

**Calling Instructions (No Group Visit)****STX**

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

- Your Santrax ID.
- Your Client(s) ID.

-  **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 Portuguese, please press three (3). For Egyptian Arabic, please press four (4). For Chinese Mandarin, please press five (5). For Russian, please press six (6). For French, please press seven (7). For Nepali, please press eight (8). For Hindi, please press nine (9). For Vietnamese, please press ten (10). For Swahili, please press eleven (11). For Somali, please press twelve (12), For Serbian, please press thirteen (13). For Fulani, please press fourteen (14)."  
Call prompts are heard in the selected languages.
-   **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."
-   **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."
-   **Press (2) for not a group visit.**
-  Santrax will say: "Please choose your location of service. Press (1) one for Home, Press (2) for Community".
-   **Press (1) to select home or (2) to community.**  
 Santrax will say: "Please select (1) to call in or (2) to call out."
-   **Press the (1) key to "Call In".**

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-  Santrax will say: "Received at (TIME). Please enter first client ID or hang up if done."
  -   **Press the numbers of the client's ID.**  
 Santrax will say: "Please enter second client ID or hang up if done."
  - Repeat step **6** for each additional client beyond the first.  
Or  
 **Hang up if done.**
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- 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.
- Follow steps **1** thru **6** and then continue.  
 Santrax will say: "Please select (1) to call in or (2) to call out."
  -   **Press the (2) key to "Call Out".**  
 Santrax will say: "Received at (TIME). Please enter first client ID or hang up if done."
  -   **Press the numbers of the client's ID.**  
 Santrax will say: "Please enter the Service ID."
  -   **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."
  -   **Press the one (1) key to accept or press the two (2) key to retry.**  
 Santrax will say: "Please enter second client ID or hang up if done."
  - Repeat steps **10** thru **12** for each additional client beyond the first.  
Or  
 **Hang up if done.**

### 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. Try calling the second toll-free number provided.
4. If you still cannot complete the call, contact your supervisor or CDS Employer, as applicable.

✚ If the system says: “**Sorry, Invalid Number**”

See 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 speak your ID number, in English, 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.

**Dial:**

**Or**

### **Features:**

Select Language

Call In/Out Prompting

Multiclient on Call In

Group Visit – No

Select Service

Select Location