Calling Instructions STX

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

- Your Santrax ID.
- Your Client's ID.

1. **Dial any of the toll-free number assigned to your agency.**
   If you are experiencing difficulties with the toll-free number, please contact your supervisor.

   The Santrax system will say: **"For English, please press one (1). For Spanish, please press two (2). For Mandarin Chinese, please press three (3). For Cantonese, please press four (4). For Vietnamese, please press five (5). For Tagalog, please press six (6), For Korean, please press seven (7). For Egyptian Arabic, please press eight (8), For Armenian, please press nine (9).**
   Call prompts are heard in the selected language.
2. **Press the number that corresponds to the language you wish to hear.**
   All prompts for the remainder of the call will be heard in that language.

   Santrax will say: **"Welcome to California Electronic Visit Verification. Please enter your Santrax ID."**
3. **Press the numbers of your Santrax ID on the touch tone phone.**

   Santrax will say: **"Is this a group visit? Press the one (1) key for Yes or (2) for No."**
4. **Press the two (2) key for not a group visit.**

   Santrax will say: **"Please choose your location of service. Press (1) one for Home, Press (2) for Community press (3) for Replay."**
5. **Press the one (1) key to select home, the two (2) key to select community, or the three (3) key to select replay.**

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

Calling Instructions STX

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

   Santrax will say: **"Received at (TIME). Please enter first client ID or hang up if done."**
7. **Press the numbers of the client's ID.**

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

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

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

9. **Follow steps ❶ thru ❺ and then continue.**

   Santrax will say: **"Please select (1) to call in or (2) to call out."**
10. **Press the two (2) key to "Call Out."**

    Santrax will say: **"Received at (TIME). Please enter first client ID or hang up if done."**
11. **Press the numbers of the client's ID.**

    Santrax will say: "Please enter the Service ID."
12. **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."**
13. **Press the one (1) key to accept or press the two (2) key to retry.**

    Santrax will say: **"Would you like to continue the visit with the new service?"**

14. **Press the one (1) key for Yes or to the two (2) key for No**
Note:
When switching to a different service for the same client please press (1) for Yes and repeat steps ⓬-⓭ to enter the next service before continuing. Press (2) for No when all services are complete.
Santrax will say: **"Thank you, bye."**
15. **Hang up.**

What to do if there is a Problem:

These are some possible problems you may experience when using the telephone.

- Busy Signal
- No Answer

1. Check the number to make sure you have the right phone number.
2. Try calling again.
3. If you still cannot complete the call, contact your supervisor.

- If the system says: "Sorry, **Invalid Number**"

Check if the phone has a T-P (Tone-to-pulse) switch; make sure the switch is on T. If there is no switch, you must say your ID number one digit at a time, into the phone after the tone.

Call Reference Guide:

Agency Account Number: STX

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Write your Santrax ID number above for easy reference.

This document is designed to be printed. If you need this document in a larger font format, please contact your department.

Dial:

Features:

Call In / Out	Change Service
Group Visit - No	Select Service
Select Language	Select Location