Cook County Sheriff's Office
Interactive Voice Response (IVR) Absence Reporting
FAQ'S

1. The IVR Absence shall be used to report FMLA, medical/sick and duty injury absences only.

2. The IVR cannot be used for medical movement, please call (773) 674-4787 or go to https://homevisitportal.ccsheriff.org.

3. At the conclusion of each IVR Absence call, a Transaction ID number is provided. Members are required to retain this number.

4. The IVR will not provide any benefit time balance notifications to the member; it is recommended that members check their medical time balance prior to making the call.

5. Each member can log on and check his/her time from home:

    Log into https://www.cookcountyil.gov/cct/

    1. Click on "Dashboard":

    > • **DASHBOARD LOGIN** Use this link to log into the CCT Dashboard to check time, request time off, and other time related tasks. *(For: Offices Under the President, Forest Preserve, Treasurer, Office of the Chief Judge, CCHHS, Board of Review, County Clerk, State's Attorney, Recorder of Deeds, Sheriff). Click here for CCT Dashboard Login instructions.*

    2. Sign in with your organization account:

       Le\first Initial of first name and full last name example:
       Username: Le\Tjones
       Password: (your current password)

6. The External Logon Job Aide can be found on the SheriffNet.

7. You will need to know your approved FMLA Case ID if using FMLA time. Members will find it on their dashboard, when they enter a day off request:
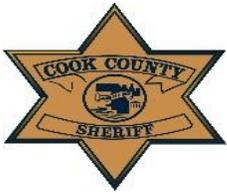
8. Failure to enter the correct and approved FMLA case ID number for your FMLA may result in member being docked.

9. If using multiple FMLA codes, only one phone call is required (see Job Aide for further guidelines).

10. Bereavement time off is not called into the IVR. You need to contact your immediate on-duty supervisor regarding a death in the family (DIF). All current policy rules on bereavement apply.

11. An emergency personal day cannot be called into the IVR. You would have to go through your supervisor for approval. After you have been approved, you will need to enter the request for a personal day into Workforce.

12. Parental leave cannot be called into the IVR. You would have to contact Employee Services for further guidelines on parental leave.

13. Who do we call if the IVR prompts us to contact a manager?

    o Member should attempt to call the IVR again and complete the call correctly prior to contacting their on-duty supervisor to report their absence.

14. If I call in FMLA or Medical 8 hours and I do not have the full 8 hours, will I get docked?

    o Yes, all policy rules will apply. Members with No Sick Time, Absent Late Call, Unauthorized FMLA, etc., will see the applicable dock code and reason code in the "Results" tab of their timesheet. See below example of an "Absent Late Call "in the results tab:

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15. If the IVR does not accept my JDE# or passcode, who do I contact?

    o First, contact your immediate on-duty supervisor to inform him/her of your status. Next open a ticket with the Sheriff's Office Helpdesk and email your name and JDE number to the following:

    CCSO.HelpDesk@cookcountyil.gov
    CCSO.WORKFORCE@cookcountyil.gov

16. Members are not to use the IVR Absence if they go home sick during their shift; they should notify their supervisor and follow current procedures.