

## Useful Tips:

To ensure successful speaker verification, follow these useful tips:

- ⚡ Speak Normally
  - Don't change the normal rhythm or volume of your voice.
- ⚡ Speak Clearly
  - Don't whisper or chew during the Santrax call.
- ⚡ Use Your Phone's Handset
  - Avoid using speakerphone, cordless or wireless phones.
- ⚡ Avoid Noisy Environments
  - Eliminate all background noise by staying away from TV, Radios or other sources of noise.

## 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 of the front page of this guide.
  4. If you still cannot complete the call, Please call the DHS EVV Help Line at 1-888-713-5139.

- ⚡ 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 say your ID number one digit at a time, into the phone after the tone.



# Call Reference Guide

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Write your Santrax ID number above for easy reference.

**Dial:**  
**1-855-347-1770**  
**or**  
**1-855-573-0726**

## Calling Instructions

**Calling Santrax:** When arriving at, or leaving the customer's home, make sure you have the following information:

### Calling IN:

- Your Santrax ID.

### Calling OUT:

- Your Santrax ID.

-  **Dial any of the toll-free numbers located on the front page of this guide.**

 Santrax 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.*

-  **Press the numbers of your Santrax ID on the touch tone phone.**

 Santrax will say: **“To verify your identity, please repeat: At Santrax, my voice is my password.”**

**NOTE:** *If you have not been enrolled in Speaker Verification, Santrax will skip this prompt. If this is the case, skip step 3, and then continue with the next prompt.*

-  **Say “At Santrax, my voice is my password”**  
*The Santrax system may ask you to repeat the phrase several times before verifying your identity.*

## Calling Instructions

 Santrax will say: **“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.”**

*If this is an FVV Call, press the star (\*) key and refer to the FVV Call Reference Guide for detailed instruction for the FVV call process. If this is not an FVV call, press pound (#) and continue.*

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

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

-  **Press the one (1) key to “Call In”.**  
Or

 **Press the two (2) key to “Call Out”.**

 Santrax will say: **“Received at (TIME). Enter number of tasks.”**

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

## Calling Instructions

-  **Press one (1) to indicate you will be entering one task.**

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

-  **Press the Task Number you performed.**

### **NOTES:**

- Refer to your **Task Reference Chart** below.
- If you made a mistake entering the task, press “00”, the system will confirm by saying: **“Starting Over, Enter number of tasks”.**

 Santrax will say: **“You entered one task.”**

-  **Hang up.**

## Task Reference Chart

Task ID	Description
11	CNA
12	LPN
13	Personal Assistant
14	RN