**The Call – Check In (FOB/TOKEN)**

**Process**

* The field associate will call the TrueTrak number (1-833-851-4077)
* The field associate will be prompted to enter their Employee PIN (Last 5 of SSN)
* The field associate will be prompted to enter the Token generated One Time Password; at this time push the gray button on the TOKEN and enter the 6 digit password provided
* Press 1 to check into visit
* Field associate will not be checked into the visit until they hear “You are now checked

into your \_\_\_\_\_ visit as of \_\_\_\_\_”

* Field associate will have the option to receive a text of activities
* After checking into the visit you can enter the activity menu
* Enter a cell phone number to send the text of Home Health Aide activities

**Dialog**

* Hello! Thank you for calling TrueTrak Voice. Please enter your Employee PIN Number
* Please enter your Token generated One time password
* Hello *employee name*\_\_\_\_\_\_. Press 1 to check into your *time of visit* \_\_\_\_*type of service (PC, RS, etc.)* \_\_\_ visit for *client name*\_\_\_\_\_ press 2 to enter the activities menu press 0 to

end this call (always press 1)

* \_\_\_\_\_\_, you are now checked into your \_\_\_ visit as of \_\_\_.

Remember to report any changes in your client’s condition to the office as soon as possible.

Press 2 to enter the activities menu press 0 to end this call (this will be the option if you do not

want care plan text to you).

* Press 1 to receive a text message of activities press 0 to end this call
* Please enter the 10-digit mobile number
* You entered \*\*\*-\*\*\*-\*\*\*\* is this correct press 1 for yes, 2 for no
* The text message has been sent
* Press 1 to receive a text message of activities press 0 to end this call
* Thank you, Goodbye

**Troubleshooting** *– In all instances, field associates must call the office to fix before check in.*

Scenarios where field associates are told “a matching visit cannot be found”

* Checking in too early
* Call the office to adjust scheduled start time
* Checking in too late

o Call the office to adjust scheduled start time

* Incorrect employee pin
* Call the office to verify that the last 5 of Social Security is correct in the system
* Incorrect token password – a new password is generated every 30 seconds
* Calling from a number that is not in Procura as the client’s home phone number
* Call the office to verify that the client home phone matches the client’s phone the field

associate is using to call TrueTrak

* Employee reference number is missing
* Call the office to confirm that the employee reference has been added