



Cook County Sheriff's Office

Interactive Voice Response (IVR) Absence Reporting Medical/Sick Day & Duty Injury Absence Call Off Job Aide

Before you call the IVR Absence:

Please have the following ready:

- JDE Number
- Passcode (the month and date of your birth date.
Example: 0221 = February 21st.)

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.**
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.

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.**

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

**For Home Checks/Medical Movement:
Call (773) 674-4787; or
Go to: <https://homevisitportal.ccsheriff.org/>**



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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"*

If you choose Option 2, Sick Absence, or Option 3, Duty Injury Absence the system will prompt you to enter the number of hours to report. Using the keypad, enter the total number of hours for your absence. **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.

Call Confirmation:

15. 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/duty injury for today in the amount of "X" hours".*

*If reporting for future day:
"You are reporting a sick absence/duty injury for <Date> in the amount of "X" hours".*

*"If this is correct, press 1"
"To retry press 2"*

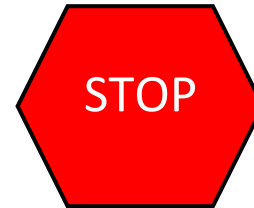
16. Once the absence transaction is complete, the following message will be heard:

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

"To repeat your transaction ID press 1"

17. If you are entering an FMLA absence please stay on the line, the system will prompt you to report additional FMLA Absences.

*"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. 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.