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.**
   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 Spanish, please press two (2). For Russian, please press three (3). For Somali, please press four (4). For Chinese Mandarin, please press five (5). For Arabic, please press six (6).**
   These prompts are heard in their respective 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: **"Is this a group visit? Press (1) for Yes or (2) for No."**

4. **Press (2) for not a group visit.**
   Santrax will say: **"Please select "1" to call in or "2" to call out."**

5. **Press the one (1) key to "Call In".**
   Santrax will say: **"Received at (TIME) Please enter first client ID or hang up."**

6. **Enter the ID for the first client receiving service.**
   Santrax will say: **"Please enter second client ID or hang up if done."**

7. **Enter the ID for the second client receiving service.**

8. **Follow the prompts to enter client IDs until all clients that share this call time have been entered.**
   NOTE: If you enter the maximum number of clients allowed by Santrax, after entries are finished, the system will say: **"Thank you, bye."**

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 ❶ – ❹, and then continue.**
    Santrax will say: **"Please select "1" to call in or "2" to call out."**

11. **Press the two (2) key to "Call Out".**
    Santrax will say: **"Received at (TIME). Please enter first client ID or hang up if done."**

12. **Enter the ID for the first client receiving service.**
    Santrax will say: **"Please enter the Service ID."**

13. **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."**
    Once the service has been entered, the system will repeat it back to you. If the service is incorrect, press "2" to re-enter the service. When the service is correct, press "1" to accept.

14. **Press the one (1) key to accept, or press the two (2) key to retry.**
    Santrax will say: **"Enter number of tasks."**

15. **Press the total number of tasks performed for the client.**
    Santrax will say: **"Entered task ID."**

16. **Press the Task Number you preformed.**
    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 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. **Important: "00"** can neither be used when selecting to enter a single task nor after the last task entry of a multi-task visit. Contact your agency to correct any errors/exceptions.

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.**

17. **Press '1' to record the client's voice.**

                    OR

    Press '2' if the client is unable to participate then skip to step ㉒.

18. **Hand the phone to the client and the client will be asked to state their first and last name and today's date.**

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

19. **The client should say their first, last name and today's date.**
    NOTE:
    The system may skip the following prompts. If the prompt is skipped, please continue with the next prompt, or hang up if done.

    Santrax will say: **"In call received at (TIME). Out call received at (TIME). Total visit length (NUMBER) minutes. Press one to confirm, two to deny, 3 to replay."**

20. **The client should press the appropriate option.**

    Santrax will say: **"The service performed was (SERVICE). Press one to confirm, two to deny."**

21. **The client should press the appropriate option.**

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

22. **Enter the ID for the second client receiving service.**

23. **Follow the prompts to enter client IDs until all clients that share this call time have been entered.**
    NOTE: If you enter the maximum number of clients allowed by Santrax, after entries are finished, the system will say: **"Thank you, bye."**

24. **Hang up.**

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Call Reference Guide:

Agency Account Number: STX

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Write your Santrax ID number above for easy reference.

Dial:

Features:

Select Language	Group Visit - No
Call In/Out Prompting	Select Service
Multi-Client	Tasks
Client Voice Recording	Client Verification – Visit
Client Verification – Service	