

Calling Instructions

STX _____

Single Santrax Call: Use the Single Santrax Call process when calling in or out on behalf of one client. Make sure you have the following information:

- Your Santrax ID
- A list of tasks performed (if placing an out call)

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

 The Santrax system 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: **“Received at (TIME). 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.”**

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

 Santrax will say: **“Enter number of tasks.”**

NOTE: *If you are placing the in call, **HANG UP NOW.** Tasks are only entered on the out call.*

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

 Santrax will say, **“Enter task ID”**

6.  **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).”**

7.  **Hang up.**

Calling Instructions

STX _____

Shared Santrax Call: Use the Shared Santrax Call process when calling in or out on behalf of two or more clients. Make sure you have the following information:

- Your Santrax ID
- The Clients' IDs
- A list of tasks performed (if placing an out call)

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

8. **Follow steps 1 thru 4, and then continue.**

 Santrax will say: **“Enter number of tasks.”**

NOTE: *Wait to hear the beep before continuing to the next step.*

9.  **Press the pound key twice (##) to start the Shared Call prompting.**

 Santrax will say: **“Please enter first client ID or hang up if done.”**

10.  **Enter the ID for the first client receiving service.**

 Santrax will say, **“Enter number of tasks.”**

NOTE: *Tasks are only entered for an out call. If this is the client's in call, enter zero when prompted “Enter number of tasks,” and skip step 11.*

11. **Follow steps 5 and 6, and then continue.**

 Santrax will say: **“You entered (NUMBER) task(s). Please enter second client ID or hang up if done.”**

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

 Santrax will say, **“Enter number of tasks”**

NOTE: *Tasks are only entered for an out call. If this is the client's in call, enter zero when prompted “Enter number of tasks,” and skip step 13.*

13. **Follow steps 5 and 6, and then continue.**

14. **Follow the prompts to enter client IDs with tasks 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.”*

15.  **Hang up.**

