Calling In: When arriving at the client's home, make sure you have the following information:

- Your Santrax ID.

Remember: When speaking to Santrax on any toll-free line, speak in English, slowly and clearly one digit at a time (1075 = one, zero, seven, five).

1. **Dial any of the toll-free numbers assigned to your agency.**

   Santrax will say: **"Welcome, please enter your Santrax ID."**

   If you are experiencing difficulties with the first toll-free number, please use the second toll-free number.

2. **Press the numbers of your Santrax ID on the touch tone phone.**

   You also have the option to speak your Santrax ID in English, slowly and clearly one digit at a time.

   Santrax will say: **"To verify your identity, please repeat: At Santrax, my voice is my password."**

3. **Say "At Santrax, my voice is my password."**
   The Santrax system may ask you to repeat the phrase several times before verifying your identity.

   Santrax will say: **"If this is a Fixed Visit Verification visit using the FVV device, press the star (*) key to enter the visit verification numbers. Otherwise, press the pound (#) key to continue."**

   If this is an FVV Call, press the star (*) key and refer to the FVV Call Reference Guide for detailed instruction for the FVV call process. If this is not an FVV call, press pound (#) and continue.

4. **Press the pound (#) key to continue.**

   Santrax will say: **"Please select (1) to call in or (2) to call out."**

5. **Press the (1) key to "Call In".**

   Santrax will say: **"Received at (TIME). Please enter first Client ID. or hang up if done "**

6. **Hang up.**

Calling Out: When leaving the client's home, make sure you have the following information:

- Your Santrax ID.
- The Service ID.
- The Client ID.

Remember: When speaking to Santrax on an English toll-free line, speak slowly and clearly one digit at a time (1075 = one, zero, seven, five).

7. **Follow steps ❶ - ❹, and then continue.**

   Santrax will say: **"Please select (1) to call in or (2) to call out."**

8. **Press the (2) key to "Call Out".**

   Santrax will say: **"Received at (TIME). Please enter first Client ID. or hang up if done "**

9. **Press the numbers of the first client's ID.**

   Santrax will say: **"Please enter the Service ID."**

10. **Press the Service ID Number you performed.**
    Refer to your agency's service list.

    Santrax will say: **"You entered (SERVICE). Please press (1) to accept, (2) to retry."**

11. **Press the one (1) key to accept, or press the two (2) key to retry.**

    Santrax will say: **"Enter number of tasks."**

12. **Press the total number of tasks performed for the client.**

    Santrax will say: **"Enter task ID."**

13. **Press the Task Number you performed.**

NOTES:
- Refer to your agency's task list.
- If you performed more than one task, wait for the system to confirm the task and then enter the next task number until you have entered all tasks performed during the visit.

- If you are performing a task with a reading, Santrax will pause after receiving the Task ID. During the pause, press the appropriate reading for this task using the amount of digits indicated on the task list.
- If you made a mistake entering Tasks, press "00", the system will confirm by saying: "**Starting Over, Enter number of tasks**". Enter all task ID's again.

📞 Santrax will say: **You entered (NUMBER) task(s). To record the client's voice please press (1) and hand the phone to the client, or press (2) if the client is unable to participate."**

14. 👆 **Press '1' to record the client's voice.**

                         OR

👆 **Press '2' if the client is unable to participate.**

15. 🧍 **Hand the phone to the client and the client will be asked to state their name and today's date.**

📞 Santrax will say: **"Please say your first and last name and today's date."**

16. 🗣️ **The client should say their first, last name and today's date.**

📞 Santrax will say: **"The service performed was (SERVICE). Press one (1) to confirm, two (2) to deny, three (3) to replay."**

17. 👆 **The client should press the appropriate option.**

📞 Santrax will say: **"Please enter second Client ID. or hang up if done".**

18. 📞 **Hang up.**

Sandata

Call Reference Guide:

Agency Account Number: STX

Write your Santrax ID number above for easy reference.

<div style="background:#e0e0e0">

Dial:

Or

</div>

Features:

Call In/ Out Prompting	Speaker Verification – Emp.
Multi-Client	Service
Tasks	Client Voice Record
Client Verification- Visit	Client Verification- Service