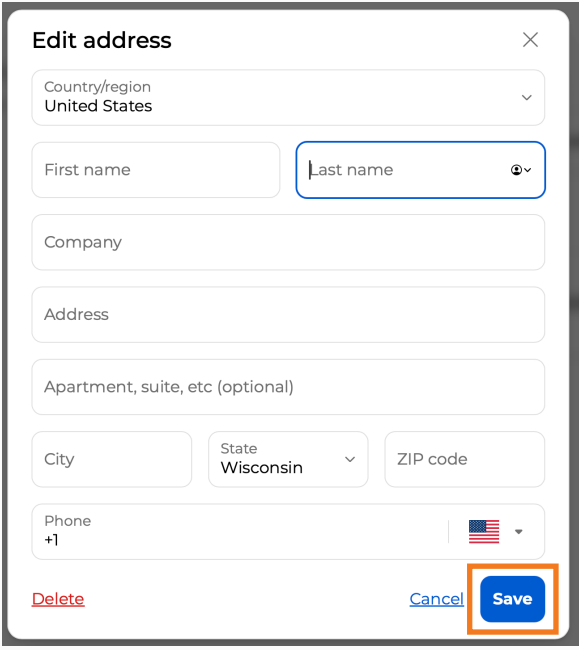
- Update your name or email address, then select **Save**.

**IMPORTANT**

Orders are linked to the email address used when they are placed. Use the same email address for every order so you can view all your agency's orders in one account. Changing your email address may affect which orders you can see.

Update the Agency Address in Your Shopify Profile

- From the Profile page, select the agency address.
- Complete all required fields, then select **Save**.

The image shows a 'Edit address' modal window. At the top, it says 'Edit address' with a close button (X). Below this are several input fields: 'Country/region' with a dropdown menu showing 'United States'; 'First name' and 'Last name' text boxes; 'Company' text box; 'Address' text box; 'Apartment, suite, etc (optional)' text box; 'City' text box; 'State' dropdown menu showing 'Wisconsin'; 'ZIP code' text box; and 'Phone' text box with a '+1' prefix and a US flag icon. At the bottom, there are three buttons: 'Delete' (red text), 'Cancel' (blue text), and 'Save' (blue button with white text, which is highlighted with an orange border).

Update the agency address information and select Save.

IMPORTANT

Changing an address in your Shopify profile does not change the device shipping address. Device shipping is always based on the client's Main Address in the Sandata EVV portal.

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Sign Out of Shopify

- Open the account menu by selecting the person-shaped avatar in the storefront header.
- Select **Profile**.
- Select **Sign out** at the bottom of the Profile page.

Returns, Replacements, and Order Support

Contact Wisconsin EVV Customer Care Support if you need to return or replace a device, report a lost device, request shipment to a different mailing address, or get general order support.

Wisconsin EVV Customer Care Support

Phone: 833-931-2035

Hours: Monday–Friday, 7:00 a.m.–6:00 p.m. CT

Email: VDXC.ContactEVV@dhs.wisconsin.gov