



TRACK TIK

Interactive Voice Response

The Interactive Voice Response (IVR) system streamlines **workforce** management by allowing security guards to clock in and out of their shifts using a phone call. This ensures accurate timekeeping and reduces the need for manual data entry.

IVR PHONE NUMBER: (888) 623-3890

Do not clock in more than 5 minutes before your assigned shift.

HOW TO USE IVR

1. Dial the IVR phone number: [\(888\) 623-3890](tel:(888)623-3890)
2. Wait for the greeting message to play: "Welcome, please input your Employee ID number"
3. Enter your [Employee ID](#) number and press #
4. [Press 1](#) to clock-in. Press 1 to clock-out.

If you do not know your Employee ID, please reach out to your supervisor.

You [must](#) call in using the phone number whitelisted by your manager.

If you need to use a different device, the system will generate an exception and notify your supervisor.

In that case, please contact your supervisor.

ADDITIONAL INFORMATION

- If you do not have a scheduled shift, the system will prompt you to listen to your schedule. If no shifts are scheduled, the IVR will notify you and disconnect the call.
- If you are clocked in and call the IVR number, you will be prompted to clock out or start a break.
- If you are on a break and call the IVR number, you will be prompted to end your break.