

## TASK Calling

**Calling in:** when arriving at client location, follow steps 1 - 2

**Calling out:** when leaving client location follow steps 1 - 4

### 1. Dial: (877) 256-5744 or (877) 328-4048

**\*\* (If you are experiencing difficulties with the first toll free number, please utilize the secondary toll free number) \*\***

**The SANTRAX system will say: "Welcome, PLEASE ENTER YOUR Santrax ID."**

### 2. In Response:



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

**OR**



SAY the numbers of your Santrax ID, one number at a time after the tone.

Write your ID number above for easy reference.

*If numbers were not pressed or spoken, SANTRAX will say: "Sorry invalid number. Welcome, please enter your Santrax ID."*

SANTRAX will confirm digits were entered by saying: **"Received (TIME)"**

**\* When calling in upon arrival, hang up after the system gives you the call (TIME). \***

**SANTRAX will say: "Enter Number of Tasks"**

### 3. In Response:



Press the **total** number of tasks performed for the client \_\_\_\_\_.

**OR**



SAY the **total** number of tasks performed for the client \_\_\_\_\_.

**SANTRAX will ask you to: "Enter Task ID"**

### 4. In Response:



Press the two digit Task Number you performed.

**\*\* If you performed more than one task wait for the system to confirm the task and then enter the next task number.**



SAY the two digit Task Number you performed.

**\*\* If you performed more than one task wait for the system to confirm the task and then SAY the next task number.**

**REPEAT step 4 until you have completed entering all tasks.**

**SANTRAX will say: "Received ## of Tasks" Hang up.**

**Note: If you made a mistake entering Tasks, Press "Zero, Zero" or Say "Zero, Zero", the system will confirm by saying: "Starting Over, Enter Task ID". Enter all Tasks ID's again.**

### What to do if there is a Problem:

**These are some possible problems you may experience when using the telephone.**

- ◆ Busy Signal
- ◆ No Answer
- ◆ System does not understand your Identification Number.

1. Check the number to make sure you have the right phone number.
2. Try Calling Again.
3. If you still cannot complete the call, contact your supervisor.

- ◆ 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.