Cook County Sheriff's Office
Interactive Voice Response (IVR)
Absence Reporting Job Aide
Sick Day/ FMLA Absence/Duty Injury Absence

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.)
- FMLA Case ID number, if calling in an FMLA Absence

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. You have four attempts to enter the employee ID correctly.

6. If the employee ID doesn't work after four attempts, a message will prompt you to call your manager. **Contact your on-duty unit supervisor to report the absence.**

IVR System Requires a Pass Code

7. A pass code is needed to utilize the IVR system. 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 21s*

8. 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."*

9. If the passcode does not work after three attempts 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." Contact your on-duty unit supervisor to report the absence.

Reporting an Absence

10. 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."

11. 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"

FMLA Absence Option 1:
If you choose Option 1, 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"

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

You will have three attempts to enter a valid FMLA Case ID Number. After the third attempt, a message will prompt you to call your manager. **You must contact your on-duty unit supervisor to report the absence.**

If you are entering more than one FMLA code, please stay on the line. After the call is complete, you will be given *the option to restart back to report* additional FMLA Absence codes (Step 11)
"To record additional absences, press 1.
"To complete your reporting press 2."

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12. After the leave type is chosen the system will prompt you to enter the number of hours to report, followed by the pound (#) sign.

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

Date Confirmation:

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

    If reporting for today:
    "You are reporting a sick absence for today in the amount of "X".

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

14. You will confirm if the date is correct, with the following prompt:
    "If this is correct, press 1"
    "To retry press 2"

15. After the call is complete, you will be given the option to restart back to report additional FMLA Absence codes (Step 11).
    "To record additional absences, press 1.
    To complete your reporting 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"

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).