



First Choice In-Home Care, Inc.  
Electronic Time Keeping  
Instructions and Call Reference Guide

**PAGE 1: Calling In Your Shift START Time**

Before Calling In your shift **START** time or Calling Out your shift **END** time you need to know your Employee ID Number and the Client ID Number of the Client you are providing services to. Your Employee ID Number is printed on your Employee Identification Badge. If you do not know the ID number of the client you are providing services to, please contact First Choice at 425-747-5000 or 1-866-912-4922.

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**Calling In – Your Shift START Time:**

Dial 1-877-249-6769 or 1-877-399-8576 (\*\* If you are experiencing difficulties with the first toll free number, please utilize the second toll free number \*\*)

**1. The SanTrax system will say: “Welcome, PLEASE ENTER your SanTrax ID.”**

Your SanTrax ID is your Employee ID Number. **In Response: Press the numbers of your SanTrax/Employee ID on the touch tone phone.**

**2. The SanTrax system will say: “PLEASE ENTER first CLIENT ID or hang up if done.”**

**In Response: Press the numbers of your CLIENT’s ID on the touch tone phone.**

You can ONLY work for one client at a time; only enter ONE Client ID Number. If you work for more than one client please make sure you are entering the correct Client ID Number. If you do not know the Client’s ID Number please ask the Client or contact First Choice In-Home Care at 425-747-5000 or Toll Free at 1-866-912-4922.

**3. The SanTrax System will say: “PLEASE ENTER your second CLIENT ID or Hang Up when done.**

**In Response: Please Hang Up**

You can only enter one Client ID when calling in your shift START time.

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You can print this page and then write in names and ID numbers for the client’s you are providing services to.

Client Name \_\_\_\_\_ Client ID No. \_\_\_\_\_

Client Name \_\_\_\_\_ Client ID No. \_\_\_\_\_



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**PAGE 2: Calling Out – Your Shift END Time**

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**Calling Out – Your Shift END Time:**

Dial 1-877-249-6769 or 1-877-399-8576 (\*\* If you are experiencing difficulties with the first toll free number, please utilize the secondary toll free number \*\*)

**1. The SanTrax system will say: “Welcome, PLEASE ENTER your SanTrax ID.”**

Your SanTrax ID is your Employee ID Number. **In Response: Press the numbers of your SanTrax ID on the touch tone phone.**

**2. The SanTrax system will say: “PLEASE ENTER first CLIENT ID or hang up if done.”**

**In Response: Press the numbers of your CLIENT’s ID on the touch tone phone.**

You can ONLY work for one client at a time; only enter ONE Client ID Number. If you work for more than one client please make sure you are entering the correct Client ID Number. If you do not know the Client’s ID Number please ask the Client or contact First Choice In-Home Care at 425-747-5000 or Toll Free at 1-866-912-4922.

**3. The SanTrax System will say: “PLEASE ENTER your second CLIENT ID or Hang Up when done.**

**In Response: Please Hang Up**

You can ONLY enter one Client ID when calling out your shift END time.

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If you have any questions about using the First Choice In-Home Care SanTrax Electronic Time Keeping System please contact First Choice In-Home Care immediately at the following contact numbers:

King County - Bellevue Office:	425-747-5000
Pierce County - Fife Office:	253-926-2230
Snohomish County - Everett Office:	425-747-5000
Toll Free:	1-866-912-4922

If you FORGET to call-in your shift start time or your shift end time, please contact First Choice immediately. If you are calling after normal business hours, please call First Choice and leave a voice message for Dyjen Collins, Administration and Payroll Manager, or email Dyjen Collins at [dyjen@fcihc.com](mailto:dyjen@fcihc.com).