



Calling Instructions

STX


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


- Your Santrax 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 Spanish, please press two (2). For Somali, please press three (3). For Russian, please press four (4). For Mandarin Chinese, please press five (5). For Egyptian 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: **"Please select "1" to call in or "2" to call out."**

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

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

6.  **Press the numbers of the client's ID.**

5.  **Hang up.**

Calling Instructions


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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.

6. **Follow steps 1 – 3, and then continue.**

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

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


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


8.  **Press the numbers of the client's ID.**












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

9.  **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."**

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

 Santrax will say: **"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."**

11.  Press '1' to record the client's voice.
OR
 Press '2' if the client is unable to participate.
12.  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."
13.  The client should say their first, last name and today's date.
-  Santrax will say: "In call received at (TIME). Out call received at (TIME). Total visit length (NUMBER) minutes. Press one (1) to confirm, two (2) to deny, three (3) to replay."
14.  The client should press the appropriate option.
-  Santrax will say: "The service performed was (SERVICE). Press one (1) to confirm, two (2) to deny, three (3) to replay."
15.  The client should press the appropriate option.
-  Santrax will say: "Thank you, bye"
16.  Hang up.



Call Reference Guide:

Agency Account Number: STX

Write your Santrax ID number above for easy reference.

Dial:

Features:

Call In /Out Prompting
Select Language
Select Service

Client Voice Recording
Client Verification -Visit
Client Verification – Service