



1-833-851-4077

Employee Pin = Last 5 of SSN

Check In

- Call the TrueTrak number **(1-833-851-4077)** using the clients phone
- Enter your Employee Pin **(last 5 digits of your SSN)**
- Hit **1** to check into your visit
- Follow prompts to receive to receive text message of clients activity codes

Potential Issues when Checking In

- Too early (Does not apply to CDS)
- Too late (Does not apply to CDS)
- You need setup in the system
- Employee pin entered incorrectly (last 5 of SSN)
- Client home phone number does not match what is in the system
- **Call the office if you run into any problems**

TIPS

- Listen! - Listen to what Tom the TrueTrak Attendant is asking for/telling you.
- Slow down!—If you are entering codes too fast Tom may not understand or catch every digit entered. Take your time.
- “3 Strikes, you’re out!” - Tom will hang up on you after you enter an incorrect entry 3 times.
- If you do get hung up on, don’t take offense to it call him back.
- You are not checked in/out until Tom says you have been checked in/out

Check Out

- Call the TrueTrak number **(1-833-851-4077)** using the clients phone
- Enter your Employee Pin **(last 5 digits of your SSN)**
- Press **1** to check out of visit or press **2** to get a text of activities
- Enter activity code followed by the # sign
- When finished press * # to stop activity entry
- Press **0** to end the call

Potential Issues when Checking Out

- Employee pin entered incorrectly (last 5 of SSN)
- Activity code is not on the assignment sheet
- Tom hangs up on you—you can call back and try again
- **Call the office if you run into any problems**