# Red Rover IVR — (616) 577-8333

The **Red Rover Interactive Voice Response (IVR)** allows you to simply create a single day absence through the phone line.

Entering an absence via phone:

The system will prompt you through each step. **Speak your responses,** or use your keypad to enter *most* information (1 = Yes, 2 = No).

1. Call the Red Rover IVR at **(616) 577-8333.**

2. Do you need to enter an absence for today? *Say **Yes** or **No**.*
   - If **No**, say your absence day or date. **Ex.** "Tuesday", or "December 15th".

3. Are you going to be out the entire day? *Say **Yes** or **No**.*
   - If **No**, say "Morning," "Afternoon," or "Specific Times" (*if applicable*)

4. Say the absence reason.

5. Confirm the absence details: *Say **Yes** or **No**.* Then, if you need a sub (*if applicable*): *Say **Yes** or **No**.* If a sub is required, you may leave a transcribed message to the sub.

6. You will receive a confirmation number, the absence is now created! You may repeat the confirmation number or enter another absence. If you are finished, simply hang up.
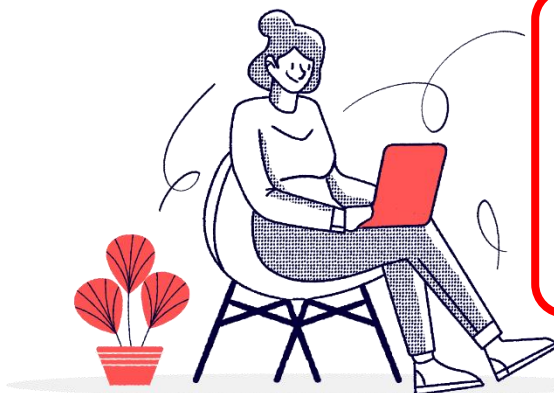
Use app.redroverk12.com when you need to:

- Enter multi-day absences
- Edit substitute details
- Pre-arrange with a substitute
- Create absences in the past
- Create absences requiring notes to Admins

Please note:

- The IVR will identify you by the phone number you call from. **Please call from the phone number on your Red Rover account**, or you will not be recognized.
- If three or more people share the same phone number in Red Rover, you must enter your absence online at **app.redroverk12.com**.
- The IVR can only enter single-day absences. To enter multi-day absences, visit the website.