# 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.

## Call the Check-In Number – Toll Free English - (833) 992-3212

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.

## 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 prompted to type in your phone number or enter your pin number.

## 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

## Call the Check-In Number – English - (833) 992-3212

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.

## 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 prompted to type in your pin number. (located on the text you initially received for enrollment or on your enrollment letter.)

## 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.

## 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.

## 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.