Guide to the ISAS Call-In System

**Greeting:**
“Welcome to the ISAS Maryland Clock In and Clock Out System.”

**Prompt 1: Always Required**
“For personal assistance services, press ‘1’. For shared attendant services, press ‘2’.”
- If you press 1:
  “You selected personal assistance services. If this is the correct service, press ‘1’. If this is the wrong service, press ‘2’.”
- If you press 2:
  “You selected shared attendant services. This means you are working for more than one client at the same time. To bill correctly, clock in and clock out using only one client’s information. The system automatically records times for both clients. If this is the correct service, press ‘1’. If this is the wrong service, press ‘2’.”

**Prompt 1A: Sometimes Required** (Required if provider is not calling from participant phone)
“Enter the client’s 11 digit MA number.”

**Prompt 1B: Sometimes Required** (Required if the participant has an OTP device)
“Enter the 6 digit OTP passcode.”

**Prompt 2: Always Required**
“Enter your 9 digit provider number.”

**Prompt 2A: Sometimes Required** (Required if an agency has more than 20 staff providers)
“Enter the last 4 digits of your social security number.”

**Prompt 3: Always Required**
“Provide your voiceprint after the beep. Press the pound (#) key when you are finished.”

**Prompt 3A: Sometimes Required** (Required if provider’s voiceprint fails twice)
“Enter your full 9 digit social security number.”

**Prompt 4: Always Required**
“To clock in, press ‘1’. To clock out, press ‘2’.”
- If you press 1:
  “You selected to clock in. Press ‘1’ to continue or press ‘2’ to cancel action.”
- If you press 2:
  “You selected to clock out. Press ‘1’ to continue or press ‘2’ to cancel action.”

**Ending:**
“You clocked in at [Time]. Goodbye.”

OR

“You clocked out at [Time]. Goodbye.”