

## Complete Your Voice Enrollment Today

The first time you call-in you will be required to complete the Voice Enrollment Process. Your voice will be captured, and will be used for identification purposes in future check-ins. You can complete this process anytime before your scheduled Check-In.

### **1. Call the Check-In Number – Toll Free English - (833) 559-0781**

You may call from any phone. A landline phone, pay-phone, or mobile phone will work. The phone you use does not have to be an active phone on file.

### **2. Identify Yourself with your Phone Number**

Use the active phone number on file to pull up your account. If you are not calling from the active phone number on file, you will be prompted to type in your phone number.

### **3. Complete Voice Enrollment**

To complete your voice enrollment, you will repeat a sentence. After three failed attempts, your enrollment will be cancelled and the call will end. You may call back and try again.

Here is the sentence you will be asked to repeat:

“Never forget, tomorrow is a new day.”

#### **Tips for Successful Enrollment:**

- Do not use a speakerphone.
- Be in a quiet environment, no background noise.
- Speak clearly into the receiver at the same pace as you hear the statement.
- Try another phone if you are having audio problems.

Once you have successfully enrolled, you may proceed with your check-in. If you are not scheduled to check-in you will be prompted to call back on your scheduled check-in day.

## How To Check-In on Your Scheduled Day

### 1. Call the Check-In Number – English - (833) 559-0781

You may call from any phone. A landline, Pay Phone, or mobile phone will work. The phone you use does not have to be an active phone on file.

### 2. Identify Yourself with your Phone Number

Use the active phone number on file to pull up your account. If you are not calling from the active phone number on file, you will be prompted to type in your phone number.

### 3. Voice Authenticate

You will be asked to repeat a sentence to authenticate your identity. After three failed attempts, your check-in will be cancelled and the call will end. You may call back and try again.

### 4. Pay for Check-In Credits

Payment must be collected before you can proceed with your check-in. Money orders, credit cards and prepaid cards are accepted. Credit cards and prepaid cards may be used at the time of check-in. Money orders must be mailed prior to your check-in date. Allow enough time prior to your scheduled check-in date for your money order payment to be processed. All payments received are final. Refunds are NOT available for pre-paid check-ins.

### 5. Complete Questionnaire

You will answer a series of questions to complete your check-in. If you are disconnected, call back. Your check-in will continue from the point you were disconnected.

### 6. Receive Confirmation Number

DO NOT HANG UP until you receive a confirmation number confirming your check-in is complete. Stay on the line until you receive your confirmation number.