



Job Aid: IVR Clocking Time

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 time.

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 time. Goodbye"

Clock In/Clock Out

13. There are four ways to clock in and clock out through the IVR system.
14. Clock In/Clock out/Clock out for meal/Clock in from meal
15. Press 1 to Clock in
16. Press 2 to Clock out
17. Press 3 to Clock out for meal
18. Press 4 to Clock in from meal
19. Once you choose one of the four menu options the system will save and complete your transaction. *Please confirm with your manager whether your agency uses the lunch buttons or not.*
20. If you have a colleague that needs to punch in with you, at this point you can hand the phone to him or her to punch in without calling back.

Congrats! You have mastered the IVR system.