



## Cook County Sheriff's Office

# Interactive Voice Response (IVR) Absence Reporting

## FMLA Absence Call Off Job Aide

### Before you call the IVR Absence for an FMLA Absence:

Please have the following ready:

- JDE Number
- Passcode (the month and date of your birth date. Example: 0221 = February 21st.)
- FMLA Case ID number\* **Important: please make sure you have your current Case ID number.** Entering a wrong case ID may result in errors on your timesheet.

### User Calls the IVR System:

1. Call this number (877) 299-2363 to begin using the IVR system.
2. Press 1 for English; press 2 for Spanish; press 3 for Polish.
3. A greeting appears "Welcome to the Cook County Absence reporting system."
4. Enter your employee ID followed by the pound (#) sign for identification purposes.
5. If the system doesn't accept your employee ID (JDE number), the message will prompt you to enter it again.
6. You have three attempts to enter the employee ID correctly.
7. On the third attempt, if the employee's ID doesn't work, a message will prompt you to call your manager. **You must contact your on-duty unit supervisor to report the absence.**

**For Home Checks/Medical Movement:  
Call (773) 674-4787; or**

**Go to: <https://homevisitportal.ccsheiff.org/>**

### IVR System Requires a Pass Code

8. A pass code is needed to utilize the IVR system.
9. Enter your four digit pass code, followed by the pound #. Note: Your pass code is the month and date of your birth date. Example: 0221 = February 21st
10. If the system doesn't accept the passcode the following message will appear: "The employee ID and passcode combination you entered is not valid. Please try again."
11. You will have three attempts to enter a valid passcode.
12. On the third attempt, if it still does not work, the following message will appear:

*"The employee ID and passcode combination you entered is not valid. Please contact your manager to report your absence. Goodbye."*

**Prior to contacting on-duty unit supervisor to report the absence, the member should check if the pass code is correct and attempt a second call.**



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### Reporting an Absence

13. You will enter the date of absence for the current day or the next day;

*"Using the keypad, please enter the 4 digit date of your absence. For example, if your absence is August fourth, please enter zero, eight, zero, four, followed by the pound sign."*

If on the third attempt, the date of absence is still invalid, a message will prompt you to call your manager. **Prior to contacting your on-duty unit supervisor to report the absence, the member should attempt a second call to the IVR and enter the correct date.**

14. You will then choose from the following menu items:

*"To report a FMLA Absence press 1"*

*"To report a Sick Absence press 2"*

*"To report a Duty Injury Absence, press 3"*

16. After the leave type is chosen, the system will prompt you to enter your FMLA Case ID number followed by the pound (#) sign.

17. You will have three attempts to enter a valid FMLA Case ID Number. **Please note, the system will accept any 5-10-digit number, failure to enter your current FMLA case ID number will result in errors on your timesheet.**

18. After the third attempt to enter your FMLA case ID doesn't work, a message will prompt you to call your manager. **Prior to contacting on-duty unit supervisor to report the absence, the member should check their FMLA Case ID and attempt a second call to the IVR.**

19. After the FMLA Case ID number is entered, the system will prompt you to enter the number of absence hours:

*"Using the keypad, please enter the total number of hours for your absence, based on your department's policies and procedures."*

### Reporting an FMLA Absence:

15. If you choose Option 1, FMLA Absence, the following will be heard:

*"Press 1 for FMLA-Unpaid"*

*"Press 2 for FMLA-Sick"*

*"Press 3 for FMLA-Vacation"*

*"Press 4 for FMLA-Personal"*

*"Press 5 for FMLA-Floating Holiday"*

*"Press 6 for FMLA-Comp"*

*"Press 7 for FMLA-Holiday"*

Using the keypad, enter the total number of hours for your FMLA leave. **For example, eight hours will be entered as "8" followed by the # sign.** Note: The system will then reply with your entered value and allow you to change it if incorrect.



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**Call Confirmation:**

20. Once you have entered the number of absence hours, you will confirm the number of hours of the absence, with one the following prompts:

*If reporting for today:*

*"You are reporting a sick absence for today in the amount of "X" hours"*

*If reporting for future day:*

*"You are reporting a sick absence for <Date> in the amount of "X" hours".*

*"If this is correct, press 1"*

*"To retry press 2"*

21. Once the absence transaction is complete, the following message will be heard:

*"Your transaction is complete. Your transaction ID is [transaction ID].*

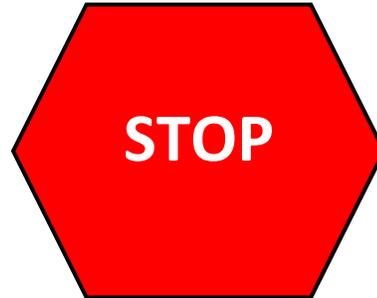
*To repeat your transaction ID press 1"*

**If you are entering more than one FMLA code please stay on the line, you will be prompted to report additional FMLA Absence codes.**

22. After the call is complete, you will be given the option to restart back to report additional FMLA Absence codes (Step 15).

*"To record additional absences, press 1.*

*"To complete your reporting press 2."*



**Please Note: Your transaction is not completed until you have your transaction ID number(s). Failure to complete your call in its entirety may result in the transaction not being posted to your timesheet.**

**Employees must retain their transaction ID number(s).**