



Telephony Instructions

Please begin logging your shifts via telephony on Sunday, 7/12/2020.

NOTE: please do continue to send in paper timesheets, for now, as a backup record.

****You must dial from the consumer's main phone number we have on file****

Clock In

1. Dial 716-272-0909
2. Enter your 5-digit Employee ID followed by #
 - Your Employee ID is the last four of your social security number followed by an additional zero.
 - Sample: If the last 4 of your SSN are "1234" your Employee ID would be 12340.
3. The system will advise you do not have a visit scheduled, and ask if you would like to create an unscheduled visit. Press 1 to create and clock in to the visit.
4. When the system advises that you have clocked in successfully, you may disconnect the call.

Clock Out

1. Dial 716-272-0909
2. Enter your 5-digit Employee ID followed by #
 - Your Employee ID is the last four of your social security number followed by an additional zero.
 - Sample: If the last 4 of your SSN are "1234" your Employee ID would be 12340.
3. The system will advise that you are currently clocked in. Press 1 to clock-out.
4. When the system advises that you have clocked out successfully, you may disconnect the call.