

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 numbers assigned to your agency.**

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



The Santrax system will say: **"For English, please press one (1). For Ilokano, please press two (2). For Tagalog, please press three (3). For Cantonese, please press four (4). For Mandarin, please press five (5). For Hawaiian, please press six (6), For Korean, please press seven (7). For Japanese, please press eight (8). For Vietnamese, please press nine (9). For Spanish, please press ten (10). For French, please press eleven (11), For Egyptian Arabic, please press twelve (12), For Burmese, please press thirteen (13). For Laotian, please press fourteen (14). For Portuguese, please press fifteen (15) For Russian, please press sixteen (16)."**

Call prompts are heard in the selected languages.

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, please enter your Santrax ID."**

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



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

NOTE: If you have not been enrolled in Speaker Verification, Santrax will skip this prompt. If this is the case, skip step 4, and then continue.

4.  **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: **"Is this a group visit? Press (1) for Yes or (2) for No."**

5.  **Press (2) for not a group visit.**

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 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 instructions for the FVV call process. If this is not an FVV call, press pound (#) and continue.

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



Santrax will say: **"Please choose your location of service. Press (1) one for Home, Press (2) for Community".**

7.  **Press (1) to select home or (2) to community.**



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

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



Santrax will say: **"Received at (TIME)."**

9.  **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 is available to verify the visit.

10. **Follow steps ① thru ⑦ and then continue.**



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

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



Santrax will say: **"Received at (TIME). 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: "Enter number of tasks."
14.  Press the total number of tasks performed for the client.
- Santrax will say: "Enter task ID."
15.  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: (TASK DESCRIPTION(S)) 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."

16.  Press '1' to record the client's voice.

OR

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

17.  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."

18.  The client should say their first and last name and today's date.

19.  Hang up.

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Call Reference Guide:

Agency Account Number: STX

Write your Santrax ID number above for easy reference.

Dial:

Or

Features:

Select Language

Speaker Verification -Emp

Fixed Visit Verification -No

Task

Select Location

STX ID Verification

Group Visit - No

Select Service

Client Voice Recording