COOK COUNTY TIME

Job Aid: Interactive Voice Response (IVR) Absence Reporting

If you have access to a computer, please submit a Time Off request for your FMLA time instead of using IVR.

User calls IVR system

1. Call this number XXX-XXX-XXXX to begin using the IVR system.
2. Greeting appears "Welcome to the Cook County Time reporting system."
3. Press 1 for English. Press 2 for Spanish. Press 3 for Polish.
4. Enter your employee ID followed by the # sign for identification purposes.
5. If system doesn't accept the employee ID, the message will prompt you to enter it again.
6. You have 4 attempts to enter the employee ID correctly.
7. On the 5th attempt, if employee ID doesn't work a message will prompt you to contact your manager to report your absence.

IVR system requires pin number

8. Pin is needed to utilize the IVR system.
9. Enter four digit pin number. Note: Pin number is the month and date of your birth date. Example: 0221 = February 21st.
10. If system doesn't accept the pin number, message will appear, "The employee ID and passcode combination you entered is not valid. Please try again".
11. You will have 4 attempts to enter a valid pin number.
12. On the 5th attempt, if it still does not work. The message will appear, "The employee ID and passcode combination you entered is not valid. Please contact your manager to report your absence. Goodbye"

Report Absence

13. To report a sick absence, press 1.
14. Using the keypad, enter the total number of hours for your absence. For example, if your absence is 4 and a quarter hours long, enter the number **4, *star key,* 2, 5 followed by the # sign**. Or if your absence is going to be 8 hours, then enter **8 then #**. Note: *The system will then reply with your entered value and allow you to change it if incorrect.*
15. To report FMLA leave, press 2.
16. If you are reporting a FMLA absence, press 1 for FMLA-Unpaid.
17. Press 2 for FMLA-Sick
18. Press 3 for FMLA-Vacation
19. Press 4 for FMLA-Personal
20. Press 5 for FMLA-Floating Holiday
21. Press 5 for FMLA-Comp
22. Press 6 for FMLA-Holiday
23. After the leave type is chosen the system will prompt you to enter the number of hours to report. Using the keypad, enter the total number of hours for your FMLA leave. For example, **7.5 hours will be entered as 7, *, 5** followed by the # sign. Note: *The system will then reply with your entered value and allow you to change it if incorrect.*
24. Employee can only use 0.25 increments to enter hours.
25. Maximum of 12.5 hours can be entered.
26. The absence will always be reported on the date of the call.
27. After transactions are completed, a final message will be played for the employee, "Your transaction is complete. Goodbye".

Congrats! You have mastered the IVR system.