

Telephony Section

NETtime IVR is a telephony module that allows employees to benefit from the flexibility of performing user functions from anywhere while utilizing a touch-tone phone. This section covers how to use IVR to perform employee functions.

IVR Employee Functions Available*

1. Clock In/Out for the Day
2. Clock In/Out to Lunch and Breaks
3. Transfer to Alternate Labor Levels (up to 15 levels)
4. Hear Benefit Accrual Information
5. Hear Hours Paid Information
6. Enter Hours Worked

** Functions available to employees are determined by the setup of each system.*

NOTE 1: At anytime an employee wants to access the previous menu, use the asterisk key (*) on the touch-tone phone.

NOTE 2: Employees should always wait to hear the confirmation at the end of the message that includes the timestamp prior to completing the call.

NOTE 3: If an employee is prompted to transfer and no transfer is necessary, press the pound sign (#) to bypass.

Clock In

1. Dial the **Company IVR Phone Number**.
2. Enter the **Company Number** and press #
3. Enter the **Employee Number** and press #
4. Enter the **Employee Password** and press #
5. Press **1** to Clock In and press #

Clock Out

1. Dial the **Company IVR Phone Number**.
2. Enter the **Company Number** and press #
3. Enter the **Employee Number** and press #
4. Enter the **Employee Password** and press #
5. Press **2** to Clock Out and press #

Transfer Departments and/or Jobs *(use after the clock in punch has been submitted)*

1. Dial the **Company IVR Phone Number**.
2. Enter the **Company Number** and press #
3. Enter the **Employee Number** and press #
4. Enter the **Employee Password** and press #
5. Press **3** to Transfer and press #
6. Enter the **Department/Job Number** after each prompt and press #

Start Break

1. Dial the **Company IVR Phone Number**.
2. Enter the **Company Number** and press #
3. Enter the **Employee Number** and press #
4. Enter the **Employee Password** and press #
5. Press **4** to Start Break and press #

End Break

1. Dial the **Company IVR Phone Number**.
2. Enter the **Company Number** and press #
3. Enter the **Employee Number** and press #
4. Enter the **Employee Password** and press #
5. Press **5** to End Break and press #

Start Lunch

1. Dial the **Company IVR Phone Number**.
2. Enter the **Company Number** and press #
3. Enter the **Employee Number** and press #
4. Enter the **Employee Password** and press #
5. Press **6** to Start Lunch and press #

End Lunch

1. Dial the **Company IVR Phone Number**.
2. Enter the **Company Number** and press #
3. Enter the **Employee Number** and press #
4. Enter the **Employee Password** and press #
5. Press **7** to End Lunch and press #

More Options (Benefit Accruals, Hours Paid, Enter Time Worked)

1. Dial the **Company IVR Phone Number**.
2. Enter the **Company Number** and press #
3. Enter the **Employee Number** and press #
4. Enter the **Employee Password** and press #
5. Press **0** to **Hear More Options** and press #
 - a. Press **1** for **Benefit Accruals** information
 - i. Press the number option of the Benefit Requested and press #
 - b. Press **2** to **Review Hours Paid**
 - i. Press **1** to listen to **Current Week's Hours Paid** and press #
 - ii. Press **2** to listen to **Previous Week's Hours Paid** and press #
 - c. Press **3** to **Enter Worked Time for a Day**
 - i. Enter the **Date*** and press #
 - ii. Enter **Hours Worked** (whole number) and press #
 - iii. Enter **Minutes Worked** (whole number) and press #

** Date format will be MM/DD/YYYY, unless the administrator has changed it to DD/MM/YYYY.
Check with the administrator for correct format.*