The Speaker Verification feature will match the caller's voiceprint with the baseline established at enrollment time. To use this feature, staff members identified as Supervisors must enroll in Santrax® before they are able to enroll the field workers (Employees) that will be calling into Santrax®. This guide lists the steps necessary for both Supervisor and Employee enrollment.

Supervisor Enrollment

To begin the Supervisor enrollment, the supervisor must first set themselves up as a user in Santrax® Electronic Visit Verification. For detailed instructions, please see the Setting Up Supervisors section of the Santrax Speaker Verification manual.

1. Dial any of the **toll-free numbers** assigned to your provider agency. You can locate this number on the cover of your Call Reference Guide.
2. When prompted by the system, enter your **Supervisor ID** using the telephone's keypad. Your Supervisor ID is your Santrax® ID in the system (The same ID used when creating the Supervisor's system user). Don't forget to press the pound (#) key at the end.
3. After listening to the system's options, **press 2** to indicate that you will be enrolling your voice.
4. Santrax will advise you that you are about to begin the enrollment process. In order to register your voiceprint, you will be asked to repeat: "**At Santrax®, my voice is my password**". The system will ask you to repeat this phase 3-5 times.
5. Once you have successfully enrolled, you will be ready to enroll your field worker's voiceprint the next time you dial into Santrax®. **Hang up**.

Employee Enrollment

Only Supervisors who have enrolled in the system can enroll other staff. Make sure you have your Supervisor ID and the Santrax® ID of the Employee you are about to enroll.

1. The Supervisor must call **any of the toll-free number** assigned to your agency. These numbers are located on the cover of your Call Reference Guide.
2. When the system asks for your Santrax® ID, enter your **Supervisor ID** followed by the pound (#) key.
3. After listening to the system options, **press 2** to indicate that you will start the enrollment process.
4. Santrax® will ask the supervisor to verify their identity by repeating "**At Santrax®, my voice is my password**". Santrax® may prompt you to repeat this phrase multiple times.
5. Santrax® will prompt the Supervisor to **enter the Santrax® ID of the Employee** being enrolled.
6. Give the phone to the Employee. The system will ask the Employee to record their voiceprint by repeating: "**At Santrax®, my voice is my password**". The system will ask the Employee to repeat this phase 3-5 times.
7. Once the Employee has been successfully enrolled, he/she can **perform a test call** by pressing the pound (#) key**.**
8. The Supervisor will be able to **verify the result of the test call** by pressing 1 and reviewing the results of the test call.
9. **Hang up** to conclude the enrollment process or press 3 to enroll another Employee.

Useful Tips

- Speak at your normal pace
- Speak clearly
- Speak in your normal voice
- Use the handset
- Avoid noisy environments